CHAPTER - 3

PROBLEM, PLAN

AND RESEARCH METHOD
This chapter deals with the Problem, Plan and Research method. University library is an asset to the institution, which attached in particular to run research programmes, it has very significant role to play. To achieve the standards of higher education and also to improve quality and adequate library services, the researcher has taken the topic for research as below:

3.1 **Statement of the Problem** – The problem of the present study is entitled "Information needs and seeking behavior of the teachers of the Allahabad University: A Study"

3.2 **Definition of Terms Used** - The terms used in the study need elaboration and explanation, as such they are explained as under:

**Information** - Information means the communication of knowledge about an event or given condition or the spread of knowledge derived from observation study, experience or instruction.
(i) According to Feiahu Hoffman – “Information is an aggregate (Collection or accumulation) of statements or facts or figures which are conceptually way of reasoning, logic, ideas or any other mental "mode of operation" interrelated (connected).”

(ii) The concept of information has been defined as the data of knowledge which is "Communicated received concerning a particular fact or circumstance"- in order to reduce the user's uncertainty by meaning their needs (Random House Dictionary, 1973)

**Need** - A need is generally conceived as describing what an individual ought to have for his work, edification, recreation etc.

The Encyclopedia of Psychology has given a comprehensive and clear explanation of the term ‘need’ – “Need is one of the several English words (the other being drives, motive, want, urge, desire and so on) – each in some respects unsuitable-used by Psychologists today to designate an internally or externally aroused, brain – located force (often coupled with an accelerating emotion), subjectively experienced an impulsion or felt necessity. (a mild or intense urge) to act (immediately or later) so as to
produce a certain specifiable terminal effect which is ordinarily expected to be beneficial to the actor, and/or positively hedonic less (less painful, more pleasurable) relative to the arousing situation."

**Information Need** - Information need is an abstract concept used to answer to quarry why people seek, gather, and use information. Information need has been defined as the state of needing anything that the individual perceives as information. Belkin defined information need as "a condition or situation that exists when the internal sense runs out."

**Seeking** –

(i) **Seeking**: According to oxford English dictionary this word means "to go in search or quest or try to find, look for either a particular object or place or an indefinite object suitable for a particular purpose."

**Behaviour**: "As a Psychological term the word behaviour denotes to the actions and reactions of an organism towards its environment."
Seeking Behaviour – “The complex patterns of action and interaction which people engage in when seeking information of whatever kind and for whatever purpose.”

“The expression is used in wide ranging way to refer to any context where information is sought and it encompases all forms of information seeking”.

Teacher – A teacher, whatever professional name he or she may be called who performs one basic function-teaching where university teachers are concerned, apart from teaching, they are expected to continue research and to publish results of research from time to time throughout their carriers.

A university teacher has four main roles to perform, First as an innovative and creative lecturer, filled with wide outlook, full of examples, creative to respond to the immediate need and visionary in nature. Second, to create new knowledge by doing research and development activities inside and outside the laboratory. Research is not limited to carry out some scientific experiments; it involves mental exercise to create new thought for action. Third, the very important one is to be the guide; to help a student in his overall development, to make him enterprising, innovative & creative; to show him the path of success; to help him so that he is able to set a realistic achievable goal for himself, and
in setting next higher goal; Fourth is to be a producer of quality producer, a good manager, and not only an innovative manager of men, machines and resources but also creator of material resources for self and society as a whole.

It goes without saying then, that the information needs of university teachers are related to the above functions-classroom, teaching research and publications.

i) **Allahabad** — "The king of Tirthas." The holy and celebrated city of Allahabad on the "Sangam" of the rivers Ganga, Jamuna and Saraswati, is one of the most ancient towns of India. It is very important center of Hindu Pilgrimage. In ancient times it was known as “Prayag” and Brahma himself is said to have made sacrifice here.

**University** - A University is an institution of leasing of the highest level having a college and liberal acts and a programme of graduate studies together with several professional school and facilities as of theology, law, medicine, engineering etc and authorized to confer degrees.

**Webster's New World Dictionary of the American Language** defines “an educational institution of the highest
level, variously composed of under graduates, graduates and professional colleges."

1- The institution of higher education that is ever growing.
2- An organization that includes the recognized secondary and higher educational institution of a State and certain other institutions and agencies for education.

