



INFORMATION SEEKING BEHAVIOUR OF COLLEGE STUDENTS : A CASE STUDY

Ms. Trupti A. Tulsankar

Librarian, Pragati College of Arts & Commerce, Dombivli.

Abstract :

The user study has been conducted among undergraduate & post graduate students of Pragati College of Arts and Commerce, Dombivli. The paper deals with information seeking behavior of students. The focus of this study to investigate the present and future needs of the users and to suggest some recommendations to improve the library collection and services.

Keywords: *Information Seeking Behavior, User Study, Library Resources*

Copyright © 2022 The Author(s): This is an open-access article distributed under the terms of the Creative Commons Attribution 4.0 International License (CC BY-NC 4.0) which permits unrestricted use, distribution, and reproduction in any medium for non-commercial use provided the original author and source are credited.

Introduction :

Library is primarily a service institution, which usually performs three basic functions, such as acquisition of information, organization of information and dissemination of information. In performing all these functions, the library authority considers the users as the most significant embodiment. Users are the central focus of the existence of the library, since the collection and services of the library are meant for the users. To understand and fulfillment of its target audience is one of the major roles of the library. The second law of the Library Science, “Every user his/her information.” Has rightly considered the importance of users. When the whole spectrum of a library environment is directed towards the users, the library in order to achieve its organizational objectives of providing utmost and satisfactory services to its users, must know the information literacy and seeking behavior of the concerned user groups. Study on information user pattern of user groups not only identifies their behavioral trends but also improves the quality of library collection, organization and other services.

This study was undertaken to determine the information seeking behavior and library use by students of Pragati College of arts & Commerce. So researcher can study the library use pattern and information-seeking behavior of students which helps in improving the quality of library collection and services offered by the library. Thane Zila Shikshan Prasarak(T.Z.A.S.P.) Mandal’s PragatiCollege of Arts and Commerce, Dombivli was founded in 1997. The college is permanently affiliated to University of Mumbai & reaccredited by NAACwith ‘B’ grade. The college offers UG Programmes in Arts and Commerce and PG Programmes in Economics &Commerce. The College conducts three-year Bachelor of Management Studies (B.M.S.) and Bachelor of Commerce-Banking &Insurance



(B&I) and Information Technology (BScIT). library is being constantly enriched by the acquisition of latest books and journals. At present, the library has more than 40,000 books, 54 national & international Journals & Magazines, N-LIST Database, CDs/DVDs, bound volumes of periodicals, newspapers etc.

Review of Literature :

The process of data acquiring, using and implementing information are called information seeking behavior. Information seeking behavior refers to the way people explore for and utilize information. The term information seeking behavior has been employed in the research literature since the 1950's (Hayden, 1999). Thereafter it took several decades for the topic to be presented as a significant field of study. in step with Wiberley and Jones (1989), information seeking may be a basic activity during which all people participate, manifest through particular behaviors. it's most interest to library & scientific discipline professionals within the areas of collection development, services and organizational structures (Wiberley & Jones, 1989). It follows that information seeking behavior is, as Wilson (1999) defines it, "those activities an individual may engage in when identifying their own needs for information, attempting to find such information in any way, and using or transferring that information. Information seeking behavior which ends from the popularity of some need (Wilson 1981) is defend by Krikelas (1983), "as an activity of a personal that's undertaken to spot a message that satisfies a perceived need." Information-seeking and use became complex processes for school and university students thanks to the proliferation of data technologies and resources altogether types and formats.

