CHAPTER -1
INTRODUCTION

1.0 INTRODUCTION

There are varied group of information users having different aspects in their information needs and information seeking behaviour. Social Scientists constitute one of the basic components of the information users’ community. The behaviour in the process of seeking information has also been changed with the change in the nature and characteristics of information and its formats. Today information is found in many forms of sources. Availability of information in digital sources has influenced the Social Scientists in the process of seeking information. They need to access to such emerging resources for various reasons. They are, in fact, one of the major groups of users consuming, utilizing, producing and disseminating information at a high rate.

1.1 INFORMATION

Due to advancement of technology, information has become one of the basic resources and its exact nature is not easily described. The clearest definition in the literature is “Information is recorded experience that is used in decision making”. Dependency on information has been increasing day-by-day in every sphere of intellectual activities. Nowadays, information has become part of our life and it is a powerful tool which plays a vital role in the development of the society. There are no two persons who have defined “information” in the same way. Hans Willisch (1972) analysed thirty-nine definitions of information science. Among them only eight defined information and others remain salient on the definition part of the term.
Shannon and Weaver (1949) defined “Information as any stimulus that reduces uncertainty”.

Ching-Chih Chen and Peter Hernon (1982) defined “Information as all knowledge, ideas, facts, data and imaginative works of mind which are communicated formally and/or informally in any formats”.

Webster’s Third International Dictionary defines “Information” as –

a) Facts or figures ready for communication or use as distinguished from incorporated in a formally organized branch of knowledge.

b) The process by which the form of an object of knowledge is impressed upon the apprehending mind so as to bring about the state of knowing.

1.1.1. Data, Information and Knowledge

Many synonyms or near synonymous terms of information have been used in order to identify the term information. The terms like facts, data, information, knowledge and wisdom have very thin-line between meaning and make confusion between the terms. So, we need to understand the meanings of these terms.

**Facts:** Things that happen true or exist.

**Data:** A collection of facts and smallest element of information from which conclusion may be drawn. Data are, as such, languages, mathematical or other symbols which represent the concepts or events.

**Knowledge:** Knowledge is an organized set of statements of facts or ideas representing a reasonably judgment and expertise and skills acquired by a person through experience or education i.e. the theoretical or practical understanding of a subject.
The three concepts data, information and knowledge are interrelated. Their relationship can be understood from the following examples which are often given by many scholars:

Data → Raw Material → Cotton
Information → Intermediary → Yarn
Knowledge → Finished Products → Cloth

In the knowledge spectrum, the relationship between data, information, and knowledge may be viewed as a part of a continuum in terms of decision making process as shown below:

Fig1: Relationship between data, information and knowledge

We perceive data through our senses. Thus we become aware of the data about the event. At this juncture we are supposed to have acquired information. In real sense, it means that we are now informed, meaning thereby that we are aware of some event or occurrence, but nothing else. We can retain the information in our memory or record it on a piece of paper. This physical representation of data is information. When we represent argument, analyse the situation, interpret the information i.e. go beyond awareness, we say that we have knowledge. The knowledge is the product of the judgmental process. We can give knowledge to physical representation by recording it. The transformation from data to information and from information to knowledge can be represented hierarchically. Each
transformation represents a step upward in human cognition functioning (Debon, 1988). The ultimate step in the continuum after knowledge is the ‘wisdom’ which always involves the inclusion of values in judgments.

1.1.2. Significance of Information

Information has become one of the most essential components in our life. Indeed the effectiveness of performance in R&D, Industry, Institutions, Government affairs, Individuals etc. depend greatly on the availability and accessibility of information at the right time in adequate quality and quantity. To meet the requirements of user, it is necessary for an information system to response to environmental stimuli. Another significance of information is that there should be free flow and exchange of scientific and technical information without any problems. Information has become an essential resource for all economic and social change. In other words, the information needs of user-groups meet their requirements or needs by providing the effective information services. Nowadays, use of information, user behavior in gathering information, expressed needs of information, gaps in information supply, types of information requirements to meet the variety of user has become major area and issues of specific concern in research activities.

