Chapter - III

OBJECTIVES, HYPOTHESES, METHODOLOGY AND REVIEW OF LITERATURE
In this chapter, a brief statement of objectives, hypotheses and the methodology, the studies conducted on information needs and information seeking behaviour of various categories of users are presented.

3. Objectives

The following are the objectives of the study:

1. To know the use of TTD and non-TTD sources of information for getting required information by the pilgrims visiting Tirumala Tirupati;
2. To examine the use of mass media for getting the required information by pilgrims;
3. To examine the services and facilities provided to pilgrims by TTD;
4. To find out the type of information required by pilgrims;
5. To examine the awareness, opinions and satisfaction of pilgrims with services and facilities provided by TTD;
6. To find out the use of Internet for getting the required pilgrimage information;
7. To study the awareness of TTD information centres by pilgrims;
8. To study the different types of pilgrims visiting Tirumala Tirupati and their purpose of the visit;
9. To know the opinions of pilgrims with regard to appropriate media for getting required information;
10. To assess the role of the TTD information centres in providing information to pilgrims; and
11. To examine the role of administrative officers of TTD in the provision of information required by the pilgrims.

3.1 Hypotheses

The following broad hypotheses have been set up for the investigation:

1. Majority of the pilgrims are watching television regularly.
2. The majority of the pilgrims read newspapers/magazines or listen while others read them regularly.
3. The majority of the pilgrims are receiving information from TTD and non-TTD sources with regard to their pilgrimage to Tirumala Tirupati.
4. There would be no significant differences among the different groups of pilgrims in watching television.

5. There would be no significant differences among the different groups of pilgrims in listening to radio.

6. The majority of the pilgrims are satisfied with the services and facilities provided by TTD.

7. There would be no significant differences among the different groups of pilgrims in reading newspapers and magazines or listening while others read them regularly.

8. Majority of the pilgrims are utilizing the sources and services provided by TTD information centres.

9. There would be a demand for TTD information from pilgrims.

10. The majority of the pilgrims are receiving TTD leaflets/pamphlets/booklets.

11. The majority of the pilgrims are staying at cottages, pilgrim amenities complex and choultries.

12. The majority of the pilgrims are visiting Tirumala Tirupati with religious, economic and social purposes.

13. The majority of the pilgrims require information on darsan of Lord Venkateswara, accommodation, transport facilities, free meals, sevas and utsavams, water facilities and local temples of TTD.

14. Majority of the pilgrims were aware of the existence of information centres and e-seva counters.

15. The majority of the pilgrims are getting pilgrimage information from TTD S.V Bhakthi Television Channel.

16. The majority of the TTD administrative officers and managers are satisfied with the use of information technology by TTD for providing better facilities and services to the pilgrims and general public.

3.2 Scope and limitation of the study

The scope of this study is limited to the information needs of pilgrims visiting Tirumala Tirupati in Andhra Pradesh. The data are collected from the pilgrims who know English or Telugu.
3.3 Methodology

The methods used for collecting primary data are questionnaire, interview and observation.

3.3.1 Questionnaire

This is the most commonly used method for collecting data from respondents. In this method, the investigator prepares a number of simple and unambiguous questions keeping in view of the objectives and hypotheses of the study.

3.3.2 Interview

The interview involves interaction between the researcher and one or more respondents. In this method, the researcher contacts and collects the required information from him. The interview may be of two types namely structured interview and unstructured interview. In the structured interview, all the questions are determined in advance before the interview and then the interviewer gets answers from the respondents for the determined questions. In the unstructured interviews, the questions are not determined in advance. The interviewer keeping in view the objectives of the study, asks the questions and collects the information from the respondents.

3.3.3 Observation

Observation is one of the most prominent methods in the social science research. It enables the researcher to study the behaviour of individuals as it occurs. Observation can be divided into two types. They are participant observation and non-participant observation. When the researcher participates in the activities of the group under study, it is called participant observation. When the investigator observes the activities of the group or individual from a close distance, it is called non-participant observation. In the present study, questionnaire method is used for collecting data.