**Allahabad University** - Allahabad University came into existence in the late nineteenth century. Prior to that the colleges of Allahabad were affiliated to the Calcutta University. Sir William Muir, the Lieutenant Governor of the United Provinces, expressed his desire in the public Darbar held in 1868 and subsequently in another Darbar held in Allahabad on 24th May, 1867 of having an independent college and a university at Allahabad. Till then the students of Allahabad used to receive their graduate degrees from the Calcutta University. Sir William Muir's earnest desire appealed to the elite of the city of Allahabad, who started pressing for the betterment of calculation and educational facilities in this historic city, which in the ages gone by, had been a great center of learning and education.
Study – The act or process of applying the mind in order to acquire knowledge, as by reading, investigating etc.

A careful attention to and critical examination and investigation of any subject events etc.

To apply the mind attentively: to real and examine the purpose of learning and understanding, as to study now or theology, to study language.

3.3 Objective of the Study -

(1) To study information needs of teachers of Allahabad University in terms of different variables such as nature & type of information, required source of information used etc.

(2) To identify the purposes of seeking information, nature and type of information required.

(3) To study the methodologies adopted by them for locating the information.

(4) To identify the information sources and type of publication used i.e. indexing, abstracting and bibliography sources.

(5) To find out how often they require an exhaustive information search in new areas.

(6) To determine the use of library and librarian for information needs to be satisfied.
(7) To evaluate the usefulness of collection of their respective libraries.

(8) To rank primary and secondary sources of information used by them.

(9) To know the time devoted information gathering.

(10) To study the problem faced by the teachers to gathering information & to provide suggestions to ever come such problem.

(11) To study the effectiveness of existing information system & services provided by the local libraries.

(12) To ascertain and evaluate the principal information needs and resources utilized for obtaining the desired information by the teachers of Allahabad University.

3.4 **Delimitation of the Study** – This study is delaminated to University teachers of Allahabad University only.

3.5 **Plan of the Study** :- The outline of the plan of the investigation is as under :-

   The first chapter deals with the introduction. It includes General Background & origin of Allahabad University, Definition of Information, Properties of Information, Qualities of information; Information needs, seeking behavior, history and faculties of
Allahabad University, purpose and scope of study, objectives, 
Hypothesis and definition.
- The second chapter deals with the review of related studies 
in India and other countries.
- The third chapter deals with problem, plan and Research 
method used.
- The fourth chapter deals with Analysis and Interpretation of 
Data.
- The fifth chapter deals with discussions of results.
- The sixth chapter deals with conclusion and suggestion of 
the librarian and investigators.

3.6 Research Methodology :- Research has become the 
most remarkable modern phenomena of development, scientific 
discoveries, technological achievements and scholarly publications 
are all the fruits of research Library and Information Science which 
developed as an independent and a vital discipline in the present 
century, also needs verification, improvement and constant 
development through research by letters in the field.

Research is the most important tool for advancing 
knowledge for enabling man to relate more effectively to him 
environment, to accomplish his purpose and to resolve his 
conflicts. It is the use of appropriate methods in attempting
to discover new knowledge or to develop new applications of existing knowledge or to explore relationship between ideas or events.

To collect different types of data from users, a definite methodology is required in the field of information need surveys, there are several techniques available for user studies such as: Questionnaire method, Interview method i.e. perusal and telephonic, diary method, observation method etc. Methods like analyzing library records and citation analysis are also being used to compile data on information use studies. For this study the investigation used questionnaire and observation for data collection.

The research methods in library and information science have been classified as under :-

1-Historical Method
2-Survey Method
3-Case study Method
4-Delphi Method
5-Statistical Method
The method of survey research has been defined simply as gathering information about a large number of people by interviewing a few of them.

The survey is an important tool to gather evidences relating to certain social problems.

A survey is a systematic collection of data concerning a system, its activities, operations, person involved in that system, also person who are benefiting from that system.

**Planning of the Survey** – It involves a number of stages of work, these are -

(i) Defining the objective of the survey.
(ii) Coverage or scope of survey.
(iii) Choice of the timing.
(iv) Selecting of the method for concluding survey.
(v) Collection of the sample of users.
(vi) Pre-testing.
(vii) Full scale survey itself.

The main aim is to collect and interpret the data and facts regarding the information needs and seeking behavior of the teachers of Allahabad University.

The present study is based on both literature survey and field survey.


**Literature Survey**: 

The survey was conducted by taking the help of primary and secondary reference tools and physical verification of the relevant literature pertaining to the service of library of Allahabad University.

