Chapter 2
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1. Introduction

Literature review discusses published information in a particular subject area within a certain time period. Literature Review is a body of text that aims to review the critical points of current knowledge on a particular topic. “Literature review is critical analysis of a segment of published body of knowledge through summary classification, and comparison of prior research studies, reviews of literature, and theoretical articles” (Andrew 104-115)

Literature review can be a just a simple summary of the sources, but it usually has an organizational pattern and combines both summary and synthesis. A summary is a recap of important information of the source, but a synthesis is a re-organization, or a reshuffling of that information. It might give a new interpretation of old material or combine new with old interpretations, or it might trace the intellectual progression of the field, including major debates, and depending on the situation, the literature review may evaluate the sources and advise the reader on the most pertinent or relevant.

A good literature review is characterized by: a logical; flow of ideas; current and relevant references with consistent, appropriate referencing style; proper use of terminology; and an unbiased, comprehensive view of previous research on the topic. It helps with all types of assignment as well.

The literature review is the discovery of what is already known about a particular topic. A thorough understanding of knowledge that has already been produced related to the subject is being investigated. During the review of related literature, published information relating
to the subject of an enquiry was identified, located and analyzed. In addition to producing relevant and valuable information, the literature review help research worker regarding their planned studied as part of larger investigation efforts about the subject or problem area, rather than isolated inquiries. The importance of the literature review is that it cites and gives about review of related literature. It includes the research reports generally, which provide the insight of the problems. The reviewed literatures are selective and organized in a logical manner, emphasized on methodological and finding of previous studies.

According to Cooper "A literature review used as its database reports of primary or original scholarship and does not report new primary scholarly itself the primary reports used in the literature may be verbal but in the vast majority of the cases reports are written documents the types of scholarship may be empirical theoretical critical/ analytic or methodological in nature. Second a literature review seeks to describes, summaries, evaluate clarify and/ or integrate the content of primary reports."

Ansari, Devendra Kumar (2010) this paper analyzes the information needs and information seeking behaviour of engineering and technology faculty members of selected engineering institutes and colleges of Uttar Pradesh, India. Data were collected by using a questionnaire from 25 engineering colleges or institutes of Uttar Pradesh. A structured questionnaire was distributed among 500 faculty members, of whom 390 responded. This study investigates the information needs and information seeking behaviour of engineering and technology faculty members at Uttar Pradesh. The purpose was to
investigate the types of information sources used by the faculty members, their preferred information formats, the importance of and reasons for using certain information sources and the use of various formal, informal and electronic information sources. (139-153).

David Nicholas, etc. (2009) this study provides evidence on the actual information-seeking behavior of students in a digital scholarly environment, not what they thought they did. It also compares student information-seeking behavior with that of other academic communities, and, in some cases, for practitioners. Data were gathered as part of CIBER's ongoing Virtual Scholar programme. In particular log data from two digital journals libraries, Blackwell Synergy and Ohio LINK, and one e-book collection (Oxford Scholarship Online) are utilized. The study showed a distinctive form of information-seeking behavior associated with students and differences between them and other members of the academic community. For example, students constituted the biggest users in terms of sessions and pages viewed, and they were more likely to undertake longer online sessions. Undergraduates and postgraduates were the most likely users of library links to access scholarly databases, suggesting an important “hot link” role for libraries. Few studies have focused on the actual (rather than perceived) information-seeking behavior of students. The study fills that gap. (David 139-156).

