CHAPTER 5

SUMMARY, FINDINGS AND SUGGESTIONS

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Information plays a vital role in the development of a society. With the passage of time information is accessed by the societies in numerous ways through different manners and methods. In the present world people get access to digital information in a significant way through electronic resources. These electronic resources have narrowed the gap between the information and its seeker and, have given a free hand to its users to access information around the globe via computer terminals. Users now with the assistance of electronic resources save their time in getting nascent information in desired ways without any difficulty.

The work and its analysis that has been discussed in detail in previous chapter have been reviewed in this chapter to arrive at significant conclusion. Major findings, tenability of hypotheses, conclusion and suggestions for further research have been included in this chapter.

5.1 Major findings

1. 100% users (respondents) in central universities in Uttar Pradesh and 100% users (respondents) in central universities in Delhi are merely aware of electronic resources, (table 4.2.1 (b)) and not with the types of electronic resources. However, there is a remarkable difference in the awareness and use of various types of electronic resources by the users in central universities in UP and Delhi. So there is significant difference between users in central universities in UP and Delhi in context of awareness and use of different types of e-resources apart from the awareness merely with the term electronic resources. (table 4.4.1 (b))

2. 69.64% users (respondents) in central universities in Uttar Pradesh visit library daily as where in central universities in Delhi only 61.23% respondents visit library daily. There is significant difference between the number of users who visit library daily in central universities in UP and Delhi. (table 4.3.1 (b))
3. Present library use of respondents in central universities in Delhi has been increased, as 58% respondents in central universities in Delhi indicated as such. This rise is more than the increase in the present library use by the respondents in central universities in UP, i.e. 44.55% respondents in central universities in UP said that their present library use increased over the past 1-3 years. (table 4.3.2 (b))

4. 81.64% users in central universities in UP were extremely familiar with the search engines and 88.90% users were extremely familiar with print sources. But in case of central universities in Delhi 80.62% users were extremely familiar with search engines which are less than the familiarity of users with search engines in central universities in UP. In central universities of Delhi 92.46 per cent respondents were extremely familiar with print sources.

5. 100% users (respondents) in central universities in Uttar Pradesh and 100% users (respondents) in central universities in Delhi were aware and used search engines and online reference sources. 82.91% users in central universities were aware and used e-theses and 93.69% users in central universities in Delhi were aware and used e-theses. 84% users in central universities in UP aware and used online news. 90.76% users in central universities in Delhi were aware and used e-newspapers. 90% users in central universities in UP were aware and used e-journals where as 96.61% users in central universities in Delhi were aware and used e-journals. 26.18% users in central universities in UP were aware and used e-encyclopedia and on the other hand 65.69% users in central universities in Delhi were aware and used e-encyclopedia. So, there is significant difference between the number of respondents in central universities in UP and Delhi who were aware and used electronic resources. (table 4.4.1 (b))

6. Internet is efficiently used as a medium to access electronic resources by the respondents in central universities in UP than the respondents in central universities in Delhi. (table 4.4.2 (b))
7. Use of electronic resources, most of the time, was high in central universities in Delhi than central universities in UP i.e. 17.27 percent users in central universities in UP used electronic resources most of the time and 30 percent users in central universities in Delhi used electronic resources most of the time. (table 4.4.3 (b))

8. There were 33.08 percent users in central universities in Delhi who use electronic resources and print materials equally. Whereas 12.54 percent users in central universities in UP who use electronic resources and print materials equally.