Shukla & Lalrinenga (2019) Studied information seeking behaviour of post graduate students of faculty of Life Sciences of Mizoram University, Aizawl. Analysis of the questionnaires inference that students' visit to the library is need based. Rich collection increases library users but time constraints and isolated library location reduce the amount of library visitors and frequency of visits. Abdul Kadir(2018) investigate the students' information needs and their information seeking behavior in camera University Library, Malaysia. The study revealed that librarians should understand the users need so as to fulfill the users' expectations and demands. Kadli and Hanchinal (2015) undertook the survey of Information Seeking Behaviour of Law Students within the Changing Digital Environment. The aim of this study is to look at the data seeking behaviour of scholars of two law colleges of Mumbai. The results of the study revealed that books are still most heavily used resources by the scholars. Majority of the scholars are acquainted with using offline and online legal databases. However, the scholars of both the colleges face the matter of data overload on internet and lack of skills to go looking information. Hence, the study recommends that formal users training program shall be conducted to optimize the employment of data sources and services. Pattanaik & Parida (2013) studied information need and seeking habits of the scientists. The study sought to seek out the data seeking agricultural scientists working in numerous agriculture research institute of Odisha. A structured questionnaire was developed to seek out the data needs and seeking behavior of agricultural scientists. The study discussed sources want to seek information by the agricultural scientists in meeting their information needs. Pyarelal, Kaur & Anil Kumar (2012) allotted a study on information seeking behaviour. The study examined the standards of data seeking behavior of the social sciences faculty. Bhatti (2010) allotted a study on information needs and information-seeking



behaviour of college members. The aim of this study was to seek out that what reasonably information is required for teaching and research, and which kind of sources and channels are used so on. Thanuskodi (2009) allotted a study on information seeking behavior. This study is predicated on the survey conducted at the faculty, Salem and it investigated the data seeking behaviour of law faculty at Central Law College, Salem. Wang, Dervos, Zhang & Wu (2007) worked on information-seeking behaviour of educational researchers. They allotted a user study on the research scholars within the us, China and Greece. Keshava & Savanur (2004) worked on information needs and knowledge seeking strategies of agricultural scientists. It provided information about University of Agricultural Science (UAS) and its library; it also described information needs and knowledge seeking strategies of users of UAS Library. Laloo (2002) studied information needs. This study treated the following: information, information needs, and information-seeking behaviour of scientists, social scientists, businessmen, manager, doctors, and university teacher citizens. He also focused on technology transfer, impact of data on the standard of life, user education etc. Shukla (1999) worked on information seeking behaviour of chemist. In his study he analyzed that the psychology of the users, the data seeking behaviour, assessment of user needs and utility of data resources are the assorted affects which are essential to hide in user studies. He observed that almost all of the chemists required information for starting research, preparing or rerating research papers or new projects.

Scope of Study :

The scope of the study is confined to the information seeking behavior of Undergraduate & PG students of Pragati College of Arts and Commerce, Dombivli. The study has undertaken in four (04) Undergraduate departments namely BCom, BMS, BScIT, B & I and two (02) Post Graduate departments as MCom and MA of Pragati College. Further, the scope of the study is above mentioned departments. The sample has been taken using random sampling method.

Objectives of Study :

The objectives of the study are :

- To find out the awareness and use of the library resources by the students
- To find out the type of information sources used by students
- To evaluate usefulness & adequacy of library resources & services
- To assess the present and future needs of the users and to suggest some recommendations to improve the library collection and services.

Methodology :

As the study has been designed to ascertain the information seeking behavior of students of Pragati College of Arts & Commerce. The survey method supported by questionnaire has been found suitable. The semi-structured questionnaire was designed for the study. The questionnaire was distributed among Undergraduate & PG students using random sampling method through Google form. The data collected through questionnaire was organized, tabulated & interpreted by using simple statistical method.



Data Analysis & Interpretation :

1. Questionnaire response ratio

Table 1 : Questionnaire response ratio

Questionnaire distributed	No. of Responses	Response Ratio (%)
250	212	84.8%

The analysis of data in Table 1 shows that out of 250 questionnaires distributed 212(84.8%) questionnaire were filled.

2. Questionnaire response ratio (Department wise)

Table 2 : Department wise response ratio

Department Name	No. of Responses	Response Ratio (%)
BMS	52	24.52
B&I	34	16.03
BScIT	29	13.7
Mcom	30	14.15
MA	15	7.08
Bcom	52	24.52
Total	212	100

The analysis of data in Table 2 shows the department wise questionnaire filled by students.

3. Questionnaire response ratio (Gender wise)

Table 3 : Gender wise respondents' ratio

Gender	No. of Responses	Response Ratio (%)
Male	90	42.5
Female	122	57.5

The analysis of data in Table 3 shows that out of 212 respondents 90(42.5%) were male students and 122(57.5%) were female students.