3.4. Selection of Sample

On an average every day 60,000 pilgrims visit Lord Venkateswara, Tirumala. As the population of pilgrims is large, the data were collected from a sample of 2250 pilgrims at the discretion of the investigator. Data were also collected from 120 administrative officers of TTD, and 72 managers of the TTD information centres.
The data required for the present study were collected during the period from April 2006 to December 2007. The details with regard to collection of data are given in the following paragraphs.

3.5 Collection of data

The data required for the present study were collected from the pilgrims, TTD administrative officers and managers of TTD information centres by questionnaire method.

Some data have been collected from books on TTD, TTD publications, Annual reports, pamphlets/ booklets and Sapthagiri magazine of the TTD. The location of Tirumala Tirupati is shown in Map 3.1.
Fig. 3.1

LOCATION OF TIRUMALA AND TIRUPATI IN ANDHRA PRADESH

ANDHRA PRADESH ADMINISTRATIVE DIVISIONS

SELECTED AREA FOR THE STUDY
3.5.1 Pilgrims

To get information from pilgrims, a questionnaire was prepared both in English and Telugu. It consists of questions on background of pilgrims, their information needs, use of TTD and non-TTD sources and services, mass media channels used to obtain pilgrimage information, awareness of TTD information centres, their awareness and satisfaction with TTD services and facilities, type of information required, use of Internet, satisfaction with regard to accommodation facilities, transportation, free meals, timing of darshan of Lord Venkateswara, medical care, vigilance and security, health and sanitation and water facilities. A pilot study was conducted on 50 pilgrims before finalizing the questionnaire. The questionnaire was prepared in a simple language so that pilgrims can easily understand. The English and Telugu versions of the questionnaires are given at the end of the thesis as appendix C and D respectively.

The data were collected from the pilgrims who know either English or Telugu and who are willing to answer at Railway station, Bus stations of APSRTC and Alipiri footpath in Tirupati. The copies of questionnaire were distributed to those who know English or Telugu and able to fill up the questionnaire. The investigator clarified their doubts while they were filling up the questionnaire. The filled in questionnaires were collected. In case of illiterates, the investigator filled up the questionnaires when the respondents provided answers to the questions put by him. In total the investigator received 2250 filled-in copies of the questionnaire from the pilgrims.

3.7 TTD Administrative Officers

The questionnaire intended for TTD administrative officers consists questions on the TTD and non-TTD sources and services used for providing information to pilgrims, type of information provided to them and their opinions and satisfaction with regard to channels. It is given in Appendix E. One hundred and fifty copies of questionnaires were distributed to all administrative officers personally and 120 copies of filled in questionnaires were received by the investigator. The limitations of the questionnaire method have been minimized by supplementing it with interviews and verification of records whenever necessary.
3.8 Managers of TTD Information Centres

Questionnaire intended for managers in charge of information centres consists of questions on the provision of pilgrimage information, availability of CDs, DVDs and Audio and Video cassettes in information centres, Internet facility, organization of displays/exhibitions of pilgrimage information, appropriate channels for providing pilgrimage information and sources used for providing pilgrimage information. It is given in Appendix F. Copies of questionnaire were mailed to 78 managers in charge of information centres located in Andhra Pradesh, other state capitals and important places with sufficiently stamped and self-addressed envelopes. However, the investigator received responses from 72 Managers of information centres only.

3.9 Data analysis and presentation

The data collected from the respondents, were analyzed according to the objectives and hypotheses formulated.

Descriptive and inferential statistics were used for the analysis of data. To find significant difference between opinions, chi-square ($\chi^2$) test was carried out. Statistical Package for social sciences (SPSS) has been used for the analysis of data. The data were presented in the form of tables, bar diagrams and pie diagrams.

The bibliographic details of references cited in each chapter were given at the end of that chapter.

3.11 Studies on information needs of users

Many studies were conducted to know the information needs of faculty members, doctors, engineers, lawyers, farmers, agricultural extension officers, scientists, journalists, housewives, rural women, researchers, students et al.

As no study has been conducted on information needs of pilgrims, a few significant studies that have been carried out on the information needs of above categories of users were reviewed.