Nosrat, Riahinia and Fatimah Zandian(2008) This study seeks to examine the postgraduate students of two universities (Tarbiat Moallem and Tarbiat Modares) in Tehran to discover how they use online databases and general search engines.
Design/methodology/approach – This study was carried out focusing on postgraduate students' use of online databases provided by information providers (IPs). A sample population was selected among some postgraduate students, as patrons of central libraries of two universities in Tehran. The study was performed by means of a questionnaire given to the participants. Initially, on the basis of a sample pre-test multi-choice questionnaire, four information providers were selected as information hosts that were well known to the sampled students. Afterwards, the main questionnaire was developed and distributed among participants. Both participating libraries had a separate e-databases hall for postgraduate students, so, when coming to use the online computers to search the databases, students were asked to fill out the questionnaires according to their experiences on using online resources. The study was implemented during October to December 2006 and the sample populations were those postgraduate students who used the central libraries' e-resources in campus during the period. The results show that 63.4 per cent of respondents use online databases, followed by search engines (24.3 per cent), and print materials (11.3 per cent). Participants ranked Google as the most favourable search engine. In a comparison to using databases versus search engines, 58.4 per cent of respondents stated that they use online databases for seeking scientific information, while 33.6 per cent use search engines. The originality of this study lies in the fact that it reveals postgraduate students' evaluation of four online IPs that are well known to most of the students in this study. (Nosrat 86-99)

Zahed, Bigdeli(2007) This descriptive research attempted to investigate the information seeking behaviour of engineers at
Khuzestan Sugar-Cane and By-Product Company in Iran. To collect the data, a questionnaire was distributed using Likert-type questions with six points ranging from 'never use' to 'very useful'. Of the 250 questionnaires distributed, 158 (63.2%) were used in the data analyses. The reliability coefficient was measured by the Cronbach Alpha which was 0.81 Analysis of variance and the Tukey test were used to test the sole hypothesis of the research and to see if engineers who worked in various sites were different in their information-seeking behaviour. To answer the research questions, descriptive statistics were employed. The results showed that the engineers in different work areas were significantly different in terms of information-seeking behaviour. The most important motivations for seeking information were: to develop their knowledge and expertise; to be able to use new job-related technologies and to be up-to-date in their specialty. Distance appears to have impact on information use and information-seeking behaviour of engineers. Thus, librarians must consider the Zipf's 'principle of least effort' in serving their clients. (Zahed 46-53).

Shima, Yousefi (2007) This paper summarizes the results of an investigation of information seeking behavior and needs conducted at Irankhodro Axle Manufacture Company in Iran, examining professional factors in information behaviors. The study's questionnaire is designed to examine the role of the library and the role of librarians in the searching process. Recommendations are given for improving information seeking behaviors in similar companies. In this brief overview, we present the findings of our investigation, conducted at Irankhodro Axle Manufacture Company in Iran, into the professional factors affecting information needs, information seeking
behavior, and library usage of engineers, social scientists, and accountants of the company. We also examine the role of new information environments in the information seeking process and make recommendations based on our findings. Polytechnics were established in Nigeria in the late 1970s as a way of providing Nigerians with another level of tertiary institutions besides the university system. Technical education helps produce middle-level human resources for the nation's economy (Tella, Owolabi, and Attama 2008). Attama (2005) supports that view and also states that polytechnics helps in the quest for technological and economic growth. These objectives may be hampered by the way some students seek and organize academic information. Ajiboye and Tella (2007) maintain that the way students organize their learning and search for information is crucial to their overall performance. Objective is to discover the types of information needed by students, to find the most preferred source of information to Identify various factors influencing choice of information to discover the level of satisfaction students obtain when seeking for information. (Ansari 139-156).