1.1.3. Types of Information

Shera(1972) has proposed six types of information on the basis of its use and purpose for which it is used:

i) Conceptual Information: It relates to ideas, theories and hypotheses about the relationship which exists among the variables in the area of problems.

ii) Empirical Information: It relates to data and experiments of research which may be drawn from oneself or communication from others.
iii) Procedural Information: It relates to data of investigation which are obtained, manipulated and tested.

iv) Stimulatory Information: It relates to motivated by oneself or environmentally derived.

v) Policy Information: It relates to decision making process.

vi) Directive Information: It relates to the information which is used for coordination and for enabling effect group activity.

1.1.4. Qualities of Information

Information as the valuable resource has many qualities. The basic qualities of information includes (Tague,1976):

1. Accessibility
2. Comprehensiveness
3. Precision / accuracy
4. Compatibility
5. Timeliness
6. Clarity
7. Flexibility
8. Verifiability and
9. Quantifiable.

1.1.5. Sources of Information

Information is found in different sources and formats. There are verities of documentary sources under the group-primary, secondary and tertiary which the library and Information Professionals have been dealing with since long time. Under the non-documentary category there are Institutional sources considering different organizations, institutions, etc. as sources of
Information. Human being also is considered to be one of the important non-documentary sources which may include: Colleagues, Peers, Information Gate-Keepers, Guides, Advisors, Consultants, Experts, Vendors, Contractors, Collaborators, etc. Besides there are also Microforms, Audio-Visual materials. Among the Electronic or Digital resources we are witnessing today availability of information in various formats like Floppies, CD-ROMs, DVDs, Pen-Drives, Chips, Smart-Cards, Internet-Based sources like: Web-Sites, Subject Information Gateways, Web-Based resources etc. Information, today, is also available in multimedia technologies providing various features-text, graphics, sounds, video, animation, etc.

1.2 INFORMATION USERS

Users are the basic component of information system and without it information system cannot achieve get its aim. In library it is very important to know who are users, what kind of information they need and how the library fulfill their needs.

Heidi Julien (1999), categorized information users into four groups as:

i) User

ii) Client

iii) Customer

iv) Patron

According to their nature of work users can also be categorized as:

i) Lay people

ii) Government Servants

iii) Educators

iv) Students

v) Researchers
vi) Policy Makers, etc.

In digital library the users community may include the following (Bembem and Ibohal, 2008):

i) Academicians

ii) Researchers

iii) Students

iv) Authors

v) Publishers

vi) Scientists

vii) Technologists

viii) Aggregators

ix) Academic Institutions

x) R & D Organizations

xi) Industrial Sectors

xii) Similar others.

These groups of users in a digital environment are often termed as e-people or e-users.

1.2.1 Social Scientists as Information User

Social Scientists are one of the biggest or largest components of the user community who accumulate process and analyse, retrieve and disseminate information in the field. They have their own nature and purpose of information needs. In order to get the information needs and the right information they undergo different strategies and activities in the process of seeking. According to their approach to information in library and information system, there are four major groups of social scientists as information users. They are as follows (Bembem and Ibohal, 2008):

i) Potential User: Who needs information which can be provided by specific services.
ii) Expected User: Who have intention of using different information services.

iii) Actual User: Who need an information service regardless of whether he got benefits from it or not.

iv) Beneficiary User: Who derives a measurable advantage from information services.

These different categories of users have various behaviors while seeking their information and have its own characteristics, requirements, behaviour pattern, reading habit, distinct approach patterns and limitations.

1.3 USERS STUDY

User study is the study of the character and nature of the user of the system and services concerning information. The study is more related with the Library and Information Sciences as it caters the needs of the user.

Such study mainly aims at the process of obtaining information by the user. It discusses about the behaviour and character of the users and the in needs. User studies have been categorized into three categories as follows:

a) Behavioural studies  
b) Use studies  
c) Information flow studies (Menzel, 1966).

He also gave another classification as follows:

a) Channel studies  
b) Critical incident studies  
c) Dissemination studies.
The history of the user study can be traced back to 1948 by which Royal Society Conference on Scientific Information was held. One of the most important concerns to the Library and Information Centre is the selection and use of information by the users.

1.3.1 Information Need

The concept of information need is an elusive one, difficult to define, isolate and measure. Moreover the dictionary meaning of the closely related terms like requirement, want and demand has to be analysed in order to have a true perspective of the information need. Some attempts have been made in order to define the term ‘Information Need’.

1. Maurice B. Line (1974) defined the term ‘Information Need’ as “What an individual ought to have for his work, his research, his edification, his recreation, etc.”