Ojha\(^1\) describes the information needs and information seeking behaviour of journalists in India. The data of survey were collected through a structured questionnaire. Two hundred fifty journalists were served with questionnaires, out of
which only 180 (72%) responded. The results show that journalists rely more heavily upon source types within informal channels of information for their day-to-day work. Personal communication with journalists within the newspaper organization is the most frequently used informal channel source type. The newspaper library available within the organizations is the most frequently used source type within formal information channel.

The study recommends a framework for designing an in-house information system that can provide quality information timely and according to specific needs of the journalists. It recommends an integrated system that must be capable of facilitating interpersonal feedback between colleagues inside the organization. It is suggested to undertake a study widening the scope of investigation covering a large population of journalists. It will be useful to study the information needs and information seeking behaviour of those journalists who work for the weekly newspapers and those who are working for newspapers of regional nature. This study will help information systems’ designers to plan and develop dynamic information systems for journalists with the capability of providing interacting facility to enable journalists to retrieve filtered information according to their specific needs and packaged in most suitable form to them.

Duckett² discusses the information needs of regional health authorities and explains the different needs of hospitals and regions.

Dorner and others³ explained the information needs of users of digitized Newzealand cultural heritage resources. The purpose of this study is to gather some empirical baseline information on the perceived needs of end users of digital cultural heritage resources. The study was funded by the National Library of Newzealand in order to take end users’ needs into consideration more fully in the development and presentation of digital cultural heritage resources. The study research design involved a mixed qualitative and qualitative approach. The findings outline the barrier users face in using Newzealand digital cultural heritage resources. They also highlight the user needs and features, and characteristics most desire in digital cultural heritage resources. Only a handful of studies exist about and user needs with respect to the digitization of cultural heritage materials and very few are research-based articles. This research is the first of its kind to describe information needs of users of digital
cultural heritage resources in New Zealand, and pays particular attention to the needs of historical researchers.

Paisley made a study on information needs and users in science and technology. He studied the theories of information processing behaviour that will generate propositions concerning. He proposed a methodology for identification of information needs. He placed the information users at the centre of ten systems: (1) The scientist within his culture, (2) The scientist within a political system, (3) The scientist within a membership group, (4) The scientist within a reference group, (5) The scientist within an invisible college, (6) The scientist within a formal organization, (7) The scientist within a work team, (8) The scientist within his own head, (9) The scientist within a legal and economical system and (10) The scientist within a formal.

Mahendra Kumar and Parida studied the information needs of scheduled caste and scheduled tribe communities in educational system of Orissa. The findings reveal that the SC/ST communities require ready-made / up-to-date information. The study also recommends what could be done for them to provide information on various governmental facilities.

Purnima Devi and Vikas Devi discussed the information needs of the college faculties of higher education in Manipur. The study reveals that except for a few colleges/ universities, most of the faculties were not aware of the information technology due to lack of infrastructure in their libraries. Questionnaire method is used to collect data from faculty members. The data were collected from 970 college faculty members and 65 university faculty members using simple random sampling. Questionnaires method was used to collect data from the college and university faculties to understand their information needs. Application of ICT to all colleges and universities of Manipur has been suggested.

Dudchenko discussed various aspects of co-operation between the natural, social and technical sciences. The information needs of specialists in different fields in social science information were studied.
Maheswarappa and Havanur studied about the use of information sources versus personal attributes of Biological Scientists in a university environment. Some of the important findings of the study were: reprints, preprints, abstracting and indexing journals, primary periodicals, research reports and subject bibliographies, monographs/textbooks were the most frequently used sources of information; and government publications were rarely used while standards, patents, private files, trade catalogues, geographical sources, audio-visual sources, guides to subject literature were never used by the majority of Biological Scientists in a university environment. On the basis of statistical tests, the results show that the personal attributes of Biological Scientists such as designation, experience and environment had bearing on the use of information sources, while qualification, sex, age and nature of work had no bearing on the use of information sources. The findings of the study had implications for deciding the sources of information for collection development in university libraries in India.

