CHAPTER – VI

FINDINGS, SUGGESTIONS AND CONCLUSION

6.1 FINDINGS

Department wise status of responses

It was found that the response rate of Electrical Engineering comes first recording the highest response rate of 77.59 percent followed by Mechanical Engineering (75%), Parks and Play Fields (73.08%), Building Engineering (72.73%), Works Department (70.73%), Bridges (68.25%), Solid Waste Management (65.22%) and Storm Water Drain (58.14%).

Gender wise response

Out of 300, 199 respondents which constitute 66.33 percent are males and 101 (33.67%) are females. The gender wise response by category revealed that Level-II employees record first sharing 65% followed by Level-III (14%), Level-IV (13%) and Level-I (8%).
Age wise response

Out of 300 total respondents, 98 (32.67%) are between the age group of 36-40; 94 (31.33%) are between the age group of 31-35; 63 (21%) are between the age group of 41-50; 28 (9.33%) are between the age group of 26-30; and 17 (5.67%) are between the age group of above 50. It was found that majority of the respondents are between the age group of 36-40 and 31-35. The percentage share comes to more than 60 percent which is quite high out of the total population.

Visit to library

Out of 300 total respondents, 221 respondents are of the opinion that they visited library while the remaining 79 respondents were not.

Frequency of visit to library

Out of 300 total respondents, 127 (42.33%) visited the library daily; 73 (24.33%) visited the library once in a week; 44 (14.67%) visited the library once in fortnight; 20 (6.67%) visited the library once in a month; 19 (6.33%) never visited the library; and 17 (5.67%) visited the library occasionally.

Opinion on the timings of the library

Out of 300 total respondents, 208 respondents were of the opinion that the timings of the library were convenient while the remaining 92 responded that the timings of the library were not convenient.
Satisfaction with the library resources

Out of 300 total respondents, 88 (29.33%) were Very satisfied; 79 (26.33%) were Satisfied; 50 (16.67%) were Somewhat satisfied; 37 (12.33%) were Less satisfied; 27 (9%) were Least satisfied; and 19 (6.33%) were Not at all satisfied.

Sources used for required Information

It was found that Consultation with experts in the field (59.75%) was the highest priority given for getting required information by the respondents. The other preferred choices were Internet search engines (56%), Listserv / e-mail alerts/ newsgroups (53.5%), Conversation with colleagues (52.5%), Attending conferences, seminars, and workshops (47%), Websites of bookstores (46.75%), Media: TV, radio, and newspapers (45.5%), Browsing the collections in libraries (45.5%), Library catalogues (45.25%), Current awareness services of libraries (45%), Indexing journals (43.75%), Review articles (43%), Electronic databases (42.25%), Publisher catalogues (41%), Book reviews (40.5%), Conversation with library staff (39.25%), and so on.

Information resources used in work related activities

It was noticed that Consultation with knowledgeable persons or experts in the field sharing 63.75 percent was the highest preference followed by Discussion with colleagues (63%), Internet news groups and discussion
forums (59.25%), Journals (54.75), Proceedings of conferences, workshops, and seminars (51.25%), Theses and dissertations (48%), Reference books (47.75%), Research reports (47.61%), and so on. However, it was observed that the response of first eight choices was found to be similar among all the categories of employees. Therefore, it is obvious that consultation with knowledgeable persons or experts in the field was the prominent source used by the employees of Chennai Corporation.

**Options required for using library resources**

Out of 300, 113 (37.67%) were in favour of Library Orientation followed by Printed instructions (23.33%), Study related instructions from the library staff (14.67%), Individual assistance at the reference desk (12.33%), Help from friends and colleagues (7%), and Individual appointment with the librarian (5%).

**Preference of information resources for job related works**

Out of out of 300 employees of all category, 122 (40.67%) preferred electronic medium while 99 (33%) preferred print medium; 46 (15.33%) preferred audio-visual formats; and 33 (11%) preferred audio format.
Mode of acquiring required information resources

Out of 300 respondents of all the categories, 141 (47%) get the required information from their library while 77 (25.67%) managed from their colleagues; 37 (12.33%) acquired through personal collections; 36 (12%) by purchase; and 9 (3%) got through Free of cost/Donations.

Place of conducting information-seeking activities

Out of 300 total respondents, 119 (39.67%) conducted information seeking activities at their library while 91 (30.33%) did at workplace; 56 (18.67%) did at home; and the remaining 34 (11.33%) did at other places like internet café, etc. It is obvious from the above discussion that majority of the respondents conducted information seeking activities at their library. It is evident from the result that 119 respondents, who constitute 39.67 percent, conducted information seeking activities at their library. The remaining respondents conducted information seeking activities at their workplace and home.

Communication channels used for information-seeking

Out of 300 total respondents, 106 (35.33%) used personal meeting as a channel for information-seeking activities while 103 (34.33%) used email; 46 (15.33%) used Fax; 26 (8.67%) used telephone; and the remaining 19 (6.33%) used postal mail.
Use of methods and sources for current awareness

It was noticed that the top priority of the respondents from CCL in terms of methods and sources used for current awareness was Scanning current issues of print and electronic journals (13%). The other preferred choices were Attending professional conferences, seminars, and workshops (11.67%), Browsing publishers' catalogues (11.67%), Through email alerts (11%), Through current awareness services of libraries like CAS, SDI & Content Page Service (9.67%), and so on.