9. Use of electronic resources by the research scholars in central universities in Delhi, for the purpose of study and research was more in comparison to the use of e-resources in central universities in UP. i.e. 75.08 per cent respondents in central universities in Delhi and 71.82 per cent respondents in central universities in UP were using e-resources for the purpose of study and research. No one in central universities in UP and Delhi used e-resources for the purpose of career development. (table 4.4.4 (b))

10. Users in central universities in Delhi utilized the services of UGC Infonet higher than the users in central universities in UP. 86.61% users in central universities in Delhi used UGC Infonet and 79.27% users in central universities in UP used UGC Infonet. Use of Science direct was high in central universities in Delhi. (table 4.4.5 (b))

11. Majority of research scholars i.e. 55.09 per cent in central universities in UP faced problems while accessing electronic resources which was greater in comparison to the number of research scholars (i.e. 50%) in central universities in Delhi who face problem while accessing electronic resources. (table 4.4.7 (a))

12. Research scholars who faced problem while accessing e-resources in central universities in UP said they faced problem due to various factors. 40.26 per cent respondents of those who faced problem accessing e-resources said the problem
faced by them was due to the too much information retrieved followed by limited access to computer terminals. (table 4.4.7 (b))

13. In central universities in Delhi around 64 per cent of those 50 per cent research scholars, who faced problem while accessing e-resources said that the problem aroused due to too much information retrieved while searching e-resources followed by limited access to computer terminals. (table 4.4.7 (b))

14. 68.18% users (respondents) in central universities in UP were extremely familiar with e-encyclopedia where as 52.62% users (respondents) in central universities in Delhi were extremely familiar with e-encyclopedia. 79.09% users (respondents) in central universities in UP were extremely familiar with online reference sources where as 80.15% users (respondents) in central universities in Delhi were extremely familiar online reference sources. 63.27% users (respondents) in central universities in UP were extremely familiar online databases where as 79.07% users (respondents) in central universities in Delhi were extremely familiar with online databases. Over all it was clear that users (respondents) in central universities in Delhi were more extremely familiar with e-resources than the users (respondents) in central universities in UP. (table 4.5.1 (b))

15. 40.36% users (respondents) in central universities in UP used e-books to initiate their search for information where as 55.38% users (respondents) in central universities in Delhi used e-books to initiate their search for information. 51.27% users (respondents) in central universities in UP used online databases to begin their search for information where as 76.46% users (respondents) in central universities in Delhi. (table 4.5.2 (b))

16. Google was the most favorite search engine used by the respondents in their most recent search. About 93% users (respondents) in central universities in UP and Delhi used Google in their most recent search for information followed by Yahoo. (table 4.5.3 (b))
17. 70.30% users (respondents) in central universities in Delhi learnt about e-resources from their friends whereas only 30.72% users (respondents) in central universities in UP. 42.30% users (respondents) in central universities in Delhi learnt about e-resources from their teachers and 40.90% users (respondents) in central universities in UP learnt about e-resources from their teachers. (table 4.6.1 (b))

18. 93.38% of respondents’ favored print sources as their favorable sources of information in central universities in Delhi, whereas 91.64% users in central universities in UP indicated print sources as their favorable source of information. 76.55% users (respondents) in central universities in UP indicated e-resources as their favorable source of information. (table 4.7.1 (b))

19. 96.92% users (respondents) in central universities in Delhi used library at least monthly to borrow books whereas only 90% users (respondents) in central universities in UP used library for the same. 99.08% users (respondents) in central universities in Delhi used library at least monthly for accessing online databases. 80.73% users (respondents) in central universities in UP used library at least monthly for accessing online databases. 100% users (respondents) in central universities in Delhi used library to used computer and internet as well as to do research work/study whereas 94.18% users (respondents) in central universities in UP used library to use computer and internet. (table 4.8.1 (b))

20. There were 100% users (respondents) in central universities in Delhi indicated that they were aware with the electronic resources provided by the library of their respective university whereas in central universities in UP maximum number of users were aware with library electronic resources. (table 4.9.1 (b))

21. There were 39.64% users (respondents) in central universities in UP who sought assistance while using electronic resources. In central universities in Delhi 25.85% users (respondents) sought assistance while using electronic resources. (table 4.11.1 (b))
22. Users do not like self-serve. Most respondents sought assistance when they used electronic resources. Friends were the first sources of help in both the places i.e. central universities in UP and central universities in Delhi. 16.46% users (respondents) in central universities in Delhi and 20.9% users (respondents) in central universities in UP sought help in from friends while using electronic resources. (table 4.11.2 (b))