Singh has stressed the need for conducting information needs and use studies in library and information centres. He has pointed out the non-availability of need and use studies in India while reviewing the earlier studies by M.LI.Sc scholars of the Benaras Hindu University.

Another study was taken up by Krishan Kumar for identification of users and their information needs in health science libraries.

Sharma examined information needs and sharing pattern among rural women by collecting data from a sample of 145 rural women respondents of Gwalior district of Madhya Pradesh using a schedule. Analysis of data reveals that majority of women are getting information through television. They are also consulting religious leaders for their information needs. The study reveals that 81.37 per cent respondents share information with their family members. The field and well are the most common places for sharing information. All women are familiar with telephone and only 33.79% of them used telephone facilities. A few rural women (2.75%) are familiar with Internet.
Saroja conducted a critical study of the information needs of the legal profession and legal information systems with particular reference to Andhra Pradesh in India. The objectives of this study are to examine the functioning of the selected judicial libraries, to assess the information needs of legal professionals and to assess the use of legal information system by the legal practitioners.

Surendra Babu conducted a study on healthcare information to rural people in Andhra Pradesh with special reference to Chittoor District. He collected data for his study from rural people, medical officers and librarians. The aims of the study were to investigate the problems of dissemination of healthcare information and to explore ways for efficient and effective transmission of relevant healthcare information.

The study reveals that majority of rural people (61.91%) do not know the importance of healthcare information. It has also been found that majority of the rural people do not know the services provided by the primary health centres and the existence of the primary health centres. The survey showed that the majority of the rural people do not read newspapers, listen to radio and watch television programmes regularly. It may be due to their illiteracy and unaffordability to radio and television.

The majority of the medical officers replied that they are not receiving required information from libraries. The public libraries are not getting books, pamphlets and wallposters published by the Department of Health and Family welfare.

Giri Naidu conducted a study on information needs of farmers in the rural areas of Chittoor district. He collected data for his study from rural farmers, agricultural officers and librarians. The aims of the study are to know awareness and satisfaction of farmers with regard to agricultural information services and programmes and to explore ways for efficient and effective transmission of relevant information to farmers. It has been found that majority of the rural farmers do not know the services provided by the agricultural officers and state agricultural departments.
The survey showed that the majority of the farmers do not read newspapers, listen to radio and watch television programmes regularly. It may be due to their illiteracy and unaffordability to radio and television. The public libraries are not getting books, pamphlets and wallposters published by the Department of Agriculture, Andhra Pradesh.

Sangha and Gupta\textsuperscript{15} in their study revealed that the rural television viewers, who obtained the relative credibility index of 26.5, considered television the credible source of information for agriculture.

Ananta Padmanabha Rao\textsuperscript{16} opined that mass communication plays a vital role in India in creating people's awareness about policies and programmes of development. It helps in motivating them to be active partners in nation building endeavours.

Spink and others\textsuperscript{17} in their study revealed that the information needs of low income African-American households. The data were collected from the respondents by interview. Findings were obtained on the information needs, gate-keeping roles and information seeking patterns of low income African-American households. The study will provide a valuable data set up on the lifestyle and information behaviour of households. The development of an information resource centre and literacy programme is essential for residents and for the development of theoretical models of information seeking and use.

Verma\textsuperscript{18} examined the information needs of social scientists are of paramount importance. The extent to which a society changes and grows, is a subject of research for social scientists. The strength of institutional setup to support social research in a country may vary but, the information needs of social scientists are alike world wide. In the academic sector, libraries are trying to cope with the serial crisis. In the wake of rising cost of subscription to journals, secondary services and dearth of budgetary provisions, institutional support has severely shattered the upcoming information needs of social scientists. The need based information super-structures and their potential bearing on future development of mankind is quite crucial for social scientist. The situation has to be addressed with comprehensive arrangements on part of the state, so as to achieve the balanced and sustainable social development.
Information needs of social scientists can be fulfilled by the availability of the socio-economic data pertaining to population and demography, urban and housing statistics, employment and poverty, rural and urban development, statistics on education, statistics on health services, database related to fiscal and financial management, statistics on agriculture and livestock, statistics on various aspects of Indian industry, trade and commerce, and database on small scale industries.