Kingkaew Patitungkho & Neela J. Deshpande (2005) report the results of a study of the information seeking behavior of faculty members of Rajabhat Universities in Bangkok, Thailand. Data were collected by using a questionnaire from seven faculties in Rajabhat Universities. Results show that most of respondents (forty one percent) stated their method of seeking information by consulting a knowledgeable person in the field. Two hundred and thirteen respondents (82 percent) seek information for preparing lectures. Fifty-four percent of faculty members access more
documents was references from a book. It is revealed that most of the faculty members (57 percent) used textbooks. Seventy four percent of respondents read information materials in Thai and twenty four percent read materials in English. The Internet had been almost universally adopted; they trace materials from the library via the Internet. Google.com was used for searching information by respondents. They use frequently e-mail for communication. It is found that 42 percent of respondents use the ERIC (Education Resources Information Centre) database. The majority of respondents faced the common problem while seeking information i.e. unavailability of information. The study sought to understand the literature searching experiences and skills of clinical research coordinators at a large academic medical center. The Health Sciences Library System, University of Pittsburgh, conducted a survey of clinical research coordinators at the University of Pittsburgh and the University of Pittsburgh Medical Center to solicit their perceived use and knowledge of the library's electronic resources. The University of Pittsburgh Institutional Review Board (IRB) is a “high volume IRB” that monitors human subject research at both the University of Pittsburgh and the University of Pittsburgh Medical Center. More than 3,500 human research studies and clinical trials are active at any given time. Many studies entail more than minimal risk to human subjects, with the majority evaluating or including a drug or medical device. Clinical research coordinators are involved in most of these studies or trials. Their roles and responsibilities focus on managing many aspects of the study or clinical trial. As a first step in understanding the literature searching experiences and skills of these research
coordinators, baseline data were gathered from this group in November 2004. The data from this survey indicate that clinical research coordinators are a population who would benefit from training by academic medical center librarians in how to use electronic library resources and services.

A Web-based survey solicited participants' information (gender, education, job title) and role in the IRB process (job responsibilities, number studies they manage). The majority of the survey questions focused on the use of specific electronic library resources, the type of information wanted, and the types of problems encountered.

**Mostert, B.J. and N. Dennis (2005)** conducted a survey under the title "Information needs and information seeking behavior of parliamentarians in South Africa". The study aimed at determining the information sources, service and systems used in South Africa by the parliamentarians, and also to investigate the role of the parliamentary libraries in the information provision process. A survey was conducted by use of questionnaires targeting all parliamentarians in South Africa and a response rate of 23% (167) was received. This study has revealed that parliamentary libraries are underutilized because parliamentarians use other equally competing information sources largely accessed through the internet. Further, South Africa has enormous information sources and services that legislators can access and exploit and the use of electronic sources of information is growing rapidly, almost reaching the level of use of print sources. Unexpectedly, oral sources of information are used less. Parliamentary libraries have a
potential to offer a variety of services to parliamentarians, yet they are not well-utilized, perhaps because of reasons such as poor marketing and innovative information services. A new model proposing and explaining information-seeking strategies popular to parliamentarians in South Africa has extended Wilson’s model on information seeking.

Doney, Liz, Barlow, Helen and West, Joe (2005) conducted a survey under the title “Use of libraries and electronic information resources by primary care staff”. The objective of the study was to assess the use of existing-libraries; usage of the Internet and biomedical databases; and need for training on use of the Internet and biomedical databases for primary care staff. Methods: A postal survey of general practitioners (OPs), practice nurses (PNs) and practice managers (PMs) in Nottingham and Rotherham, UK. Results: Overall, 243 questionnaires were used. The response rate in Nottingham was 24%, in Rotherham it was 34%. Reported use of libraries was low (30%), with PNs reporting significantly higher usage (65%) than others (P < .01). Most respondents reported using the Internet (81%), but fewer (44%) reported using databases. OPs and PNs were significantly more likely to report using databases than PMs (P < 0.01). Lack of training was the most reported barrier to using the Internet (67%) and databases (52%). Overall, 52% of respondents reported wanting Internet training, 64% wanted database training. The percentages requesting training on databases were high among OPs and PNs, but significantly lower for PMs (P = 0.02). Conclusions: There are differences in the usage of libraries and electronic resources among the primary care team, and in reported training needs. While
the reported tools of usage of the Internet and biomedical databases are encouraging, our study identified a training need. If met, this could increase usage further

**Gillian Kerins, and ublin, Ireland (2004)** This paper reports the results of two empirical studies which explored the information seeking behaviour of engineering and law students in Ireland. Findings reveal similar patterns in the information seeking behaviour between students studying to become professionals and information seeking patterns of these groups identified in the Leckie et al. model. Students learned their information seeking strategies, including effective and less effective approaches, from educators. Mis-perceptions of the role and value of libraries and information professionals in their studies were common, and as a result, students often adopted information seeking strategies that excluded libraries and library staff. The two studies suggest that engineering and law students in Ireland could benefit from greater information literacy training and awareness, enabling them to acquire the information skills they need to function effectively and efficiently in their future professional work lives. (Gillian 29-36)

