

# Utilization of ICT Based Resources and Services by the Users of Arts and Science Colleges in Tirunelveli District, Tamil Nadu: A Study

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(Received on 24 February 2013 and accepted on 23 April 2013)

**Abstract** - This paper describes use of ICT based resources and services by users of Arts and Science colleges in Tirunelveli District. The study highlights the awareness approach for ICT based resources and services, frequency of using ICT based resources and services, purpose of using ICT based resources and services and satisfaction level of using ICT based resources and services among the users of Arts and Science colleges.

**Keywords:** ICT based resources and services, Arts and Science colleges, E-resources

## I. INTRODUCTION

Information and communication technology help to expand access, increase usability and effectiveness and establish new ways for individuals to use information to be more productive in their endeavors. Awareness of electronic resources may help the users in keeping up to date with current developments in their respective subject field of specialization, in contrast with print media. The use of electronic information resources is necessary for users mainly because the information communication technology provide better, faster and easy access to information than information accessed through print media.

Information communication technology can be relied upon for timely information which upholds the sayings of Dr.Ranganathan "right information to right user at right time".

## II. OBJECTIVES OF THE STUDY

The following are the important objectives of the study

1. To analyze the awareness approach to ICT based resources and services among the users of Arts and Science Colleges in Tirunelveli District;

2. To determine frequency of using ICT based resources and services;
3. To find out the reasons for influencing ICT based resources and services;
4. To study the purpose of using ICT based resources and services among the users of selected Arts and Science Colleges in Tirunelveli District;
5. To identify satisfaction level of ICT based resources and services;
6. To study information needs fulfilled through ICT based resources and services among the users of Arts and Science colleges.

## III. METHODOLOGY

Many methods and techniques are available for data collection. Among them Questionnaire Survey method is found to be very useful technique for collecting data. The researcher has distributed 1500 questionnaires to the faculty members of the Arts and Science Colleges in Tirunelveli District. However, the investigator received responses from the 1332 Faculty members, research scholars and PG students. The analysis and interpretation of the data is presented in the following paragraphs.

TABLE I STATUS WISE DISTRIBUTION OF RESPONDENTS

Sl. No.	Status	No. of Respondents	%
1	Faculty members	368	27.63
2	Research scholars	179	13.44
3	PG students	785	58.93
TOTAL		1332	100.00

**IV. RESULTS AND DISCUSSION**

Table I indicates the status-wise response rate of the users towards the distribution of questionnaires. There are three categories of user viz. Faculty members, Research

scholars, and PG students. The result reveals that out of a total of 1332 responses, the PG students' population is 785 in number and comes to 58.93 % whereas the population of Faculty members and Research scholars is 368 and 179 and the percentage share comes to 27.63 % and 13.44 %

TABLE II STATUS WISE DISTRIBUTION OF RESPONDENTS AWARENESS APPROACH TO ICT BASED RESOURCES AND SERVICES

S. No	Awareness/ Approach Through	No. of Respondents						Total	%
		Faculty members	%	Research scholars	%	PG Students	%		
1	Membership	42	11.41	20	11.17	112	14.27	174	13.06
2	Library website	68	18.48	22	12.29	38	4.84	128	9.61
3	Information brochure	52	14.13	32	17.88	102	12.99	186	13.96
4	Colleagues/ Class fellows	100	27.17	29	16.20	268	34.14	397	29.80
5	Library staff and other sources	98	26.63	64	35.75	137	17.45	299	22.45
6	User Orientation	8	2.17	12	6.70	128	16.31	148	11.11
Total		368	100.00	179	100.00	785	100.00	1332	100.00

respectively.