Crane explains information needs of users. In most investigations, the category user is not at all defined. Related to specific existing or planned information facility at least four different categories could be distinguished, the potential user i.e. the one who needs information which might be provided by specific services of this information facility, the expected users, the actual user, the beneficiary i.e., the one who derives a measurable advantage from information services.

Wood conducted a study on the user and his information needs. While reviewing the methods and techniques used in survey by the earlier investigators, he drew a conclusion that mixed methodology may prove viable in investigating the user needs apart from the questionnaire, interview and diary. Wood opined that observation and analysis of the existing data may further the investigation to yield good results.

Kumarappa in his article discusses that librarians all over the world are aware of the information needs of the blind. The national library is likely to have full fledged separate section with all amenities for the blind. Considering the importance and need of the hour, the National Library should have the privilege of getting all the possible assistance from the government. Suitable amendment may be made to the Delivery of Books Act, 1954 to enable the library to get one copy each of the Braille books produced in India.

Raja Gopal conducted a study on the information needs of medical specialists of the Madras city.

Usha Devi examined the information needs and information seeking behaviour of physical education teachers in India. Results revealed that many of these teachers perceived the need to know the latest developments in their own field of specialization and regulations of games. The library has been identified as the most
heavily used information sources along with other sources like radio, television, computers, etc. However, library did not fulfil its role in meeting the information needs of physical education teachers. Recommendations were made on the basis of the findings.

Shanta Meitei and Purinima Devi discussed the information needs of the small scale industries. In the rural area of the valley districts of Manipur, the study made an attempt to find out the use of information channels, opinion about the use of information technology (IT) based E-commerce service by the rural people, the main information providers regarding the availability of raw material, improvement of defective tools, maintenance and repair of tools, new market areas, prices, demands, credit, subsidies and taxes transaction. Each respondent was asked to mention the sources of information to solve such problems or to get fuller understanding of them. They were asked to mention those sources which they had either consulted earlier or proposed to consult them in the future. The sources of information were self-personal experience, friends, neighbours, relatives, family members, fellow professionals, market shopkeeper, Block Panchayat officers, library and information centres, community information centre, district information centre and mass media.

Brenda examined the everyday information needs of the average citizen. Ibrahim examined the information needs of the lecturers in faculties of science and technology at the Edo State University, Ekpoma, in relation to the university library collection. The results show that 83.3% of the respondents gather information from libraries rather than colleagues, conferences etc. They are conscious of the importance of the library in the dissemination of information. Forty three per cent of them seek information to satisfy their teaching information needs, 36.5% for research needs, while 20.6% for preparing manuscripts for publication.

Rhona and Andrew study the innovative ways of responding to the information needs of people with MS. All the studies have shown that people with MS want information tailored to their individual requirements, delivered in different formats and within a time-frame to suit them. This article reviews the studies and demonstrates how two neurology centres in Leeds and York have striven to meet the needs and expectations of the client group.
Rao and Purkayastha discussed the role of scientific publication in serving research works, industry, armed forces and the public.

Menzel conducted an exploratory study for the US National Science Foundation to find out different types of information needs of scientists and the examined the means and occasions of scientific information exchange among scientists. Further, he investigated the characteristics of scientists specially their institution and their outlook and how these influence information gathering habits. The four obstacles to comparability among the information needs and user studies are 'diverse and ill-defined population' 'diverse units of observation', 'bases of competitor diverse classification of communication channels' and 'panicky of analysis in depth'.

Menzel has suggested three way classifications of empirical studies about information needs and users. When approached from the point of view of the scientist or technologist, these are studies of scientists' communication behaviour. When approached from the point of view of any communication medium, they are users studies. When approached from the point of view of the science communication system, they are studies in the flow of information among scientists and technologists.