23. 65.82% users (respondents) in central universities in UP indicated that friends/teachers were the clear medium by which they kept themselves up-to-date with the electronic resources in their library. On the other hand, only 53.69% respondents in central universities in Delhi kept themselves aware with electronic resources in their library through friends/teachers. (table 4.13.1 (b))

24. 56% users (respondents) in central universities in UP and 41.54% users (respondents) in central universities in Delhi evaluated e-resources on the basis of worthwhile information. Free information was another criterion used by 21.64% users (respondents) in central universities in UP to evaluate e-resources. 19.69% users (respondents) in central universities in Delhi evaluated e-resources on the basis of free information factor. Free information was the top criterion accepted by the respondents to evaluate e-resources. (table 4.14.1 (b))

25. Whether the information is trusted or not was judged by the 68.36% users (respondents) in central universities in UP on the basis of their personal knowledge or common sense. In central universities in Delhi, 8.30% users (respondents) judged the trustworthiness of information on the basis of their personal knowledge or common sense. (table 4.14.2 (b))

26. In opinion of 78.73% users (respondents) in central universities in UP print sources were much trustworthy than e-resources. 56.77% users (respondents) in central universities in Delhi clearly said that print sources were more trustworthy than e-resources. (table 4.14.3 (b))
27. Majority of respondents in central universities in UP said yes, they trust information if money was paid for it. Majority of respondents in central universities in Delhi said no, they do not trust information even if they pay for it. (table 4.14.4 (b))

28. Money has been paid by majority of respondents in central universities in UP and central universities in Delhi for gathering information from an electronic resources. 66.92% respondents in central universities in Delhi have paid money for getting information from e-resources. 57.10% respondents in central universities in UP have paid money for getting information from electronic resources. (table 4.14.5 (b))

29. Those who paid money for getting information from e-resources were asked to indicate what they have purchased. Majority of respondents (53.62%) in central universities in UP said the payment was made for getting subscription of e-journals. Whereas 39.31% respondents in central universities in Delhi said payment was done to get subscription of e-journals as well as purchased articles from e-journals. (table 4.14.6 (b))

5.2 Tenability of Hypothesis

On the basis of the findings drawn out of the study, the tenability of the hypothesis formulated for the study is tested.

Hypothesis-1

“There is significant difference between the users with the use and type of electronic resources in central universities in UP and Delhi.”

This is evident from the finding no. 1: that though 100 percent users in central universities in UP and Delhi is aware of electronic resources but there are differences in the awareness and use of various types of electronic resources by the users in central universities in UP and Delhi. So, there is significant difference between users in central universities in UP and Delhi with the awareness and use of different types of e-resources apart from the awareness merely with the term electronic resources.
Finding no. 5: 82.91% users in central universities are aware and use e-theses and 93.69% users in central universities in Delhi are aware and use e-theses. 84% users in central universities in UP aware and use online news. 90.76% users in central universities in Delhi are aware and use e-newspapers. In central universities in UP 90% users are aware and use e-journals where as 96.61% users in central universities in Delhi are aware and use e-journals. 26.18% users in central universities in UP are aware and use e-encyclopedia and on the other hand 65.69% users in central universities in Delhi are aware and use e-encyclopedia. So, there is significant difference between the number of respondents in central universities in UP and Delhi who are aware and use electronic resources.

Finding no. 20: There are 100 percent users (respondents) in central universities in Delhi indicated that they are aware with the electronic resources provided by the library of their respective university whereas in central universities in UP maximum number of users are aware with library’s electronic resources.

Therefore it has been established by the findings that there is significant difference in awareness between the users in central universities in UP and Delhi.

So, hypothesis has been accepted on the basis of above findings.

Hypothesis-2

“Electronic resources available in central libraries in central universities in UP and Delhi are used by the majority of users of these universities.”