2. In the words of Brenda Dervin (year?) “an information need is an impediment preventing an individual from moving forward in cognitive time and space. The person is faced with a gap that must be bridged by asking question, creating ideas, and/or obtaining resources.’

3. According to Ching-Chin Chen and Peter Hernon “Information need is more than a question asked of an information provider. It occurs whenever people find themselves in situations that require some form of knowledge for resolution.” (Dervin, year?).

4. The Librarian’s Thesaurus defines ‘Information Need’ as “that needs which library services or materials are intended to satisfy.” (Soper, 1990).

1.3.1.1 Basis of Information Need

For the need of information by the user certain conditions are to be followed. These conditions may be

a) Whether the awareness of the need for information is either necessary or sufficient for concluding that the need exists.
b) Secondly, whether the presence of a desire for information is necessary condition for saying that there exists a need for information.

c) Lastly, is the lack of information a necessary or sufficient condition for concluding that the information need exists.

The need is concluded when the purpose for the use of information is present. According to Derr (1983), the presence of “information purpose” as a necessary condition of information need has stressed two necessary conditions for information need as follows:

i) The presence of an information purpose.

ii) The information in question, contributes to the achievement of an information purpose.

Thus, the information requested by the users do not need always. For the use of information they lack a real purpose i.e. it implies that the claim rests upon a judgment about the user’s information purpose. Judgment is required to see whether the information in question contributes to the achievement of an information purpose. It also concludes that value judgment is having purpose for the certain items of information for an individual or organization.

1.3.1.2 Identification of Information Need

While identifying the information needs of the user(s) a model came into existence. According to Girja Kumar (1980?), the best identification of information needs may be expressed as an input-process-output model. The system includes the basic components—a) Problem (existing situation) b) Problem Solving (process) and c) Solution. The model is shown as below:

\[\text{Input} \rightarrow \text{Process} \rightarrow \text{Output}\]

\[\text{Problem} \rightarrow \text{Problem-Solving process} \rightarrow \text{Solution}\]

\[\text{Information Needs} \rightarrow \text{Search process} \rightarrow \text{Information Needs fulfilled}\]

\text{Revised as required}
Fig. 2. Model in the Identification of Information Needs

The problem is analysed to determine the information needs. It is indicative of the state of uncertainty in knowledge.

1.3.1.3 Levels of Information Needs

In the past, studies have greatly emphasized on the Psychological aspect of the information seeking behaviour. Levels of information needs have also been identified based on the psychological human behaviour as follows:

i) Visceral Needs: An actual but unexpressed need for information.

ii) Conscious Needs: An ill-defined area of decision.

iii) Formal Need: An area of doubt which may be expressed in concrete terms.

iv) Compromised Need: A need translated into what the resources and file can deliver

(Taylor, 1968)

1.3.1.4 Types of Information Needs

Information needs can be categorized on the basis of different users. Thus, there are different types of information needs. According to Tague (1976) information needs has been divided into the following categories:

i) Social or Pragmatic Information Needs

ii) Recreational Information Needs

iii) Professional Information Needs
iv) Educational Information Needs
According to Childers (1975), there are two types of information needs:

i) Kinetic Needs : Satisfying a special problem, diagnosed & immediate.

1.3.2 Information Seeking Behaviour

When we need something, different strategies or models of actions were applied in order to satisfy the needs of the users. When an individual needs information, he knows that in all probability the information will not obtain without searching process, so he has to go about seeking it. What strategies or processes he used while searching information in order to satisfy his information needs, Information Seeking Behaviour comes into existence. Information seeking refers to the process of collecting and receiving information through reading published materials, discussing with colleagues, etc. Behaviour is concerned with the mode of action, process of selection of information resources; process of carrying out of search of information, factors that affect his approach, etc (Krishna Kumar, 1990). Some definitions as given by the different authors on information seeking behavior have been mentioned here.

i) According to Ching-Chih-Chen, “Information seeking patterns are the paths pursued by the individual in the attempt to resolve a need.” (Krishna Kumar, 1990).

ii) According to Giraj Kumar (1990) information seeking behaviour is mainly concerned with who needs what kinds of information for what reasons, how information is found, evaluated and used.

iii) Wilson (1999) considers “Information behaviours are those activities a person may engage in when identifying his or her own needs for information, searching for such information in any way and using or transferring that information.”
1.3.2.1 Nature of Information Seeking Behaviour

According to Wilson (1981), the nature of Information Seeking Behaviour with interrelationship among concepts in user study has been discussed as under.