Thabah conducted a survey of the information needs and information seeking behaviour of housewives in Shillong. He concluded that housewives need information to run their house hold activities particularly in assisting their children studies and supplementing cooking recipes, knowing more about food and nutrition and other healthcare issues as well as updating their knowledge. He mentions that some of the housewives visit the library while others depend on informal channels of communication for getting the required information.

Mizutani examined the information needs, access to information sources and the establishment of own information centres by Museum Library Information System in Japan. The study examines the uses of introducing computers in humanities as a means of organizing and providing accessibility to art, historical and biographical data. It emphasized the possibilities of employment potentiality and opportunities for art librarians in Japan.
Donohue and Manfred\textsuperscript{33} in their study stated that the members of large modern communities are increasingly disoriented about how to obtain and use human services to meet their various needs. Information referred centres have the potential for providing such orientation. To realize that potential requires creative and energetic development of ideas, methods and experiments. That in turn requires the active support of many different people.

Allen\textsuperscript{34} suggests a simplification of Paisley's model, arguing that empirical research has since taken new lines. He practically abandons Paisley's model characteristics by distinguishing only between six fields to which the user belongs, and these in a different order than Paisley the user as an information processor, the user in connection with the working team, the user as an individual in an organization, the user as a member of a professional society, the user as a number of an invisible college and the user as part of a formal information system.

Hepworth\textsuperscript{35} made a survey of the information needs of people with multiple sclerosis (PWMS) in U.K. Qualitative and quantitative methods were used to study the information needs of them. Questionnaires were sent to 4100 PWMS (approximately 5\% of the MS population) and 2030 responded. Information provision was found to have been diagnosed in the last five years. Seventy one per cent thought they had received information and 43 per cent thought they had not received information. Information provision was found to be inconsistent, although centres noted for their interest in the patients. Better categories of information needs were identified, and their importance and the difficulty in obtaining them were quantified. There is considerable scope for improving provision of information to people with MS.

Taylor\textsuperscript{36} attempted to describe how an inquirer obtains an answer from an information system by performing the process consciously or unconsciously. He studied the reciprocal influence between the inquirer and a given system. According to Taylor, information need has four levels:

- The conscious and unconscious need for information not existing in the remembered experience of the investigator. In terms of the query range, this level might be called the "ideal question"—the question which would bring
from the ideal system exactly what the inquirer, if he could state his need. It is the actual, but unexpressed, need for information.

The conscious mental description of an ill-defined area of indecision. In this level, the inquirer might talk to someone else in the field to get an answer.

A researcher forms a rational statement of his question. This statement is a rational and unambiguous description of the inquirer's doubts.

The question as presented to the information system.

The community information needs of the urban Israeli population were studied by Shifra Arbib and others using a telephone survey of 304 residents of a medium-sized city in central Israel and interviews with community officials in the city's social system. The purpose of the study was to identify the information needs of the urban community and its preferences, in order to establish the first formal public library's information centre in Israel. Approximately 60% of the problems cited by the subjects are concentrated in five categories: neighbourhood matters, studies, transportation, government matter, and entertainment, leisure and recreation. Of all the problems (1,067) raised by the subjects, the percentage consulting dedicated information sources was 41.2%, and the percentage consulting general information sources was 29.6%. The findings of the survey show that the subjects clearly prefer information channels that offer personal contact (e.g., by telephone or face-to-face meeting with professionals). In contrast to the findings of many other studies, informal personal contacts (e.g., family members, friends) was ranked last place. In the interviews, community officials admitted that they receive numerous requests for information or assistance in solving problems on a wide range of topics that are not in their sphere of activity. The analysis of the data from both methods indicated a lack of sufficient and accessible information sources and underscored the importance of public libraries as major community information centres. Following the result of the study, the first community information centre in Israel is currently being established by the librarians at the public library in the city where the data were collected.