It is clear from Table II that 100 Faculty members (27.17%); 29 Research scholars (16.20%) and 268 PG students (34.14%) were aware of ICT based resources and services through their colleagues whereas 68 (18.48%) Faculty members; 22 (12.29%) Research scholars and 38 (4.84%) PG students were made aware through the library

websites and 98 (26.63%) teachers; 64 (35.75%) Research scholars and 137 (17.45%) PG students were made aware through the library staff and other sources. The remaining sources namely information brochure of the library; user orientation and membership were not familiar among the respondents of Arts and Science Colleges in making them

TABLE III STATUS WISE DISTRIBUTION OF RESPONDENT'S FREQUENCY OF USING ICT BASED RESOURCES AND SERVICES

Status	Every day	Once in two days	Twice in a week	Once in a week	Occasionally	Total
Faculty Members	121 (32.88)	152 (43.02)	52 (14.13)	31 (8.42)	12 (3.26)	368 (27.63)
Research Scholars	77 (43.02)	37 (20.67)	26 (14.13)	21 (11.73)	18 (10.06)	179 (13.44)
PG Students	102 (12.99)	307 (39.11)	288 (3.69)	61 (7.77)	27 (3.44)	785 (58.93)
Total	300 (22.52)	496 (37.24)	366 (27.48)	113 (8.48)	57 (4.28)	1332 (100.00)

(Figures in parentheses denote percentage)

aware of ICT based resources and services.

Among 785 PG students, 39.11% of respondent's using ICT based resources and services once in two days and 3.44% of respondent's using ICT based resources and services occasionally. With regard to 179 Research scholars,

43.02% of respondent's using ICT based resources and services everyday and 10.06% of respondent's using ICT based resources and services occasionally. Out of 368 Faculty members, 41.30% of respondent's using ICT based resources and services once in two days and 3.26% of respondent's using ICT based resources and services occasionally.

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TABLE IV STATUS WISE DISTRIBUTION OF RESPONDENT'S PURPOSE OF USING ICT BASED RESOURCES AND SERVICES

Status	Research	Study	Accessing Online Data bases	Publishing articles	Down loading e-resources	Professional developments	Placements	Entertainment	Chatting	Others	Total
Faculty Members	167 (45.38)	32 (8.70)	28 (7.61)	48 (13.04)	31 (8.42)	23 (6.25)	8 (2.17)	16 (4.35)	3 (0.82)	12 (3.26)	368
Research Scholars	71 (39.66)	16 (8.94)	10 (5.59)	18 (10.06)	30 (16.76)	3 (1.68)	11 (6.15)	9 (5.03)	8 (4.47)	3 (1.68)	179
PG Students	0 (0.00)	397 (50.57)	31 (3.95)	2 (0.25)	59 (7.52)	0 (0.00)	48 (6.11)	142 (18.09)	95 (12.10)	11 (1.40)	785
Total	238 (17.87)	445 (33.41)	69 (5.18)	68 (5.11)	120 (9.01)	26 (1.95)	67 (5.03)	167 (12.54)	106 (7.96)	26 (1.95)	1332

(Figures in parentheses denote percentage)

Among 785 PG students, 50.57 % of the respondents have used ICT based resources and services for their study purpose and 0.25 % of the respondents have used ICT based resources and services for publishing articles and books. With regard to 179 Research scholars, 39.66% of the respondents have used ICT based resources and services for

their research purpose and 1.68% of the respondents have used resources and services for other purpose. Out of 368 faculty members, 45.38 % of the respondents have used ICT based resources and services for their research purpose and 0.82 % of the respondents have used ICT based resources and services for chatting purpose.