To this finding number 2: for considering the frequency of visit to the library 69.64% users (respondents) in central universities in Uttar Pradesh visit library daily where as in central universities in Delhi only 61.23% respondents visit library daily. This shows that majority of users in central universities in UP and Delhi visits library daily to use library resources including e-resources.

Finding number 3: Present library use of respondents in central universities in UP and Delhi has been increased. This shows the usage of electronic resources must be
increased as it is directly proportional to the library use. More is the library use; high will be the use of electronic resources.

Finding no. 5: 82.91% users in central universities are aware and use e-theses and 93.69% users in central universities in Delhi are aware and use e-theses. 84% users in central universities in UP aware and use online news. 90.76% users in central universities in Delhi are aware and use e-newspapers. In central universities in UP 90% users are aware and use e-journals where as 96.61% users in central universities in Delhi are aware and use e-journals. 26.18% users in central universities in UP are aware and use e-encyclopedia and on the other hand 65.69% users in central universities in Delhi are aware and use e-encyclopedia. This shows majority of users in central universities in UP and Delhi are use electronic resources.

Hence, hypothesis is accepted.

**Hypothesis-3**

“Use of electronic resources for the academic activities is high in central universities in Delhi than the central universities in UP.”

Finding no. 9: it is clear that 75.08 per cent respondent in central universities in Delhi and 71.82 per cent respondents in central universities in UP are using e-resources for the purpose of study and research.

Finding no. 8: There are 33.07 percent users in central universities in Delhi who use electronic resources and print materials equally. Whereas 12.54 percent users in central universities in UP who use electronic resources and print materials equally.

Finding no. 10: there are 86.61% users in central universities in Delhi who use UGC Infonet and 79.27% users in central universities in UP who use UGC Infonet. Use of Science direct is high in central universities in Delhi. It shows that more users in central universities in Delhi are using e-resources for the academic purpose than the users in central universities in UP.

Hence, hypothesis is accepted.

**Hypothesis-4**

“Users in central universities in UP seek more help while using electronic resources as they are less familiar and face problem than the users in central universities in Delhi.
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From finding no.11: it has been established that majority of research scholars i.e. 55.09 per cent in central universities in UP face problems while accessing electronic resources which is greater in compare to the number of research scholars (i.e. 50%) in central universities in Delhi who face problem while accessing electronic resources.

From finding no. 12: Research scholars who face problem while accessing e-resources in central universities in UP said they face problem due to various factors. 40.26 per cent respondents of those who face problem accessing e-resources said the problem they face is due to the too much information retrieved followed by limited access to computer terminals.

From finding no. 13: In central universities in Delhi around 64 per cent of the research scholars in from 50 per cent research scholars who face problem while accessing e-resources due to too much information retrieved while searching e-resources followed by limited access to computer terminals.

From finding no. 21: There are 39.64% users (respondents) in central universities in UP seek assistance while using electronic resources where as 25.85% users (respondents) in central universities in Delhi seek assistance while using electronic resources.

From finding no. 22: Users do not like to self-serve. Most respondents seek assistance when using electronic resources. Friends are the first sources of help in both the places i.e. central universities in UP and central universities in Delhi. 16.46% users (respondents) in central universities in Delhi seek help from friends and 20.9% users (respondents) in central universities in UP seek help in from friends while using electronic resources.

Hypothesis 4 has been accepted on the basis of above findings.

Hypothesis-5
“Majority of users in central universities in UP do trust information if they pay for it while majority of users in central universities in Delhi do not trust information even if they pay for it.”

From finding 24: Out of 100 percent only 21.64 percent users in central universities in UP evaluates e-resources on the basis of free information criterion. This
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shows majority of users in central universities in UP, do more trust if they get paid information.

From finding 27: Majority of respondents in central universities in UP said yes, they do trust information if they pay for it. Majority of respondents in central universities in Delhi said no, they do not trust information if they pay for it.