Chakrabarti and Asok Basu study the information needs of the Totos (a sub-Himalayan Tribal community). Information exchange behaviour of the rural people is mainly concerned with behavioural aspect. Behavioural aspect interpersonal
forms of communication includes institutional networks, mass communication and traditional forms of communication. Rural people exchange information with family members, neighbours, relatives and friends. Every day information need of any community is incumbent upon its economic conditions and its reactions to these conditions. Socio-economic aspects include various need, of the community people such as areas of their earning, livelihood, availability of communication media, community leadership and role of different groups. Information on political conditions, relationship with the community, government needs for infrastructural resources such as roads, electricity, markets, schools, health facilities, library and information centres, audio and video centres, entertainment complex such as cinema halls, auditorium, indoor and outdoor stadiums, publishing firms, etc., are also the factors for the development of the community. Day-to-day information needs can be available through the mass communication media such as radio, films, newspapers and printed materials and Television (T.V). Traditional form of communication is an integral part of the cultural fabric of the rural community and day-to-day information needs can be met from the traditional ceremonies and oral literature. The traditional communication system is very useful in the exchange of indigenous knowledge.

Biradar and Dharani Kumar\textsuperscript{39} conducted a study on community information needs. Rural communities face new challenges of information needs for their betterment of lives. The questionnaire method is used to collect data from rural people. The study reveals that 80% of rural community visit the library and utilise the sources. Especially women and labour community visit the library for entertainment purpose, students for educational purpose and employees and farmers for enjoying their leisure. Fifty percent of users spend one to two hours in the library and 90% of them are satisfied with the library collection and services. Newspaper is the favourite source of all the users. Radio and television are most preferred media as well.

Brown\textsuperscript{40} conducted a study on information seeking behaviour of scientists in the electronic information age.

Walid and Donna\textsuperscript{41} made a study on the communication and information needs of a random sample of community psychiatric nurses in the United Kingdom. Community psychiatric nurses access to and communication with other professionals was also assessed. In total 200 teams were at random sampled UK-wide, and postal
questionnaires were sent to community psychiatric nurses attached to these teams. One hundred and ten questionnaires were completed and returned (55% response rate). Spearman's rho, Pearson's correlation and the \( (x^2) \) chi-square test were used. Participants reported to be mainly in contact with psychiatrists (71%) and other community psychiatric nurses (52%). Seventy percent responded that they have the necessary training / skills for managing severe cases. Seventy six percent indicated that they have information needs. This survey provided valuable information on problems facing these nurses and highlighted the need for training and for easier access to and increased communication with other professionals.

Lynette\(^2\) studied old people's health information needs. Older people's health information needs are in many respects little different to anyone else's. It looks at different formats of information that may be helpful for older people, and at the needs of two specific groups, career and elders from ethnic groups. Direct user involvement in the development of information is seen as important.

It is emphasized that there is a particular need for primary care workers to know how other services, such as those within social care and the voluntary sector operate. The study stresses on the information professional's role in providing resources and training to such workers.

Lipetz\(^3\) stated in his study that the information needs of user traditionally applied methods, the less well-known ones like observation and the methods of secondary analysis were only rarely applied compared to the questionnaire and interview methods. This is really astonishing and supports our demand for a unifying theoretic approach to the investigation of the needs and behaviour of the user of information. It is particularly surprising that the experiment has hardly been applied to in user research in spite of its increasing importance in modern psychology and social psychology. Experiments can be used in addition to non-experimental observation and questioning techniques. It is the great advantage of empirical procedures that they can be used to test hypotheses about connections and causal relationships.
Kunz and Tirrel\textsuperscript{44} studied the methods of analysis and evaluation of information needs. Trends and approaches of user studies were reviewed. The recommendations offered are based on the postulate that the only purpose of information systems is to establish communication between people coping with similar interests and problems and that documents. The preceding review of the methods traditionally applied and newer approaches of user research allows us to draw the following tentative conclusions:

1. A necessary pre-requisite of useful empirical user research is the clarification of its theoretical foundations.

2. Investigation of information needs and behaviour is not possible without applying the traditional methods of empirical social research. Therefore, these investigations are to be carried out by personnel familiar with these methods and not by laymen. These methods should play a prominent role in the education of information specialists.

3. A main goal of user research should be its contribution to the improved effectiveness of information facilities and networks. A brief discussion of some important user and use studies demonstrated that in the past the main emphasis of user research lay in scientific and technological fields.

