TABLES

1. The Search Terms and the Strategy 31
   Chronological Distribution of Literature 32
3. Subject Distribution of Retrieved Documents 34
4. Nature of Information Required 91
5. Nature of Information Required (Consolidated Assessment) 92
6. Purpose of Use of Information (Short-Term Goals) 95
7. Purpose of Use of Information (Short-Term Goals) (Consolidated Assessment) 96
8. Motivation For Use of Information (Long-Term Goals) 99
9. Motivation For Use of Information (Long-Term Goals) (Consolidated Assessment) 100
10. Types of Formal Information Sources Consulted 102
11. Types of Formal Information Sources Consulted (Consolidated Assessment) 103
12. Identification of Required Information (How Systematic are the Users) 106
13. Identification of Required Information (How Systematic are the Users) (Consolidated Assessment) 107
14. Types of Informal Sources Used 111
15. Types of Informal Sources Used (Consolidated Assessment) 112
16. Comparison of the Use of Formal Sources VS Informal Sources 114
17. Time Spent for Information Gathering Work 116
18. Delegation of Information Gathering Work 119
19. Nature of Delegation 121
20. Reasons For Delegation 123
21. Reasons For Non-Delegation 125
22. Areas Where Better Service is Sought 127
23. Redundant and Repetitive Information 138
25. Gains of Process Reengineering 154