

Information Perception and Satisfaction of Library users in Digital Era: A Case Study of S S Agrawal College of Nursing Training College and Research Centre, Navsari

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ABSTRACT: *The present study was conducted with a view to know the basic information needs, seeking behavior and satisfaction of library users of S S Agrawal College of Nursing Training College and Research Centre, Navsari in this digital era. A questionnaire method was issued to collect the data. A well-structured questionnaire, with a total of 453 were distributed to the GNM and ANM students and 423 filled-in questionnaires were received back with an overall response rate of 93.38 %. In the present survey, an effort has been made to explore the utility of various sorts of resources and user's needs. The study also aims to identify the level of satisfaction with the information resources, services and library staff cooperation offered by the library. Finally, concludes with a number of the important suggestions which can insure high user services and obtain ultimate satisfaction of the users.*

Keywords: College Library, Digital Environment, Information Seeking Behavior, Library Resources & Services, Users Studies, User Satisfaction, ICT

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1. Introduction

Today is that the age of data and communication technology and knowledge may be a key resource for the general development of the person or an entire nation. Information is a basic resource, an integral part of human activity, and it plays a vital role in the scientific and technological progress of a country. Information plays a significant role in our personal as well as professional life. Information is growing day by day in different formats viz. primary, secondary and tertiary and available in several channels, formal and informal. Psacharopoulous (1982) discusses the necessity for data within this age as “we can reorganize the tutorial system and redefine scientific research only with the help of information”. Information plays a role of a decider in this era of cutthroat competition in every walk of life.

The provision of information disseminated by the library has significant value for the end users. The satisfaction that the users derive by obtaining such information is of immense value for his or her academic and research career also because the library

itself. In order to satisfy the user groups during a library, it's essential to spot the knowledge needs of users and to work out the strategy of seeking information during a library. Once the knowledge requirement is established and seeking behavior is decided, the library is in a position to develop its collection, improve its organizational work and supply right dissemination of data services".

In this era of data explosion (in print also as in digital form), peoples/users are confused about access to the proper information, information needs, and various information sources. Again, information access varies from person to person consistent with their needs. Thus, information seeking may be a quite communication behavior, which surely be influenced by many factors. It is necessary to know the information needs, seeking behavior and information sources used by the user community, in order to plan and develop a need-based and relevant collection of information resources in print as well as in electronic resources in this changing worldwide digital environment. A lot of studies have been carried out on information-seeking behavior in past and or going in the present. Maximum studies were limited to only explore the users' behavior towards their information seeking or habits. There should must be studies in which behavior will be correlated with user's satisfaction also.

1.1. Information Seeking Behavior

Information-seeking behavior is the application of attitudes through a set of actions in order to achieve desired information need. Actions and attitudes and are collaborated the performance emerges, when based on the extent of performance, the satisfaction level of the acquired information is decided. Information-seeking behavior refers to the way people look for and utilize information. The term was coined by Wilson in 1981, on the grounds that the then-current 'information needs' were unhelpful as a basis for a research agenda, since 'need' could not be directly observed, while how people behaved in seeking information might be observed and investigated. (Wikipedia,2016). Information Seeking Behavior may be a broad term, which involves a group of actions that a private take to precise information needs, seek information, evaluate and choose information, and eventually uses this information to satisfy his/her information needs.

"The study of information-seeking behavior can be dated back to the late 1940s. Since that time a large number of studies have been carried out on the various aspects of the information-seeking behavior of individuals in different fields of specialization. The behavior of users towards seeking information depends upon the type of problem they undertake for research/study, availability of time, teaching requirements, information need and availability of sources of information. Thomas Wilson (2003) projected that "information behavior covers all aspects of human information behavior, whether active or passive. Information-seeking behavior is that the act of actively seeking information so as to answer a selected query. Information searching behavior is the behavior that stems from the searcher interacting with the system in question. This system might be a technological one, like the searcher interacting with an enquiry engine, or a manual one, like the searcher selecting which book is most pertinent to their query. Information use behavior pertains to the searcher adopting the knowledge they sought" (Quoted in Gaba and Singh, 2015).