Fig.3. Wilson’s Model of Information Seeking Behaviour with related concepts in users study

Thus, the nature of Information Seeking Behaviour begins from the recognition of user’s need.

1.3.2.2 Process of Information Seeking Behaviour

The process in Information Seeking Behavior constitutes five stages i.e. Perceiving, Responding, Valueing, Organisation and Characterisation of a value (Sunner, 1987). According to Girja Kumar (1990), the following process takes place in Information Seeking Behaviour.
i) Identifying the objective,
ii) Defining need,
iii) Accessing Information system,
iv) Establishing Source of information,
v) Information Acquisition,
vi) Use of Information, and
vii) Satisfaction/Dissatisfaction.

The process of Information Seeking is of cyclical nature. The various steps in the process are interrelated, acting and reacting upon each other in the sequential order. He represented the dynamic situation as shown below:

Fig.4. Steps involved in Information Seeking Behaviour

Note: I.S.B- Information Seeking Behaviour.

1.3.2.3. Factors Influencing Information Seeking Behaviour

The following certain factors influence the Information Seeking Behaviour of the users:

i) Pay offs and costs,
ii) Resources available,
iii) Update rates,
iv) Amount of information available,
v) Diagnosticity of data,
vi) Distributional characteristics of data, and
vii) Conflicts among sources (Krikelas, 1983).

1.3.2.4. Factors Affecting the Information Seeking Behaviour

In order to identify the information need of an individual certain factors need to be considered/decided on a course of action as to whether

(i) The source is within reach
(ii) The money involves
(iii) The time involves
(iv) The sources having the answer to their problems
(v) Understanding the source that provides the answer.

Other factors like social, political, geographical, educational, etc. also affect the Information Seeking Behaviour (Laloo, 2002).

1.3.2.5. Information Seeking Behavior in Digital Environment

Information Seeking Behaviour begins from the recognition of some need, perceived by user. That behaviour made by the user may make demands upon formal systems, such as libraries, on-line services Information Centres, etc. A paradigm shift in Information Seeking Behaviour of users has been seen in the last few decades. In these days Information Seeking Behaviour is a process of finding information to fill a knowledge gap through electronic-based i.e. internet – search engines, search strategy, etc. Users are found to request the known and unknown items. They search through internet also. Users also use different e-resources through various modes to satisfy their information needs in this digital age. They use the internet in different ways i.e. access to e-journals, downloading articles, chatting,
discussion, e-services, and access to OPAC, and on-line databases using search engines, like google, yahoo, altavista, etc. towards fulfilling their information needs.

Internet has become one of the tools in searching the information in this digital age. Users can access the digital information at any time and at anywhere at minimal cost with speed and accuracy. With the help of digital resources, the quality of information services can be maintained. While searching the information in electronic age there are no cases of missing, stealing or willful damaging? Large volumes of data and digital resources can be stored as compared to that of print resource in this age. Due to the advent of internet, researchers or scientists can search the OPAC and can request for inter-library loan services from their library’s desktop. Internet provides two tools to support searching on the www – browser and search engines. Social scientists use HTML and HTTP through internet used by the social scientists for scholarly communications through:

i) E-mail
ii) E-count
iii) E-journal
iv) V-book
v) Data Bank
vi) Virtual libraries
vii) Academic websites and websites for research organizations
viii) Other www based services. (Krikelas, 1983)

1.3.2.5.1. Information Seeking Behaviour of Social Scientists

Every user seeking information has its own purpose for their information needs. ISB comprises of the kind of information required by the certain user, the reason for its
requirement, the sources of information, etc. libraries, information centres, internet, etc. cater the need of the information seekers.

In the modern age of Technology the information seekers started using the facility of internet widely all over the world. This turns out to be the most effective and quickest source for the new seekers. This led to a new era and become a sophisticated technology for the information seeker and benefited them in many ways.

