CHAPTER V

SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 Introduction

The present study is to find out the online information seeking behaviour of scholars of Madurai Kamaraj University, Madurai. The primary data had been analysed and presented in the previous chapter. This chapter deals with the summary of findings, suggestions and conclusion of the present study.

5.2 Summary of Findings

Findings of the study are as follows:

SECTION I

Demographic Information of Respondents

1. Gender

- The internet usage by the faculty members, students and research scholars (both Ph.D and M.Phil) of Madurai Kamaraj University is more by Male than female category.
2. Age

- The usage of Internet facility at Madurai Kamaraj University is mostly by those belonging to the age group of 20-30. This shows that youngsters make the maximum use of Internet.

3. Marital Status

- Unmarried respondents use Internet more than the married respondents.

4. Religion

- Majority of the Madurar Kamaraj University respondents belong to Hindu Religion (89.19%) who use Internet.

5. Residing Sector

- Around the three fourth of respondents belong to rural and suburban than Urban.

6. State and Gender

- Most of the respondents belong to male category of Tamil Nadu state.

7. Status

- Majority of the respondents belonging to Post Graduate Students (51.51%) use Internet more than faculty members and Ph.D and M.Phil research scholars.
8. Department/Subject-wise use of Internet

- The number of respondents who are utilizing the internet are more in Sciences than in Social Sciences and Humanities.
- Majority of the respondents in Science, Social Science and Humanities Departments belong to male category who use the Internet.

SECTION II

1. Use of Internet

- The Internet services of Madurai Kamaraj University are fully utilized by all the faculty members Post graduate Students and research scholars both Ph.D and M.Phil.

2. Access of Internet within the University campus

- Among the overall respondents, three fifth of them access the Internet from the University Central Library (Dr.T.P.M. Library).
- Respondent's second choice of using internet is in departments/Office.

3. Category of Internet skill of the respondents

- Among the 592 respondents, three fourth of the respondents’ level of use of Internet skill is Intermediate.
• 79.39% of the male respondent's (79.39%) level of use of internet skill is intermediate. It is higher than female respondents.

• The level of use of Internet skill is medium or Intermediate among the respondents in Science, Social Science and Humanities departments

• The level of use of Internet skill is almost equal both in Science and Social Science department's respondents. But the level is low concerned with the respondents in Humanities departments.

• Among the total faculty members, nearly fifty per cent of them are experts in use of Internet. Most of the scholars, both M.Phil and Ph.D, and Post graduate students’ their level of use of Internet skill is Intermediate.

4. Methods of learning Internet skill

• Guidance from the friends is identified as the main source of guidance for leaning internet by nearly half of the respondents. The other major source of guidance is trial and error method. The present study coincides with the findings of Ansari and Jilam who conducted a study on Internet use by students of the Delhi University.
5. Duration of using Internet

- Among the respondents nearly fifty per cent of them have internet usage below 2 years and one fourth of the respondents use the Internet more than 4 years.
- Majority of the faculty members use the Internet more than four years (65%). Among the Ph.D and M.Phil respondents most of them use Internet between 1 and 2 years (46.52%) and among the Post graduate students most of them use Internet between 3 and 4 years (34.43%).

6. Frequency of use of Internet

Around two fifth of the respondents use the internet everyday and hence the present study coincides with the findings of Mohamed Thaheer, Amutha and Bagavathi Senthil Vel Murugan (2008) who carried out the study on the use of the pattern of E-resources in Aalim Mohammed Salegh College of Engineering Library, Chennai, TamilNadu.

- Those students who use internet every day are more among Science respondents than Social Science and humanities respondents.
7. Time spent on Internet per day during the use

- Among the overall respondents, 46.79% use the Internet an hour per day.
- The study shows that internet usage per day is more among Science respondents rather than among the other departments. That is most of the social science and humanities respondents use internet for less hours (less than three hours a day).
- Most of the Married respondents spend more than three hours per day for using Internet and this is higher than that of the unmarried ones. At the same time most of the unmarried ones spend an hour or less than an hour on internet.

SECTION III

1. Purpose of using Internet

- Subject specific information stands first for most of the respondents to use the Internet resources while information related to ongoing research work ranks second.
2. Use of Web Browser to the use of Internet

- Nearly half of the respondents (49.32%) use Internet Explorer as their Browser and the second by preferred browser is Mozilla firefox (29.56%).

3. Use of Search engines

- Google serves as the main search engine for more than three fourth of the respondents. The present study coincides with the findings of Kumber and Vasantha who conducted a survey on Internet use and its impact among Engineering colleges of Mysore.

4. Devices preferred to store the Information from Internet

- Majority of the respondents (52.03%) use Pen drive for storing information from Internet.