Human information behavior and the process is changing the digital world. Focused almost exclusively on information seeking and using, information receiving a central modality of the method is usually overlooked as information-seeking continues to migrate to the web and AI continues to advance the analysis of user behavior on the web across a variety of user interactions, information receiving moves to the guts of the method, as systems "learn" what users like, want, and wish, also like their search habits (Giannini, 1998).

The micro and macro level researches are continued to progress on all disciplines that cause emergence of latest concepts or subject areas. This creates necessity for understanding the users' information needs and knowledge seeking behavior. So, this phenomenon becomes instrumental for the conduct of continual research within the area of data seeking behavior.

The knowledge of information needs and information-seeking behavior of different users of the library is quite essential as it helps in the planning, implementation, and operation of library and information system and services. Here, in this study an attempt has been made to investigate the information needs, seeking behavior and satisfaction of users of S S Agrwal College of Nursing, Navsari in this digital era.

2. Literature Review

The study of review of literature is an important aspect of any academic research. The analysis of review of literature enables one to identify the past trends and area of research concentration in any particular branch of science. An attempt has been made to

review the literature published on the information seeking behavior of the different kinds of users. Few related studies are observed before conducting this study. The Researcher has made an effort to access the existing literature on the research topic and its related concepts through literature search. The Researcher has also consulted several primary and secondary sources of information.

Rajan, Barathi, and Sindhuja (2016) conducted a study on of the respondents who were facing the problem due to library working hours which were not suitable and facing the problem due to library working hours not suitable and the respondents 47% of them were facing the problem due to some of the information materials was outdated. Apart from this, 34% of the respondents were facing the matter thanks to lack of support from library staff/lack of equipment/infrastructure within the library. A big majority of the faculty members among the institutions were using the Internet particularly the Google search engine and its e-mail feature widely using for communication purposes. Finally, supported findings researchers have given some suggestions for the development of the library viz. library computerization, collection, infrastructure, services and general-purpose.

Sinha and Das (2015) found that the majority of the respondents (57.21%) seek information pertaining to employment and job opportunities and 67.44% rural population gets sufficient information from television. Most of the agricultural people of Barak Valley lack basic knowledge on the thanks to using the knowledge resources and services for solving their various purposes. The study equally discovered a scarcity of awareness about the agricultural /public library by the rural people of Barak Valley. Although public libraries, television, radio, newspapers, community information centers, Krishi Bigyan Kendras were identified because the main sources employed by respondents for acquiring information. Lack of awareness by the agricultural library about the extension services like seminar /workshop programs, lecture programs and arrange classes for illiterate under national literacy mission were seen as one of the major constraints of meeting their information needs. The researchers give some suggestions like there is a need to evaluate various information sources to get their needed information by the rural people easily and without any discrimination.

Bhanu Partap (2014) found that respondents 60.54% of come to the library for using journals from CeRA database. The majority of the respondents (51.70%) reviewed articles from different information resources available in print also in e-form for his or her desired information. The Internet has been preferred by more than 70% of the respondents as their channel of information. the Respondents, 44.21% were satisfied with the adequacy of the e-journals (CeRA journals/database) services provided by the library while respondents 38.09% were quite satisfied with the right collection of e-theses the overall agricultural scientists and eventually concluded that the bulk of the was satisfied with facilities and services provided by the Nehru Library of CCSHAU, Hisar.

S S Agrawal College of Nursing Training College and Research Centre, Navsari A Profile: - S S Agrawal College of Nursing Training College and Research Centre, Navsari is a premier institute of medical education affiliated with Veer Narmad South Gujarat University, Surat. Indian Nursing Council, Gujarat Nursing Council established in 2010. The college offers more than 20 subjects in Arts, Commerce, Physiotherapy, BHMS, Science and Computer faculties to about 5000 students at in different courses such as B.A., B.Com., B.Sc., B.C.A., M.C.A., M.Com., Engineering, BHMS, MPT, BPT and some other add-on courses.

The Profile of College Library: - Library of S S Agrawal College of Nursing Training College and Research Centre, Navsari is very good and rich in collection and services which caters to the informational requirement of the students, teachers, and other staff of the Institution. The current state of the library (up to 30.06.2021) is as under:

3. Objectives of the Study

The main objective of the study is to find out the information needs, seeking behavior and satisfaction of library users of the S S Agrawal College of Nursing Training College and Research Centre, Navsari. The study is limited to tapping the information use and perception of the students who undergone nursing course. Thus, the reflections can relate to a particular domain. The study aimed to find use, understanding, awareness and the extent of satisfaction towards collection, use and digital resources and tools.