TABLE V STATUS WISE DISTRIBUTION OF RESPONDENTS REASONS FOR INFLUENCING ICT BASED RESOURCES AND SERVICES

Reasons	Faculty Members=368		Research Scholars=179		PG Students=785		Total=1332	
	Yes	No	Yes	No	Yes	No	Yes	No
Fast access and delivery of information	320 (86.96)	48 (13.04)	124 (69.27)	55 (30.73)	698 (88.92)	87 (11.08)	1142 (85.74)	190 (24.20)
Provision of accurate and current information	305 (82.88)	63 (17.12)	112 (62.57)	67 (37.43)	629 (80.13)	156 (19.87)	1046 (78.53)	286 (21.47)
Exploring wide area of information sources nearer to the interested topic	202 (54.89)	166 (45.11)	98 (54.75)	81 (45.25)	428 (54.52)	357 (45.48)	728 (54.65)	604 (45.35)
To share information research with distant colleagues	179 (48.64)	189 (51.36)	62 (34.64)	117 (65.36)	259 (32.99)	526 (67.01)	500 (37.54)	832 (62.46)
Saves time my own communication (by using e-mail) and search for information	197 (53.53)	171 (46.47)	87 (48.60)	92 (51.40)	291 (37.07)	494 (62.93)	575 (43.17)	757 (56.83)

(Figures in parentheses denote percentage)

It is evident from Table V that majority of respondent's fast access and delivery of information (85.74%), the provision of accurate and current information (78.53%) and

exploring wide area of information sources nearer to the interested topic (54.65%) are the reasons for accessing ICT based resources and services.

TABLE VI STATUS WISE DISTRIBUTION OF RESPONDENTS INFORMATION NEEDS FULFILLED THROUGH ICT BASED RESOURCES AND SERVICES

Status	<10 percent	11-25 percent	26-50 percent	51-75 percent	>75 percent	Total
Faculty members	31 (8.42)	59 (16.03)	61 (16.58)	118 (32.07)	99 (26.90)	368
Research scholars	18 (10.06)	35 (19.55)	44 (24.58)	49 (27.37)	33 (18.44)	179
PG Students	52 (6.62)	78 (9.94)	125 (15.92)	332 (42.29)	198 (25.22)	785
Total	101 (7.58)	172 (12.91)	230 (17.27)	499 (37.46)	330 (24.77)	1332

(Figures in parentheses denote percentage)

With regard to 785 PG Students, 42.29 % of respondents fulfilled 51-75 % of their information needs through the ICT based resources and services and 6.62 % of respondents

fulfilled less than 10% of their information needs through the ICT based resources and services. Among 179 Research scholars, 27.37 % of respondents fulfilled 51-75 % of their

information needs through ICT based resources and services and 10.06% of respondents fulfilled less than 10% of their information needs through ICT based resources and services. Out of 368 faculty members, 32.07% of respondents fulfilled

51-75 % of their information needs through ICT based resources and services and 8.42 % of respondents fulfilled less than 10 % of their information needs through ICT based resources and services.

TABLE VII STATUS WISE DISTRIBUTION OF RESPONDENTS SATISFACTION LEVEL OF ICT BASED RESOURCES AND SERVICES

Academic status	Highly satisfied	Satisfied	Somewhat satisfied	Dissatisfied	Total
Faculty members	61 (16.58)	248 (67.39)	38 (10.33)	21 (5.71)	368
Research Scholars	43 (24.02)	93 (51.96)	31 (17.32)	12 (3.26)	179
P G Students	120 (15.29)	555 (70.70)	68 (8.66)	42 (5.35)	785
Total	224 (16.82)	896 (67.27)	137 (10.29)	75 (5.63)	1332

(Figures in parentheses denote percentage)

Among the total number of 785 PG students, 70.70% of them are satisfied and 5.35% of them are dissatisfied. Out of 179 Research scholars, 51.96% of them satisfied and 3.26% of them are dissatisfied. With regard to 368 faculty members, 67.39% of them satisfied and 5.71% of them are dissatisfied. Hence it can be concluded that most of the respondents are satisfied.

### V. CONCLUSION

Study shows the use of ICT based resources and services is very common among the faculty members, research scholars and PG students of Arts and Science College and majority of the teachers and research scholars are dependent on ICT based resources and services to get the desired and relevant information. But, a good number of library users feel that there is a place for improvement in infrastructure facility which is most important in providing undisturbed access.

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