1.3.2.5.2 Social ScientistS in Digital Environment

The use of internet benefited a lot to the social scientists. It helps in delivering a quicker and a better source of information to them. It helps in giving details for whatever information one wants to know. It also always helps a person looking out for information for study on research. Internet can be used for certain purposes and there are certain tools which are commonly used for deriving information and communication which include:

a) Electronic mail (e-mail) – mainly used for communication in a much faster and quicker fashion.

b) Listserv – a kind of e-mailing list in which a person can send a single mail to a number of recipients and to all the persons who are members of a particular list.

c) Newsgroup – another way for the circulation of information by internet users on specific topic.

d) The World Wide Web – one of the most important and sophisticated source for information which one can access and acquire information and data sources. It can be viewed with a web browser.

e) Telnet – which enables a person to access Internet for acquiring information and also helps in communication while traveling?

1.3.2.6. Model of Information Seeking Behaviour
A Model is a framework of thinking about a problem and develop the relationship among theoretical propositions. Many models of Information Seeking Behaviour have been developed, some of important such models are:

1) Wilson’s (1981) - Model of Information Seeking Behaviour
2) Dervin’s (1983) - Sense Making Theory
3) Ethis’s (1989 & 1983) - Behavioural Model of Information Seeking Strategies
4) Kuhltham’s (1991) – Model of Stages of Information Seeking Behaviour and

1.3.2.6.1 Wilson’s (1981) Model of Information Seeking Behaviour

Wilson’s Model of 1981 is based on two main propositions:

a) First the information need is not a primary need
b) Effort to discover information to satisfy the need of the users without any barriers.

The basic needs proposed by Wilson were Physiological, Cognitive or Affective: He also suggested that the barriers that impede while searching the information will arise out of the same context.

![Wilson’s Model of Information Seeking Behaviour](image-url)
This model is simplified version and described as a macro model. It also suggests how the information need arises and prevents the actual search for information. The general function of the model can be regarded as a source of hypotheses.

### 1.3.2.6.2 Dervin’s Model (1983, 1996)

Dervin’s sense making model is a set of assumption, a theoretic perspective, a methodological approach, a set of research methods and practices. This model designed a triangle to cope with information perceived and contains four (4) constituent elements a situation in time a space which defines the information problems arise, a gap which identified the difference between the contextual situation and desired situation; and outcome, the consequences of the sense making process; and a bridge, the means of closing the gap between situation and outcome. Dervin presented these elements in triangle form as below:

![Fig 6: Dervin’s sense-making Triangle](image)

However, the use of bridge metaphor may be more preferable the present the model as in the following figure:

![Fig 7: Dervin’s sense making model redrawn](image)
1.3.2.6.3 Ellis (1989) and Ellis, Cox & Hall (1993) Model

Ellis elaborated the different behaviours included in information seeking and not set out as a diagrammatic model. Ellis makes no claims to the effect that the different behaviours constitute a single set of stages. According to Ellis and Cox, Hall and Ellis in information seeking process the term “features” has used rather than the term “stages”. To them the features are:

i). Starting 
Activities characteristics of the initial search for information.

ii). Chaining 
Following chains of citations or other forms of referential connection between materials.

iii). Borrowing 
Semi-directed searching through internet.

iv). Differentiating 
Using different information sources as a fetter to the amount of information.

v). Monitoring 
Keeping up to date or current awareness searching.

vi). Extracting 
Identifying relevant materials in an information sources.

vii). Verifying 
Checking the accuracy of information.