Purpose of information-seeking

It was observed that the top most purpose of the respondents of CCL in terms of purpose of information seeking was to support their research (61.25%) except for Level-IV category who opined that the information seeking was for reading purpose only. The other purposes were the preparation for Workshop and seminar presentations (57.75%), Writing a book or article (54.5%), for Service or job requirement (49.5%), to keep up with current developments (44%), to develop competence (43.5%), to improve general knowledge (41.25%), and so on.

Problems faced in information-seeking

It was noticed that the top most problem faced the respondents in information seeking was that the Required material is not available which accounts for 65 percent. The other problems were like Information is scattered
in too many sources (62.25%), Latest information sources are not available (57.5%), Information explosion or too much of information (55.75%), Lack of information about available sources (50.5%), Lack of training in electronic resources/products (45.75%), Non availability of electronic resources (42.25%), and so on.

**Extent of use of e-resources**

It was noticed that the top most category of e-resources used by the users of CCL was e-journals which account for 69 percent. The other kinds of e-resources were E-Books (65.5%), E-Databases (60.5%), E-Theses (57%), E-Newspaper (50.25%), E-Magazines (45.25%), E-Maps (37.75%), and E-Manuscripts (26%).

**Purpose of using e-resources**

Out of 300 users of the entire category, 144 (48%) were of the opinion that the e-resources were used for research purpose while 122 (40.48%) used for job related purpose; and the remaining 34 (11.33%) used for General Reading.

**Opinion on conducting orientation to the users**

Out of 300 total respondents, 250 respondents are of the opinion that user orientation programme needs to be conducted in the library while the remaining 50 respondents did not.
Confidence level of ability to access e-resources

Out of 300 users of entire category, 35 (11.67%) were Extremely Confident; 93 (31%) were Confident; 97 (32.33%) were Somewhat Confident; 48 (16%) were Not Confident; and the remaining 27 (9%) Never Do This.

Mode of approaches for getting awareness of e-resources

Out of 300 total respondents, 88 (29.33%) opined that Library website was the source of making them aware of e-resources while 60 (20%) said Information Brochure of library; 52 (17.33%) said through their colleagues; 32 (10.67%) said through Staff and other sources; and 68 (22.67%) said by User Orientation

Place of access to e-resources by respondents

Out of 300 respondents of all the categories, 59 (19.67%) revealed that they have access to e-resources in their personal desktop itself while 90 (30%) were from Library Computer Centre; and 151 (50.33%) were through Campus LAN.

Frequency of using e-resources

Out of 300 respondents of entire category, 57 (19%) used Always; 118 (39.33%) used Frequently; 47 (15.67%) used Sometimes; 57 (19%) used Rarely; and 21 (7%) used Never.
Time spent per visit for searching / accessing e-resources

Out of 300 respondents of entire category, 31 (10.33%) spent more than two hours; 43 (14.33%) spent Two hours; 71 (23.67%) spent More than one hour; 133 (44.33%) spent one hour; and 22 (7.33%) spent Less than one hour.

Reasons for not using e-resources frequently

Out of 300 respondents of entire category, 84 (28%) users were of the opinion that they did not use frequently due to Slow Downloading while 64 (21.33%) were due to Non-availability of full text; 57 (19%) were due to Lack of subject coverage; 53 (17.67%) were due to Lack of training; 29 (9.67%) were due to Unfamiliarity with e-resources; and 13 (4.76%) were due to Lack of confidence.

Satisfaction with the relevance of e-resources

Out of 300 respondents of entire category, 34 (11.33%) were Very satisfied; 95 (31.67%) were Satisfied; 77 (25.67%) were Somewhat satisfied; 57 (19%) were dissatisfied; and 37 (12.33%) were Very dissatisfied.

Help of e-resources in meeting job related requirements

Out of 300 total respondents, 152 respondents were of the opinion that the e-resources in CCL helped in meeting job related information requirements while the remaining 148 respondents were not.
Satisfaction of e-resources

Out of 300 respondents, 33 (11%) were Very satisfied; 83 (27.67%) were Satisfied; 69 (23%) were Somewhat satisfied; 72 (24%) were dissatisfied; and 43 (14.33%) were Very dissatisfied.

FINDINGS RELATING TO HYPOTHESES

Null Hypothesis – 1: There is no significant difference in the frequency of visiting the library among different categories of engineers working in Chennai Corporation.