**Miriam Kakai, R. Ikoja-Odongo and I.M.N. Kigongo-Bukenya (2004)** The study investigated the information needs and seeking behavior of undergraduate students of Makerere University. A cross-sectional survey was carried out, with samples of respondents from the Department of Biochemistry in the Faculty of Science and the Department of History in the Faculty of Arts. The sample consisted of 104 undergraduate students selected from their first, second, and third year of study. Ellis' six generic information-seeking
activities were tested to establish how undergraduate students seek information. The chi-square statistic was used to test the stated hypotheses. The results provide an insight into the factors that influence students' information-seeking behavior and the information sources used. The study makes recommendations that could lead to the improvement of students' information seeking behavior and use of information resources. (Miriam 86-99).

Nigel Ford (2004) Based on a review of constructs that have been the subject of both educational and information science research, a model of learning-related information behaviour is developed. The model details components of such behaviour, including: basic information processes, information processing types and information processing approaches; and factors affecting information behaviour relating to educational environments (in particular, learning objectives) and mental (including cognitive and affective) states. The complexity of information needs and associated relevance judgements implied by the model are discussed, as are implications for the provision of cognitively and affectively ergonomic access to information, and for research into learning-related information behaviour. (Nigel Ford 1-12)

Nicholas, David (2003) conducted a study under the title "Digital information consumer players and purchasers: Information Seeking Behaviour in the new digital interactive environment". The main objectives were to provide early intelligence as to how the new digital information consumer behaves when seeking information, advice and services online; to show how the information finger prints, the first joot falls of
millions of people can be charted and evaluated. The major findings were: Performance measurements have been important to information and computer professionals; There is more than a little suspicious that the government believes that the provisions of digital information direct to the consumer will go some way to reducing the pressures on the health service. (Nicholas 136-150)

Altfield, Simon, and John Powell(2003) conducted a study under the title “Information seeking and use by newspaper journalists at a national British newspaper”. The main objectives of the study were to determine work activities in the context of a series of behaviour shaping constraints and cognitive and external resources; To determine the Journalists information seeking as motivated by originality checking; To developing a personal understanding discovering confirming potential contents; and to describe information gathering and managing multiple information spaces. Interview method used to collect the sample of 25 journalists. The findings focuses on how an assignment gets started established an angle; the originality constraint; developing personal understanding and discovering confirming potential content. (Altfield, 182-188)

Deshmukh Kalavatic and Srinivas Rao(2002) conducted a study under the title “Virtual medical library for online medical education”. The virtual medical libraries are an initiative under the Virtual medical university. The main objectives are: to setup network links, with no upper limits in number, with Institution holdings highly valuable information
resources in the allied medical areas; to provide information
Package to the user groups; to create and use of modern tools
and techniques to provide access via internet, online medical
information to all its users. The important services are: Online
services, offline services such as journal Alert; Document
Delivery service; and search request service. (Deshmukh 57-66)

Augustine, S. T. (2002) conducted a study under the title
"Integrating medical communication skills with library skills
curricula among first year medical students iii the University of
the West India". The objective of this study was: to explore the
feasibility of implementing this approach among year one pre-
clinic CJI students in 1997 and 1998. Questionnaire method was
used in this study. The major finding of discuss in relation to
practical and intellectual issues in curriculum integration.
(Augustine 55)

the title “Impact of information Technology (Computers) on
Biomedical Information centres and Libraries (ICL) In India: A
critical evaluation”. The objectives of the study were to evaluate
the status of computer current scenario of Biomedical (ICL) in
India; to identify and examine different aspects of computers; to
determine the impact of computers on the practice of biomedical
librarian-ship; LJse of Computers by the biomedical (ICL), users
and professional. The major findings of the study reveals that
majority of users of (ICL) in the study expressed that all staff
except clerical should have higher qualification than before due
to the introduction of IT; about 90% of the biomedical ICLs in
India do not use Computers fully; biomedical information users depend on Computer facility for the various purposes. All most all the biomedical ICLs use various computerized data base services. (Singh 187)