The following sources of information were consulted for the present study :-

**Primary** :- Periodical Thesis, dissertation etc.

**Secondary** :- Dictionaries, encyclopedia, handbook gazetteer, reference book, subject book etc.

**Field Survey** :- It includes the survey of Information needs and their fulfillment of teachers of Allahabad University with regard to the Library Personal, Finance, Building Collection, Technical, Reference Network etc.

3.7 **Tools Used** :- For this study the investigation used observation and Questionnaire as tools for data collection.

**Observation** :- Observation is the method acquiring knowledge about the world around us observation means systematic viewing
of the phenomenon, it is perception with a purpose. It is the oldest and well established technique for collection of data in measuring testing, Characterizing human beings the researchers usually begin with the observable behavior and historical investigation.

**Questionnaire Techniques:** Questionnaire method is a useful tool for collecting information from a geographically scattered sample or population at a little cost. This method consists of care full translation of the objectives of survey in to a set of questions, may ask for the opinion or factual information. The questionnaire are formed in such a way that the answer can be given by checking yes or no, by selecting one of the possible answers provided in the questionnaire. This is a major instrument for data gathering in survey studies. The arrangement or ordering of the questions should receive special attention and be protested with care. Every effort should be made to have the order appear logical to the respondent.

(i) The questions place first on the questionnaire should be those easiest to answer.

(ii) Placing a question early in the questionnaire that can affect answer to later questions on the form should be prevented wherever possible.
(iii) A Time sequence should be observed in the arrangement of question.
(iv) Subject matter sequence likewise is important and in so far as possible all question pertaining to one subject should be grouped together.

The important consideration is that questionnaire covers the subject and that the techniques used are those, which will meet the demands.

3.8 Construction of the Questionnaire

Questionnaire prepared by the investigator supplemented by observation is used as tools for data collection. Two questionnaires were prepared to know the information needs and information seeking behavior of teachers of Allahabad University and to identify the services and facilities provided by the libraries. One questionnaire was administered to the teachers (see appendix A) and another questionnaire was administered to the librarian (See Appendix B).

Pre Testing (Pilot Survey) – A pilot survey was carried on 35 teachers to be sure that the teachers do not have any difficulty in answering the questions aspect unanswered. Suggestions made
by the Science, Art & Commerce teachers were incorporated in the questionnaire so as to modify the questionnaire suitably. After the necessary modifications in the questionnaire, the final questionnaire was constructed.

(3.9) **Sampling and Population** :- In simple words sampling consists of obtaining information from portion of a large group or universe.

Once the problem has been decided and the questionnaire has been constructed, the next important step, which remains with the researcher, is to define the population and then specify the sample on which the study is conducted.

Sampling is simply the process of learning about population on the basis of a simple drawn from it. Under this method a small group of the universe is taken as the representative of the whole mass and result are drawn.

**Characteristics of a Sample** –

1- A proper sample must give a precise but correct picture of the population from which it is drawn.
2- The sample must be obtained by probability process.

The sample should be as small as precision consideration permit and it should be as economical as possible and gathered swiftly to be completed within the time schedule.

3- A valid sample must be representative of the universe or population. A valid sample also must be adequate in size in order to be reliable.

A sample is a miniature picture of the entire group of aggregate from which it has been taken. A sample in other words is small representation of larger whole. The sample has been taken is known as the population. (J. P. Agrawal).
The term population is not necessarily synonymous with a population of people. (P.V. Young).

In simple language a population or universe can be deigned as any collection of person or object events in which one is interested.

As deigned by Selltiz, Jahoda and others “A population is the aggregate of all the cases that confirm to some designed set of specification.

The sample of the present study consisted of randomly selected teachers of different subject of Arts, Commerce, Science, Education etc, and librarian of Allahabad University. The questionnaires have been distributed amongst 200 teachers of different subjects of Allahabad University.
3.10 **Administration of the Questionnaire** - The questionnaire was administered to teachers of Allahabad University. Out of two hundred questionnaires, only 170 questionnaires were received back duly filled in by the respondents, which reveals a good response. Interview technique was used to obtain information from the users. Details about the users from whom the responses have received are given in the following table:

**Table No 3.1p**

**SIZE AND ANALYSIS OF SAMPLE**

<table>
<thead>
<tr>
<th>S.N</th>
<th>Category of Users</th>
<th>No. of Questionnaire distributed</th>
<th>Questionnaire received</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Teachers of Allahabad University</td>
<td>200</td>
<td>170</td>
<td>85%</td>
</tr>
</tbody>
</table>

The above table indicates that 85% teachers responded.