5. Types of Format preferred to download information

- PDF ranks first as the preferred format for downloading (47.29%) while the secondly ranked preferred format is word format.
6. Use of E-mail

- Majority of the Scholars (94.93%) of Madurai Kamaraj University use E-mail for communication among whom the first preferred mail service is G-Mail and the second Yahoo.
- More than two fifth of the respondents check E-mail daily.
- 30.07% of the respondents check E-mail twice a week.
- Around three fifth of the respondents of the Science departments check E-mail daily. It may be due to frequent changes in Sciences by their inventions.
- 50.98% of the urban respondents check E-mail daily, whose number is more than the rural and suburban respondents.

7. Problems to be faced while using Internet

- Majority of the respondents (52.70%) report that slow access speed is the prime problem while using Internet. The present study coincides with the findings of Chetan, Sharma (2008) who conducted a survey on a comparative study of Internet use in Haryana Agriculture University and Panjab Agricultural University.
- Second problem (15.71%) is the difficulty in finding relevant information.
8. Ways of accessing the required information from the Internet

- Among the ways of getting information from the Internet, use of search engines ranks first while entering directly into the corresponding websites ranks second.

9. Sources of finding out new WWW pages

- Most of the respondents (31.25%) find out the new web pages through Internet Search Engines. The present study coincides with the findings of Becker (1998) and Griffiths and Brophy (2005).

10. Use of Internet for getting information on a topic

- Of the total respondents, around two fifth of them always use the internet mainly for getting information on a topic. This varies according to Departments. The frequency of dependency on internet for getting information on a topic is more by Social science respondents than by Science respondents.

11. Conventional methods as an alternative for information if it is not available on the Internet

- More than two fifth of the respondents rarely use the conventional methods if the required information is not available on the internet.
- 39.69% of the respondents always use the conventional methods.
12. To Access online news

- More than two fifths of the respondents access the online news weekly.

13. To access information about research or commercial products/services on Internet

- Around two fifths of the respondents (39.19%) access the information about research or commercial products/services weekly on Internet.

14. To access online Reference materials

- Around two fourths of the respondents (49.15%) access the online reference materials weekly.
- Most of the faculty members access the online reference materials daily.
- Most of the Ph.D, M.Phil research scholars and Post graduate students access online reference materials weekly.
- Most of the faculty members (45%) access online reference materials daily. They are more than Ph.D, M.Phil research scholars and Post graduate students.
15. To access online chat groups

- Around two-fifth of the respondents (39.02%) access the online chat groups weekly.

16. To access online chat listings

- Most of the respondents (38.18%) access online job listing weekly.

17. To access UGC-INFONET Journals

- More than the two-fourth of the scholars (56.42%) in Madurai Kamaraj University access UGC-INFONET journals.

- Majority of the respondents in Humanities departments access UGC-INFONET Journals. They are more than the respondents in Sciences and Humanities departments.

18. Reason for not accessing of UGC-INFONET journals

- Majority of the respondents (53.10%) report that No Awareness about UGC-INFONET Journals is the prime problem for not accessing of the same.

- Two-fifth of the respondents (19.77%) report the lack of training to the access of UGC-INFONET Journals.
19. Rating of access of UGC-INFONET Journals

- More than half of the respondents (51.80%) report that access of UGC-INFONET Journals is good.

20. Frequency of accessing E-journals

- Among the overall respondents, half of them (50.84%) access E-Journals weekly.
- Among the respondents in Science and Social Science departments, most of them access E-Journals weekly.
- Among the respondents in Humanities departments, most of them access E-Journals monthly.

SECTION IV
1. Influence on Academic efficiency

The impact of use of Internet

- Overall 592 respondents, two fifth of them (40.20%), report that dependency on the Internet increased while one fifth of the respondents (18.92%) report that the use of conventional documents has decreased.
- Among the respondents in Science and Social Science departments, most of them report that dependency on the Internet increased whereas most of the Humanities respondents report that use of Internet is to improve the Professional competencies.
2. Comparison of Internet and conventional documents

- Most of the respondents report that Using Internet is time saving, more informative, more useful, less expensive and more preferred than using conventional documents.

3. Present extent of the use of web resources and traditional resources

- For overall 592 respondents, the use of web resources and traditional resources is almost equal.
- Most of the respondents in Science, Social Science and Humanities departments use 50% WEB and 50% Library resources.

4. Level of satisfaction while using internet in university sources

- Among the 592 respondents, 66.72% of them are satisfied with using Internet in university sources.
- More than three fourth of the Science, Social Science and Humanities departments respondents are satisfied or highly satisfied with the University Internet services.
5. Favorite Web site for Academic information

- Most of the respondents report that their favorite website is Google and yahoo. Apart from the search engines most of the respondents report that their favorite website is ncbi, science direct, wikipedia and UGC website for accessing their academic information.