4. Frequency of library visit

Table 4 : Frequency of library visit

Frequency	No. of response	Response Ratio (%)
Daily	31	14.7
Once in a week	80	37.9



More than once in a week	26	12.3
Fortnightly	2	0.9
Once in a month	10	4.71
When there is a need	63	29.9

The analysis of data in Table 4 shows that 37.9% students using library once in a week, 29.9% students are using when there is a need, 14.7% students using library daily basis, 12.3% students using library more than once in a week, while 4.71% students using library once in a month and less than 1% students are using it fortnightly.

5. Purpose to visit the library

Table 5 : Purpose of library visit

Purpose	No. of response	Response Ratio (%)
For studying course material	184	86.8
For borrowing documents	38	17.9
For consulting research material	34	16
For competitive exams	34	16
To use reference material	60	28.3
To read newspaper/ magazine	22	10.4
For recreation	7	3.3

The analysis of data in Table 5 shows that 86.8% students using library for studying course material, 28.3% using library reference material, 17.9% students using library for borrowing documents, 16% students using library for consulting research material as well as for competitive exams, 10.4% students using it for reading newspapers or magazines while 3.3% students using for recreation.

6. Time spent during library visit

Table 6 : time spent during library visit

Hours	No. of response	Response Ratio (%)
Less than 1 hour	70	33.02
1-2 hours	104	49.06
2-3 hours	30	14.15
More than 3 hours	8	3.77

The analysis of data in Table 6 shows that 49.06% students using library for 1-2 hours while 33.02% students using library for less than 1 hour, 14.15% students using library for 2-3 hours while 3.77% students are using it for more than 3 hours.



7. Average books borrowed per month

Table 7: Average books borrowed per month

No. of books	No. of response	Response Ratio (%)
1-4	183	86.32
4-8	22	10.38
9-12	6	2.83
More than 12	1	0.47

The analysis of data in Table 7 shows that 86.32% students borrowed 1- 4 books per month preceding 10.38% borrowed 4-8 books per month, 2.83% students borrowed 9-12 books while 0.47% students borrowed more than 12 books per month.

8. Purpose for asking assistance from librarian/ library staff

Table 8 : Purpose for asking assistance

Purpose for assistance	No. of response	Response Ratio (%)
To locate books	154	72.64
To locate current periodicals	19	8.96
For e-resources	20	9.43
Reference assistance	46	21.69
Any other	45	21.23

The analysis of data in Table 8 shows that 72.64% students asking assistance from library staff to locating the book, preceding 21.69% for reference assistance and 9.43% for e-resources while 8.69% for locating current periodicals. 21.23% students seeking the assistance for other than above mentioned purposes.

9. Awareness about OPAC

Table 9 : Awareness about OPAC

Awareness	No. of response	Response Ratio (%)
Yes	172	81.13
No	40	18.87
Total	212	100

The analysis of data in Table 9 shows that 81.13% students were aware about OPAC while 18.87% students were unaware about OPAC.



10. Organizing lectures on effective use of library

Table 10: Organizing lectures on effective use of library

Particulars	No. of response	Response Ratio (%)
Yes	145	68.39
No	25	11.80
Maybe	42	19.81
Total	212	100

The analysis of data in Table 10 shows that 68.39% students found that library need to organize more library orientation lectures for the effective use of library whereas 11.80% students doesn't feel need of it and 19.81% students were not sure about it.

11. Satisfaction with the opening hours of library

Table 11: Satisfaction with the opening hours of library

Particulars	No. of response	Response Ratio (%)
Satisfied	174	82.08
Not satisfied	38	17.92
Total	212	100

The analysis of data in Table 11 shows that 82.08% students were satisfied with opening hours of the library. While, 17.92% students were not satisfied with it.

12. Reasons for not using the library frequently

Table 12: Reasons for not using the library

Particulars	No. of response	Response Ratio (%)
Isolated library location	18	8.49
Time shortage	65	30.66
Unhelpful staff	10	4.72
Unsuitable library hours	23	10.85
Lack of information	20	9.43
Any other	87	41.04

The analysis of data in Table 12 shows that 30.66% students found out the reason for not using the library is time shortage, 10.85% stated that unsuitable library hours, 9.43% found that the lack of information about it, 8.49% found that library isolated location is the reason while 4.72% stated unhelpful staff is the reason. 41.04% students found that other than above mentioned reason for not using the library.