It was found that there is no significant difference in the frequency of visit to CCL among different categories of engineers working in Chennai Corporation. The type of information that they seek is exactly similar except for some other sources. It is evident from the Chi-Square Value and Level of Significance for Daily Visit (Chi-Square=0.1352, Level of Significance=0.9346 at 5 percent), Every Week (Chi-Square=1.3835, Level of Significance=0.5007 at 5 percent), Fortnightly (Chi-Square=2.0426, Level of Significance=0.6004 at 5 percent), Monthly (Chi-Square=2.0456, Level of Significance=0.3596 at 5 percent), and so on. However, the null hypothesis “There is no significant difference in the frequency of visiting the library among different categories of engineers working in Chennai Corporation” is validated based on the results.
Null Hypothesis – 2: There is no significant difference in the sources used for job related assignments among different categories of engineers working in Chennai Corporation.

It was found that there is no significant difference among different categories of engineers working in Chennai Corporation in terms of sources used for their job related assignments. The type of sources that they used for their work is almost similar except for Audio Visual Material (Chi-Square=19.7704, Level of Significance=0.0001 at 5 percent) and Manuscripts and archives (Chi-Square=15.0623, Level of Significance=0.0005 at 5 percent). It is evident from the Chi-Square Value and Level of Significance for Consultation with knowledgeable persons or experts in the field (Chi-Square=2.0623, Level of Significance=0.3025 at 5 percent), Discussion with colleagues (Chi-Square=4.6733, Level of Significance=0.0967 at 5 percent), Internet news groups and discussion forums (Chi-Square=1.6649, Level of Significance=0.435 at 5 percent), Journals (Chi-Square=1.2509, Level of Significance=0.5350 at 5 percent), Proceedings of conferences, workshops, and seminars (Chi-Square=0.9457, Level of Significance=0.6232 at 5 percent), and so on (Table 5.32). Therefore, the null hypothesis “There is no significant difference in the sources used for job related assignments among different categories of engineers working in Chennai Corporation” is validated based on the results.
**Null Hypothesis – 3:** There is no significant difference in the problems faced in information search pattern among different categories of engineers working in Chennai Corporation.

It was found that there is no significant difference among different categories of engineers working in Chennai Corporation in terms of problems faced in information seeking. The problems faced by various categories of respondents in information seeking is almost similar except for the problems such as Lack of computer hardware or software (Chi-Square=19.7704, Level of Significance=0.0001 at 5 percent) and Language barrier (Chi-Square=8.9639, Level of Significance=0.0113 at 5 percent). It is evident from the Chi-Square Value and Level of Significance for the problems in information seeking like Lack of information about available sources (Chi-Square=0.1352, Level of Significance=0.9346 at 5 percent), Information is scattered in too many sources (Chi-Square=2.0426, Level of Significance=0.6004 at 5 percent), Required material is not available (Chi-Square=2.2487, Level of Significance=0.3249 at 5 percent), Latest information sources are not available (Chi-Square=2.2014, Level of Significance=0.2186 at 5 percent), Information explosion or too much of information (Chi-Square=2.2311, Level of Significance=0.3277 at 5 percent), and so on (Table 5.38). Therefore, the null hypothesis “**There is no significant difference in the problems faced in information search pattern among different categories of engineers working in Chennai Corporation**” is validated based on the results.
6.2 SUGGESTIONS

The following are the suggestions/recommendations made on the basis of analysis of the data and suggestions from the users:

- Many respondents suggested that the timings of the library should be extended. The constant efforts towards this direction should be made by Chennai Corporation Library to fill the gap in view of the users.

- A few respondents were not satisfied with the resources available in Chennai Corporation Library. A proper care needs to be taken for effective and efficient utilization of resources.

- Many respondents disclosed that they were not satisfied with the level of assistance by library staff in accessing library resources. It is suggested that the staff in the library should be well trained in order to extend their level of assistance on par with the users satisfaction.

- Many respondents revealed that they were unable to get right information from right source due to information overload. It is suggested that these problems can be managed by the services like abstracting and indexing, TOC alerts, user orientation, information literacy programme, etc.

- Quite a few respondents opined that they were unaware of the resources available in the library. It is suggested that orientation programme
should be periodically organized in order to make the users aware of the
resources and to increase the usage of library resources.

• Due to lack of confidence, a number of respondents did not use e-
resources. A proper care needs to be taken to increase the level of
confidence of respondents in accessing e-resources available in CCL.

• Quite a few respondents opined that the resources available in CCL
were not relevant to some extent. Therefore, it is suggested that library
resources should be acquired in consultation with the users for making
them more relevant.

• Number of accessible International and National Journals should be
increased to do good and qualitative research.

• Library staff should be sent for training to keep themselves up-to-date
with the latest tools and techniques to cope with the changing
environment.

• Current Awareness service/Selected Dissemination Service/
Reprographic service should be provided to user community.

• User Awareness Programme on various services available in the library
should be conducted.
• Due to slow speed of Internet facility, many respondents hesitate to use e-resources. It is suggested that CCL should increase the Bandwidth to increase the speed of Internet by which the users can download faster.

6.3 AREAS FOR FUTURE RESEARCH

The present study was carried out taking one institution with diversified employees as a base to study the information seeking pattern of Engineers working in Chennai Corporation. It is suggested that this type of study may be extended to other institutions like Central Universities in India, Indian Institutes of Technology, National Institutes of Technology, Indian Institutes of Management, State Universities, etc.