Edwards and Fontana\textsuperscript{45} examine the legal information needs of older people of Australians and the most effective ways of providing information to them. Older people have a low awareness of the services and information sources available to them. They needed information on: accommodation and housing, health related issues, decision-making and end of life issues, and financial and consumer related issues.

Many older people do relatively with little information when they faced with a problem or crisis, and often approach only one information source. Many do not seek information until it is urgently needed. The level of information seeking is influenced by the level of education, income and cultural background.
Bailey and others\textsuperscript{46} in the study information needs analysis to inform the development of a library and information service at the Marie Curie Centre, Newcastle upon Tyne, England. In the summer of 1997, the Marie Curie Centre, Newcastle, approached the libraries of the universities of Newcastle and Northumberland at Newcastle to assist in developing a library and information services (LIS) strategy. It was acknowledged that before other LIS strategy could be established, preparatory investigation was needed to ensure the effective and efficient allocation of resources. A user needs analysis was conducted over a three month period including a literature search, questionnaire and interviews. The findings, which indicated that the appointment of professional librarian was crucial, have ensured that the LIS being developed is underplanned by a strong evidence base.

Allen\textsuperscript{47} found major difference between scientists and engineers in their use of information channels. He noted that both groups tend towards the "principle of least effort" when seeking information. Scientists tend to rely more heavily on written rather than oral sources of information, while for technologists the reverse is true.

Mahapatra and Panda\textsuperscript{48} studied the information needs of the working journalists in Orissa. Journalists in the state are more of a generalist in nature rather than specialist in their professional work.

In order to support their reporting and writing assignments, they need information in a daily manner to make their writing current and interesting. The mode of dissemination they prefer is to visit to libraries personally. Working journalists are more interested to develop their own libraries and buy the reading materials for their personal use. The respondents primarily use those information resources from the libraries that are directly related to their journalistic activities and they ignore other sources of information. The study depicts the real picture of the information needs of the working journalists and resources utilized for acquiring required information available in libraries.

Ocheibi and Buba\textsuperscript{49} made an investigation on the information needs and information gathering behaviour of medical doctors in Maiduguri, Nigeria. A total of 158 Medical doctors (128 males and 30 females) were used for the study. The overall response rate was around 70.2% per cent. Medical doctors need specific medical
information to enhance their knowledge on a day-to-day basis, particularly with the information explosion such as e-mail and Internet facilities. They prefer the use of publishers catalogues as the most information source for new developments in their relevant fields. Many do not have access to local data bases that are supposed to have remarkable impact on their information gathering behaviour. The study too revealed that medical doctors do not have the tendency to delegate information gathering to their subordinates.

According to UNESCO, the information needs of a particular group of users do not remain constant but change along with education developments of the acquisition of personal and professional experiences. It could, therefore be argued that information needs and gathering behaviour of any professional or such groups are not only for the development of the individual but for the future of their profession.

Ibohal Singh and Lahiri analyzed the information needs, seeking behaviour, channels used, relevance of information services, etc. of the health care paraprosessionals. They ascertained the problems encountered by users to draw suggestions.

Singh and Panda provide an insight into the various information needs of working medical scientists working in five medical colleges located in New Delhi and the Lucknow. Data collected from 1110 working medical scientists were analysed. Specialization of working medical scientists, their information requirements, mode of dissemination preferred, information sources used and types of services opted are discussed.

Gorman in his article reveals that changes are made in medical education in order to enhance problem-solving skills of students and to help them learn to think like experts when solving clinical problems. It may be possible that these changes also influence student’s information needs and behaviour.

Balasubramanian discuss the objectives, methodology, findings and implications of a study of the information needs and information seeking behaviour of medical academicians in Tamil Nadu.
The above discussion reveals that most of the studies were conducted on students, research scholars, faculty members, nurses, lawyers, engineers, doctors, scientists, agricultural officers, farmers, psychologists, journalists, sociologists, housewives, industrialists etc with regard to their information needs. No study has been undertaken on the information needs of pilgrims. To fill up gap in this direction, the present study has been undertaken.
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