

# A Study on the Use and User Perception of ICT Based Resources and Services in Arts and Science Colleges Affiliated to Bharathiar University, Coimbatore

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**Abstract** – This paper highlights the mode of learning to access ICT based resources, purpose of using ICT based resources, time spend for accessing e-resources, experience in using ICT based resources and satisfaction level of using ICT based resources by the users of Arts and Science Colleges affiliated to Bharathiar University, Coimbatore, Tamil Nadu.

**Keywords:** Information and Communication Technology, E-resources, Arts and Science Colleges

## I. INTRODUCTION

Libraries are the repositories of knowledge and integral part of education. Information Technology has helped the library and information science professionals in conquering space and time and rendered it possible to retrieve information from any corner of the world instantaneously and provide it to users efficiently and effectively. Libraries subscribe to various bibliographic and full text databases, which are of interest to the users. There is need for electronic resources with respect to journals, standards and patents. Information and communications technology (ICT) is having a major impact on materials for research. It can provide novel or enhanced forms of research resource, as 'E-Resources' and is changing the shape both of primary resources like texts, images and data, and secondary resources like catalogues.

## II. OBJECTIVES OF THE STUDY

The Objectives of the study are:

1. To identify the method of acquiring IT skills by the users of Arts and Science Colleges affiliated to Bharathiar University;
2. To study the purpose of using ICT based resources among the users of Arts and Science Colleges affiliated to Bharathiar University;

3. To identify the experience in using ICT based resources by the users of Arts and Science Colleges;
4. To identify the most commonly search engine used by the users of Arts and Science Colleges;
5. To study the time spends for accessing ICT based resources by the users of Arts and Science Colleges;
6. To find out the satisfaction level of using ICT based resources among the users of Arts and Science Colleges.

## III. METHODOLOGY

There are 72 Arts and Science colleges affiliated to Bharathiar University, Tamil Nadu. Out of them, researcher has selected only 10 colleges, based on their year of establishment.

The survey method was used to collect primary data on this research investigation. The pertinent data has been collected from the PG students, Research scholars, and Faculty members, by administering the questionnaire method. The respondents were encouraged to give free and frank information. The respondents extended their full cooperation in the data collection. The data collection was carried out from December 2010 to March 2011.

## IV. DATA ANALYSIS AND DISCUSSION

The collected data were classified and tabulated according to the objectives and hypothesis stated. For proper arrangement of the data, a master table was prepared by the author. The general data interpretation was made with the help of percentages and averages.

TABLE I DISTRIBUTION OF RESPONDENTS MODE OF LEARNING TO ACCESS ICT BASED RESOURCES

Status	Self-learning, trial and error	Formal training programs like short term courses workshops, etc	Guidance from Library Staff	By reading book, articles on the ICT	Online instruction	Assistance from colleagues or friends	Total
PG Students	104 13.58%	219 28.59%	105 13.71%	202 26.37%	66 08.62%	70 09.14%	766 49.07%
Research Scholars	43 16.23%	41 15.47%	46 17.36%	89 33.58%	23 08.68%	23 08.68%	265 16.98%
Faculty members	36 06.79%	85 16.04%	53 10.00%	101 19.06%	161 30.38%	94 17.74%	530 33.95%
Total	183 11.72%	345 22.10%	204 13.07%	392 25.11%	250 16.02%	187 11.98%	1561 100%

Table I shows the distribution of respondents mode of learning to access ICT based resources. Out of 1561 respondents, 183(11.72%) of them learn to access ICT resources by self learning and trial and error method; while 345 (22.10%) respondent’s learn through formal training programs like short term courses, workshops etc;

204(13.07%) respondents learn to use ICT based resources guiding from library staff; 392(25.11%) respondents learn through reading books and articles on the ICT; 250(16.02%) respondents learn through online instruction and 187 (11.98%) respondents guidance from their colleagues and friends.

TABLE II DISTRIBUTION OF RESPONDENTS EXPERIENCE IN USING ICT BASED RESOURCES

Status	Less than one year	One Year	Two years	Three Years	For more than three Years	Total
PG Students	85 11.10%	153 19.97%	304 39.69%	155 20.23%	69 09.01%	766 49.07%
Research Scholars	36 13.58%	51 19.25%	90 33.96%	62 23.40%	26 09.81%	265 16.98%
Faculty members	23 04.34%	132 24.91%	201 37.92%	66 12.45%	108 20.38%	530 33.95%
Total	144 09.22%	336 21.52%	595 32.12%	283 18.13%	203 13.00%	1561 100%

Table II shows the distribution of respondents experience in using ICT based resources. It could be noted that out of 1561 respondents, 595(38.12%) respondents are using ICT based resources for two years; 336(21.52%) respondents are

using for last one year; 283(18.13%) respondents are using for past three years; 203(13.00%) respondents are using for more than three years, and 144(09.22%) respondents using ICT based resources less than one year.