13. Rating the collection and services of library

Table 13: Rating the collection and services of library

Rating	No. of response	Response Ratio (%)
Poor	10	4.72
Inadequate	8	3.77
Adequate	22	10.38
Good	112	52.83
Excellent	41	19.34
Satisfactorily	19	8.96

The analysis of data in Table 13 shows that 52.83% students found out the library collection & services are good, 19.34% stated its excellent 10.38% stated its adequate preceding 8.96% felt it is satisfactorily. While 4.72% felt it is poor and 3.77 found out it is inadequate.

14. Satisfaction rate with loan period, no. of books, rules & regulations, and library environment

Table 14: Satisfaction rate: Loan periods, no. of books etc.

Particulars	No. of response	Response Ratio (%)
Satisfied	177	83.49
Not satisfied	35	16.51
Total	212	100

The analysis of data in Table 14 shows that 83.49% students were satisfied with loan period, no. of books, rules & regulations, and library environment while 16.51% students were dissatisfied.

15. Availability of online search facility

Table 15: Availability of online search facility

Availability of Online search facility	No. of response	Response Ratio (%)
Yes	147	69.34
No	65	30.66
Total	212	100

The analysis of data in Table 15 shows that 69.34% students were aware about availability of online search facility while 30.66% were not aware about it.



16. Helpfulness of library staff

Table 16 : Helpfulness of library staff

Helpfulness	No. of response	Response Ratio (%)
Always	146	68.87
Sometimes	42	19.81
Often	8	3.77
rarely	16	7.55

The analysis of data in Table 16 shows that 68.87% students found out library staff is always helpful, 19.81% stated sometimes helpful, 3.77% stated that library staff is often helpful while 7.55% said it is rarely.

17. Usefulness of library services

Table 17: Usefulness of library services

Usefulness	No. of response	Response Ratio (%)
Very Useful	74	34.90
Useful	124	58.49
Not useful	6	2.83
can't say	8	3.77

The analysis of data in Table 17 shows that 58.49% students found out library services are useful, 34.9% said it is very helpful, 2.83 said it is not useful while 3.77% students were not sure.

18. Frequency of use of information products

Table 18: Usefulness of library services

Information products	No. of response	Response Ratio (%)
Textbooks	173	81.60
Reference books	100	47.17
Journals/magazines	42	19.81
Newspapers	40	18.87
Thesis/dissertations	6	2.83
E-books/E-journals	19	8.96
Other sources on the Internet	32	15.09

The analysis of data in Table 18 shows that 81.60% students using textbooks, 47.17% using reference books, 19.81% using Journals/magazines, 18.87% using newspapers, 15.09% using other sources on the internet, 8.96% using E-books and e-journals. While, 2.83 % students using thesis and dissertations.



19. Rating of the overall impression of the library

Table 19: Rating of the overall impression of the library

Rating	No. of response	Response Ratio (%)
Good	101	47.64
Very Good	48	22.64
Excellent	32	15.09
Average	26	12.26
Not good	5	2.36

The analysis of data in Table 19 shows that overall impression of the library among students. 15.09% students felt it is excellent, 22.64% felt it is very good, 47.64% stated that it is good, 12.26% stated it is average while 2.36% found out it is not good.

Conclusion and Suggestions :

The study conducted for Undergraduate & Post graduate students of Pragati college of Arts and Commerce, Dombivli to know the information needs of students in the present scenario. From the study it is found that that student does not like to visit the library without any library-oriented goal in an electronic environment that reduces regular library users/visitors. The students do not spend more time in the library and stay up to the fulfillment of their information requirement. With the present library opening hour, they do are satisfied, only PG students not able to accommodate themselves and wants extended opening hours of the library. This study investigates that majority student using traditional resources like textbooks & reference books. Other resources like journals/magazines, e-resources were less utilized. Students are not shown much interest in E-books and E-journals. Rather, they rely on other online sources on Internet which authenticity of information sources are doubtful. During their library visit, if they feel difficulty in locating the resources, do want to ask any help from library staff and always found helpful. Time shortage and isolated library location of the library are the major reason for not using the library. Isolated library location from college building is a big challenge to attract the library users which can be solved with bridging the connectivity to main building of college or by extending library opening hours.