Hence on the basis of above findings, hypothesis is proved to be true and has been accepted.

5.3 Suggestion for improving the use of Electronic Resources

1. Proper training of OPAC, e-journals, e-books, online reference materials etc is essential for the users of the central universities in UP and Delhi to make effective and efficient use of these resources.

2. Users should be given training on the search engines and they should be taught about how to make effective searches by the assistance of search engines.

3. Number of computer terminals should be increased to ensure better accessibility over e-resources in central universities in UP and Delhi.

4. Awareness generation drives should be started among the research scholars to make better use of e-resources in central universities in UP and Delhi.

5.4 Suggestion for Further Research

The researcher, while conducting the present study, possibly identifies certain areas for further investigation and research. They are as follows

1. Use of Electronic Resources in Central Universities Libraries in Uttar Pradesh and Uttarakhand: A comparative study

2. Evaluation of the use of electronic resources and services provided by the central universities in India.

3. Assessment of the use of electronic resources among the faculty members and research scholars in various central universities in India.
4. Libraries from the physical reality to electronic resources.
5. Impact of electronic resources on the research habits of the research scholars in humanities, sciences and social sciences.

5.5 Conclusion

Times have changed, so has the changed occurred in traditional sources like print sources. Print sources with help of technology has transformed into the electronic resources. With the change in time, the mindset of people has also changed. Today’s age belongs to those who keep up with the changing time. Life has become fast and to coup-up with it, technology has played a greater role in the lives of people by facilitating their busy time. Information communication technology has promoted the growth of electronic format of the information and gave rise to e-resources.

As the time progressed, many things conflicted and many things became easy. Earlier it was not possible to pursue research with easy availability of materials and needed resources. Technology made swift advances in making things easy and accessible. Now it became easy to get up-to-date with the latest trends and information in academics with the assistance of electronic resources. Earlier the e-resources were not very much famous as they are in present time. Only the few libraries had accessibility to electronic resources that time but now the whole world of the libraries got changed by the e-resources. In academics, however, the electronic resources, a gift of technology are not thought to be reliable by many. There is the danger possibility that information can be manipulated after the electronic resources are hacked. If a person having expertise over the computer programming can easily hack and manipulate the electronic resources.

Another issue in the usage of electronic resources is digital divide among the knowledge seekers. Digital divide means divide between those who know how to use it and those who don’t. Technology shift became the impediment for the information seekers and users of e-resources. The way there has been the swift change in the use of technology, many were not able to adopt the change. Another hurdle was application of e-resources in libraries, since its acquisition is a very costly affair. Problem also erupted in the integration of print sources into e-resources.
E-resources need some kind of energy (e.g. electricity) and compatible hardware to be maintained and used. E-resources can only be accessible when required hardware and energy is there. Those with the short sightedness cannot read e-resources and it is difficult for them to identify e-resources.

Nevertheless, print resources have their own importance. Despite technological advancements the paramountcy of print resources has not decreased. In the academic world, even today, the most preferred and reliable source is still print sources of information due to its controlled vocabulary and zero possibilities of changes.

However, this does not mean that e-resources are all together false or fake. The information which reaches to its seeker is almost protected and the chances of manipulation are less. The hosting sites of e-resources are protected and it is not easy to hack since it is secured by many codes and passwords.

Variation in the accessibility, use and awareness over e-resources has been witnessed among the users in different university libraries. Therefore it is required to know, how many users in different universities are actually aware of e-resources. Those who are aware of and use e-resources are found satisfied.

In the present study an effort has been made to know the awareness and use of e-resources by the users of central universities in Uttar Pradesh and Delhi. The study exposed that e-resources have a great impact on the research scholars in central universities in Uttar Pradesh and Delhi. The future of the university libraries depends upon the good collection of e-resources. So, it is necessary for the university libraries that it must update their collections (both print and electronic) on regular basis. It should have expert and experienced library professionals to give better services to the researcher with the changing information world.