6. Use of University Central Library (Dr.T.P.M.Library) Internet Services

- Among overall 592 respondents, more than three fifth of them use the University Central Library Internet services.
- 36.99% do not use the University Central Library Internet services.
- Most of the respondents in Social Science departments (71.62%) use the University Central Library Internet service. They are more than the respondents in Science and Humanities departments

7. Level of the use of University Central Library Internet Services

- Among the overall 592 respondents, negligible percentage of them report that University Internet services are not satisfactory.
- 12.16% report that University Internet services are very good.
- Most of the respondents in Science, Social Science and Humanities departments report that University Central Library Internet services are good.
5.3 Results of the Hypotheses Formulated

The set of hypotheses formulated, were subject to the application of appropriate statistical tools. The results are given below:

- There is an association between the Gender and the category of Internet skill of the Respondents.
- There is an association between the Marital Status of the respondents and their time spent on Internet per day.
- There is an association between the Residing sector of the respondents and their frequency of checking E-mail.
- There is an association between the Status/Position of respondents and their access of online Reference materials.
- There is an association between the Department/Subject of respondents and their access of UGC-INFONET Journals.
- There is an association between the department/Subject of respondents and their present extent of the use of Web resources and traditional resources.
- There is an association between the Department/Subject of respondents and their level of Satisfaction of using University Internet Services.
5.4 SUGGESTIONS

5.4.1 For Service Improvement

The Librarian and the users as well are comfortable with the technological advancements converted to the advantage of their collection of information sources and services. In the light of the study, its results and the experience of the preaching investigator, the following suggestions are made to be adopted in all Schools and its departments of Madurai Kamaraj University.

- Many schools of Madurai Kamaraj University do not have their own exclusive portals on the Internet. All the schools of Madurai Kamaraj University should have their own portals instead of forming part of the University main Web page. The school Web page may find a place in the university main Web page and hyperlinked.
- The school portal should display the services along with the list of E-resources which should be hyperlinked.
- Awareness Programmes should be conducted for all faculty members, Ph.D, M.Phil research scholars and post graduate students on a periodical basis to enlighten them about the academic resources available with special attention to UGC-INFONET journals
Only sixty Per Cent of the Scholars use University Central Library Internet services. Hence more number of terminals have to be added in the digital/infonet division of the library with Internet connectivity.

The internet use by Respondents in Humanities departments is less when compared to other departments and hence the librarian should take steps to conduct special programmes to make them understand that internet is the main source of information for their academic development.

In addition to the UGC infonet journals more online journals and E-resources should be subscribed for the University Library/Department for the benefit of the scholars.

It is suggested that internet awareness programmes exclusively for female faculty members, research scholars both Ph.D and M.Phil and post graduate students must be conducted.

It is suggested that M.Phil, Ph.D and Post graduate students should be provided more training for the use of Internet effectively.

There are some differences among the urban, rural and Sub urban respondents for using Internet. Urban respondents are slightly better than rural and sub urban. Hence it is suggested that they should be given more care for utilizing online sources by improving internet skill programmes.
5.4.2 For Future Studies

The present study is confined to the faculty, scholars and students of the 18 schools of Madurai Kamaraj University and generalizations are made on the basis of the analysed results. The study can be extended to all the affiliated colleges and Directorate of Distance Education in Madurai Kamaraj University. Further studies can be conducted to make comparative studies. This will help the authorities to enhance the digital library divisions.

5.5 CONCLUSION

In the era of technological advancements in all fields in the world. Information Technology plays an important role in the development of Education. With the emergence of Information Technology the concept of information providing centers such as Libraries, Internet centres, computer centres, etc has been transformed a lot in its functioning and changed the user's expectations. Information seeking behaviour has been changing differently among the users by the influence of various factors. Users have become more information conscious than ever before demanding timely access to the information. These increasing expectations as users have challenged various information providing institutions to develop their quality of services. The vital aim of the Information providing institutions in extending online services is to provide public access to the Internet to fulfill its missions to preserve and promote universal access to a broad range of
human knowledge, experience, information and ideas to support the academic and research endeavor. Thus Internet connects electronically to ideas global village under one umbrella.

The results of this investigation reaffirm the findings of many of the studies cited in the review of literature in the second chapter of the report. A majority of the scholars feel that there should be a periodical user orientation and awareness programmes, in addition to updating the users regarding the availability and accessibility of newly introduced E-resources and E-services. Those in the Library profession play a vital role in information handling, which comprises of information retrieval, information consolidation and information repackaging. Hence the authorities of the academic institutions must pay due respect to the development of library professionals and services especially digital services in the present context. Many studies have proved that academic development leads to overall economic development of the nation and hence due attention has to be paid for the online information services and their utilization. The more the utilization of online information services, the more will be the development of Indian economy.