**Tenannat, R Michele** discusses(2001) “The role of medical libraries in under graduate education: A case study in genetics”. For the last, five years of Florida Health Science Centre libraries have successfully partnered with the department of Zoology to provide instruction supporting genetics information skill to under graduate genetics students. These students to search the literature and genetics database that will be use to in their future carrier, the author believe that this project can serve as a model for other under graduate Bio-medical Science Courses. The centre Library provides BIOSIS, CAS, SDI and MEDLINE to its users. The library benefited from this partnership on a variety form, including the development of skilled library users, pertained future clientele and increased visibility among campus research laboratories. (Tenannat 206-213)

**Dalgleish Andrew and Robert Hall** (2000) conducted a study under the title “Uses and perceptions of the world wide web in an information seeking environment”. There are number of models which can be used to identify the various ways in which the www can be used as part of the student learning experience. Interview and Questionnaire method were used to collect the data of the 12 students who were all from one university. The major findings includes responses to the
information seeking content; expressed relationships to the process of information retrieval; perceptions of information quality; and Attitudes to the future of the www in higher education. The result of the study reveals how undergraduate students view their information acquisition in terms of the open resource model from diverse sources which may or may not, be educationally based. (Dalgleish 104-115)

Nicholas, David, Peter William, Peter Cole, and Helen Marrin (2000) conducted a study under the title “The impact of the internet on Information Seeking in the media”. The aims of the study were to examine the closely and qualitatively the impact of the internet on a strategic information community of whom it might be assumed to be of immense significance. The questionnaire, interview and observation method were used to collect the data from 300 people from more than 50 media organization in the UK. The major findings of the study were: Poor access to the internet; and Good access to other information resources were largely the reason for this; Journalists and Librarians were also significant users of internet. Searching the www was the principal internet activity; and News papers and Official sites were favored and E-mail was used on a very limited scale.
(Nicholas 94-114)

Orton Robert, Rita, Marcella and Graeme Baxte(2000) conducted a study under the title “An observational study of the Information Seeking Behaviour of Members of parliament in the U.K.” The objectives of the study were to identify strength and
weakness in observed approaches to information seeking; to gather data about the sources of information available to Members of Parliament; and to consider which environmental and user & characteristics impacted upon information seeking behaviour. For this project a shadowing methodology was adopted. The conclusions drawn include that UK Members of Parliament are subject to arrange of triggers of Information seeking, in an information rich environment where the amount of information present decision-makers with difficulties. Members must be efficient information gatherers and managers and they must be flexible in their attitude to Information seeking. (Orton 207-217)

Khan, Sadia, and David Bawden (2000) conducted a study under the title “Quality Standards in drug and medical information departments”. The purpose of the study was to assess the current situation with respect to quality assessment of information provision; to enquire answering services, in drug & medical information services. The Interview and questionnaire method was used to collect the data. The result of this study reveals that quality is taken very seriously in the enquiry answering functions of drug medical information services. (Khan 138-141)

Fidzani B.T. (1998) Gaborone, Botswana This study was undertaken to determine the information-seeking behaviour and use of information resources by graduate students at the University of Botswana. The overall purpose of the study was to determine what their information requirements are and determine their awareness of
library services available to them. The study collected empirical data on the information requirements of graduate students. Data were gathered from 144 students out of 223 part-time and full-time graduate students registered. Findings indicate that guidance in the use of library resources and services is necessary to help students meet some of their information requirements. The study found that: journals, library books and textbooks are the most popular sources of information for course work and research and that students need to be taught how to use available library resources and services. Based on these findings, it was recommended that a questionnaire on students' ability to use information resources be prepared and administered during registration to all masters students to establish their ability to use information resources. It was also recommended that a more aggressive information marketing strategy should be developed at both subject librarian and departmental level to create awareness among graduate students on the available. (Fidzani 115-127).
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