Suggestions :

Following are some suggestions to improve upon library services as observed during the study:

- Library location is to isolate from the college building which reduce library users. In turn, the library can initiate connectivity to college building for bridging the gap.
- Library opening hours should be extended.
- Online content delivery can be initiated to increase the interest and usage of journals/periodicals, thesis/dissertations etc.



- Induction program of electronic databases should be organized periodically to ensure use of authentic information sources for their study and research.
- A well-organized training program should be organized periodically and printed tutorials should be made available every time for users.
- Library staff should be users friendly.
- Library services and collections should be categorically informed to the users for optimum utilization of library collection and services.

References :

1. Bhatti, R. (2010). Information needs and information-seeking behavior of faculty members at the Islamia University of Bahawalpur. *Library Philosophy and Practice*. Retrieved from <http://digitalcommons.unl.edu/libphilprac/314/>
2. Kadir, M. R. A., Johari, N. I. S., & Hussin, N. (2018). Information Needs and Information Seeking Behaviour: A Case Study on Students in Private University Library. *International Journal of Academic Research in Progressive Education and Development*, 7(3), pp. 226-235.
Retrieved from https://www.researchgate.net/publication/326929295_Information_Needs_and_Information_Seeking_Behaviour_A_Case_Study_on_Students_in_Private_University_Library
3. Kadli, Jayadev and Hanchinal, Veeresh(2015). Information Seeking Behaviour of Law Students in the Changing Digital Environment. *DESIDOC Journal of Library & Information Technology*, 35(1), January 2015, pp. 61-68
Retrieved from https://www.academia.edu/10526698/Information_Seeking_Behaviour_of_Law_Students_in_the_Changing_Digital_Environment
4. Keshava., & Savanur, K. (2004). Information needs and information seeking strategies of agricultural scientists. In N. Laxman Rao (Ed.), *Responding to users need in changing information landscapes: sojourn of libraries from palm-leaf to palm-top* (153-163). New Delhi: Indian Library Association.
5. Laloo, B.T. (2002). *Information Needs, Information Seeking Behavior and Users*. New Delhi: Ess Ess Publications.
6. Shukla, P. (1999). *The Information seeking behavior of chemists in Lucknow city*. Department of Library and Information Science, Lucknow University, Lucknow.
7. Shukla, Akhandanand & Lalrinenga, C. (2018). Information Seeking Behaviour of Students of School of Life Sciences, Mizoram University: A Study. *KIIT Journal of Library and Information Management*. 5(1), 45-54.
Retrieved from, https://www.researchgate.net/publication/326223494_INFORMATION_SEEKING_BEHAVIOUR_OF_STUDENTS_OF_SCHOOL_OF_LIFE_SCIENCES_MIZORAM_UNIVERSITY_A_STUDY
8. Thanuskodi, S. (2012). The information needs and seeking behaviour of the Tamil Nadu Dr. Ambedkar Law University faculty members. *International Journal of Information Science*, 2(4), 42-46. doi: 10.5923/j.ijis.20120204.03



9. Wang, P., Dervos, D. A., Zhang, Y., & Wu, L. (2007). Information seeking behaviors of academic researchers in the internet age: A user study in the United States, China and Greece. *Proceedings of the American Society for Information Science and Technology*, 44(1), 1-29.
Retrieved from, <https://asistdl.onlinelibrary.wiley.com/doi/full/10.1002/meet.1450440273>
10. Wilson, T.D. (1994). Information needs and uses: fifty years of progress. In B.C. Vickery (Ed.), *Fifty Years of Information Progress: a Journal of Documentation Review* (pp.15-51). London: Aslib.
Retrieved from, <http://informationr.net/tdw/publ/papers/1994FiftyYears.html>

Cite This Article:

Ms. Trupti A. Tulsankar, (2022). Information Seeking Behaviour Of College Students : A Case Study. Aarhat Multidisciplinary International Education Research Journal, XI (I), 83-94.