viii) Ending 
Defined as “typing up to ends” through a final search, which can be represented as below:

```
  Browsing
 / \
Starting — Chaining — Differentiating — Extracting — Verifying — Ending
                   \
     Monitoring
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Fig 8: Figure showing features in Information Seeking Process

Ellis Behavioural Model describes eight Information Seeking Patterns of social scientists, physical scientists and engineers in use of hypertext (Web).
1.3.2.6.4 Kuhlthau’s (1991) Model

Kuhlthau’s Model describes common pattern in users experience in the process of information. This model complements with the Elli’s Model by attaching to stages of the information search process, the association feeling, thought and actions, appropriated information task. This association of feeling, thoughts and actions clearly identify Kuhlthau’s perspectives as phenomenological rather than cognitive. The stages of this model are :-

i). Initiative
ii). Selective
iii). Exploration
iv). Formulation
v). Collection
vi). Presentation

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<th>Focus</th>
<th>Information</th>
<th>Search</th>
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<td>Optimism</td>
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Fig 9: Figure showing stages invoked in Kuhlthau’s model

1.3.2.6.5 Wilson’s Modified Model (1996)

Wilson’s (1996) Model is a major revision of his 1981 model of Information Seeking Behaviour. This new model is applicable in researching a number of fields other than information science including decision making, psychology, innovation, health, communication and consumer research.
1.4 OBJECTIVES OF THE STUDY

The general objectives of research on users is to further understanding of the process of information transfer. The major objectives of the present study thus are:

- to ascertain the information needs and information seeking behavior of the social scientists in the changing digital information environment;
- to explore the use of ICT-based, information channels, sources, etc. by the social scientists;
- to assess the problems faced by them while seeking information;
- to find out the various information barriers encountered by them; and
- to suggest and recommend for designing a system through which the information needs of the social scientists can be fulfilled.

1.5 NEED FOR THE STUDY

Social scientists constitute a major component of the users community of library and information centres. They have a peculiar character as a group of information consumer. They, as observed, are major consumer and generator of social science information. They play a vital role in the development of the society as well as in the process of further growth and development of the subject i.e. the social sciences. The role of social sciences in the process of all round development of the society need not mention again. In fact, most of the social problems have been solved with the findings of social science researches conducted by social scientists. They need specific type of information related to social issues and also they take up different strategies to seek the required information through different information channels and sources. Library and information centres are, on the other hand, play an important role towards fulfilling their information need. Study on their information seeking behavior will enable the investigator to discover the patterns of use and level of awareness of the scientists towards library services, to determine success or non-success of the services, to assess the level of efficiency of the services and to identify what adjustment are needed in successful delivery of services. The result drawn from such studies can directly facilitate the decision making process on the part of the library authority. As such the library services can be reengineered or redesigned to deliver in a more effective way towards meeting the need of the users. Hence there is the need for the study.
1.6 SIGNIFICANCE OF THE STUDY

The general significance of the present study can be summed up as below:

✓ Information needs, use pattern, information seeking behaviour of the social scientists in respect of Manipur can be understood.

✓ Their general behaviour in the digital information environment can be ascertained.

✓ Use of different channels and sources can be identified.

✓ The general role of the exiting libraries, information centres and similar organizations towards fulfilling the needs of the scientists can also be assessed.

✓ The effectiveness and efficiency of the services of these organizations can be known for the all round development of the same.

✓ The study, as expected, can provide a clue towards designing an effective social science information system in the state.

1.7 SCOPE OF THE STUDY

The scope of the study has been limited to the following aspects:

o The whole state of Manipur has been taken into account as the geographical area of the study.

o Social scientists comprising of teaching community, social workers, researchers, scholars, professionals and others who belong to different disciplines in social sciences are considered as the population of the study.

o Various institutions such as–Universities, Colleges, Institutions, Research organizations and NGOs have been covered as sources of data.

o Of the 800 social scientists identified, 600 have been considered for the study, from whom only 463 responded scientists have been studied.

o The records and reports for ten years i.e., 2000-2009 of some important concerned institutions under study have also been studied and examined.
Data from the social scientists of the state were collected during March, 2009 to March, 2010.

The collected primary data have been analysed using simple statistical techniques to make the interpretation more empirical.

1.8 HYPOTHESES

The following hypotheses have been drawn to test for the present study:

- The Social Scientists of Manipur are found to be engaged in different institutions and organizations, who use different information channels and sources to meet their information needs.
- They depend on traditional, documentary and digital information resources to serve their purposes.
- Their information seeking behaviour is affected by the system in which they belong.
- Majority of them are not convergent with the digital environment in seeking information.
- The existing information system in Manipur needs to be improved upon in many aspects developing a digital repository to fulfill the information needs of the social scientists.

1.9 CHAPTERISATION

The present work has been organized into the following six chapters:

Chapter 1: Introduction

Chapter 2: Studies on Information Seeking Behaviour: Review of Related Literature

Chapter 3: Research Methodology

Chapter 4: Social Scientists and Digital Information Resources

Chapter 5: Social Scientists in Digital Environment: An Analysis

Chapter 6: Conclusion
1.10 CONCLUSION

Users study has been considered as one of the major areas of research in the field of Library and Information Science. Information Seeking Behaviour as a key component of the users study is found to be given emphasis by the researchers in the library and information science around the world. Of the various groups of users, social scientists constitute a major component as the information consumer and generator in various facets of the disciplines in social science. This particular user group has a very specific nature of their information needs and peculiar character in seeking information. Their behaviour in the new digital information environment has become a new aspect of research in users study.

Reference