TABLE III DISTRIBUTION OF RESPONDENTS TIME SPEND FOR SEARCHING / ACCESSING ICT BASED RESOURCES

Status	Less than 1 hour	One Hour	More than one hour	Two Hours	More than 2 hours	Total
PG Students	36 04.70%	132 17.23%	174 22.72%	226 29.50%	198 25.85%	766 49.07%
Research Scholars	45 16.98%	48 18.11%	72 27.17%	55 20.75%	45 16.98%	265 16.98%
Faculty members	75 14.15%	73 13.77%	130 25.53%	147 27.74%	105 19.81%	530 33.95%
Total	156 09.99%	253 16.21%	376 24.09%	428 27.42%	348 22.29%	1561 100%

Table III reveals the distribution of respondent’s time spends for accessing ICT based resources. It could be noted that out of the total 1561 respondents, 428(27.42%) respondents are spend two hours per day; 376(24.09%)

respondents are spend more than one hour per day; 348(22.29%) respondents are spend more than two hours per day; 253(16.21%) respondents are spend one hour per day and 156(09.99%) respondents are spend less than one hour per day for accessing electronic information resources.

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TABLE IV DISTRIBUTION OF RESPONDENTS PURPOSE OF USING ICT BASED RESOURCES

Status	For Study	For Research purpose	For finding relevant information in the area of specialization	For keeping up-to-date subject information	For publishing articles & books	Paper presentation in the seminars	For UGC National Eligibility Test (NET)	Total
PG Students	133 17.36%	155 20.23%	258 33.68%	54 07.05%	25 03.26%	95 12.40%	46 06.01%	766 49.07%
Research Scholars	26 09.81%	105 39.62%	35 13.21%	22 08.30%	13 04.91%	20 07.55%	44 16.60%	265 16.98%
Faculty members	31 05.85%	162 30.57%	114 21.51%	64 12.08%	70 13.21%	62 11.70%	27 05.09%	530 33.95%
Total	190 12.17%	422 27.03%	407 26.07%	140 08.97%	108 62.97%	177 11.34%	117 07.50%	1561 100%

Table IV shows the purpose of using ICT based resources by the respondents. It is identified from the table that the respondents have top priority (27.03%) for the use of ICT based resources for research purpose followed by 407 (26.07%) for finding relevant information; 190(12.51%) for study; 177 (11.34%) for paper presentation in the seminars; 140 (08.97%) for keeping up-to-date information and 108 (06.92%) for publishing articles and books.

TABLE V PREFERENCE OF USING SEARCH ENGINE FOR ACCESSING ICT BASED RESOURCES

Status	Google	Excite	Lycos	Alta Vista	MSN	Yahoo	Ask.com	Others	Total
PG Students	340 44.39%	30 03.92%	21 02. Lycos 74%	36 04.70%	39 05.09%	208 27.15%	80 10.44%	12 01.57%	766 49.07%
Research Scholars	90 33.96%	15 05.66%	19 07.17%	26 09.81%	29 10.94%	52 19.62%	23 08.68%	11 04.15%	265 16.98%
Faculty Members	169 31.86%	35 06.60%	36 06.79%	33 06.23%	70 13.21%	111 20.94%	57 10.75%	19 03.58%	530 33.95%
Total	599 38.37%	80 05.12%	76 04.87%	95 06.09%	138 08.84%	371 32.77%	160 10.25%	42 04.87%	1561 100%

The respondents are asked regarding which search engine they prefer to search electronic information resources. The data collected has been presented in the form of table. Out of 1561 respondents, 599 (38.37%) respondents are using Google search engine followed by 371 (23.77%) respondents are using Yahoo; 160 (10.25%) respondents are using ASK.com search engine; 138 (08.84%) respondents are using MSN; 95(06.09%) respondents are using Alta Vista; 80 (05.12%) respondents are using Excite and 42 (02.69%) respondent's are using other search engine for accessing information resources.

TABLE VI DISTRIBUTION OF RESPONDENTS SATISFACTION LEVEL OF USING ICT BASED RESOURCES AND SERVICES

Status	Very much satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Total
PG Students	258 33.68%	299 39.03%	89 11.62%	120 15.67%	766 49.07%
Research Scholars	105 39.62%	94 35.47%	45 16.98%	21 07.92%	265 16.98%
Faculty members	261 49.25%	167 31.51%	73 13.77%	29 05.47%	530 33.95%
Total	624 39.97%	560 35.87%	207 13.62%	170 10.89%	1561 100%

Table VI shows the satisfaction level of using electronic information resources. It could be noted that out of 1561 respondents, 604 (39.97%) respondents are very much satisfied with the ICT based resources; 560 (35.87%) respondents are satisfied; 207 (13.26%) respondents are some what satisfied and the remaining 170 (10.89%) respondents are dissatisfied with electronic information resources. Hence the study indicates that the majority of the academic communities are satisfied with the ICT based resources.

#### V. CONCLUSION

It is observed from the study that 27.42% of the respondents spend two hours per day for searching / accessing ICT based resources and services. 27.03% of the respondents have used ICT based resources and services for their Research purpose. It is witnessed that 38.37% of respondents are using Google search engine. The findings of the distribution of the respondents' satisfaction level of using ICT based resources and services reveal the fact that 39.97% of respondents are very much satisfied. The findings of this survey conclude that PG students and Research scholars need to improve their IT skills to more usage of ICT based resources for their learning and research purposes.

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