4. Scope and Limitation of the Study

A present study is a form of user study designed to bring within its confines only Nursing students studying in S S Agrawal College of Nursing Training College and Research Centre, Navsari, their information requirements, information-seeking behavior, their reading habits, and the existing library facilities available. Thus, the scope of the study is only limited to the Nursing College.

5. Methodology

Normally the mode of eliciting user information is the questionnaire. The questionnaire is the means of understanding and tracking information. While soliciting data about the questions, if the number of respondents is more, the data is more reliable and valid. Even the way questionnaires are distributed and data collected looks old phenomenon, the most acceptable form of data collection for user studies is the survey. However, we in this work ensured a fair amount of data collection in the form of collecting a greater number of responses. The distributed questionnaires are based on random and the studied institution is the S S Agrawal College of Nursing Training College and Research Centre, Navsari. The study period dates back to the period, May, 2021. A total of 453 questionnaires were distributed; out of which, 423 questionnaires were received back with a return percentage of 93.38%. Based on the filled questionnaire, the data has been analyzed and tabulated. All the results have been presented in the form of tables and Figures. The analysis used is even simple, it is presented to make some meaningful inferences.

6. Analysis and Interpretation of Data

In a user study, it is a kind of a protocol that the basic description of the users participated in the survey should be given. It may look so simple and elementary, but understanding the size of the users participated in the study may provide a tip to the validity of the data. More the number of users in the survey higher is the data acceptance and reliability of the study. Thus, we provide below the users and their types participated in the survey.

Respondents	Questionnaire Distributed		Questionnaire Received		Response (%)
	Male	Female	Male	Female	
B.Sc Nursing	29	171	25	165	190 (44.92%)
M.Sc Nursing	16	133	15	125	140 (33.09%)
GNM	00	51	00	45	45 (10.64%)
ANM	10	43	08	40	48 (11.35%)
Total	453	423	423	(93.28%)	

Table 1. Distribution of respondents

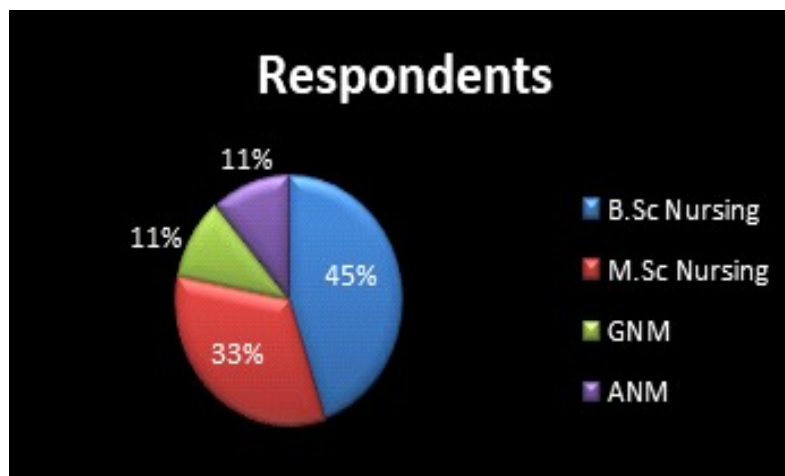


Figure 1. Distribution of respondents

Table 1 and Figure 1 show the population of the survey that comprises the nursing students. As indicated earlier, the percentage of responses is fairly good and the categories of the participating users are given both in the table and chart. We do expect some variations with respect to the preferences based on the type and level of the users. The numbers are visible in the above presentation and warrants no interpretation.

How frequently the users visit the library is portrayed in the below table 2.

Frequency	Respondents	Response (%)
Daily	138	32.62 %
Two to Three Times a Week	78	18.46 %
Once in a Week	87	20.57 %
Once in a Fortnight	40	9.46 %
Once in a Month	50	11.80 %
Occasionally	30	7.09 %
Total	423	100 %

Table 2. Frequency of visit the library

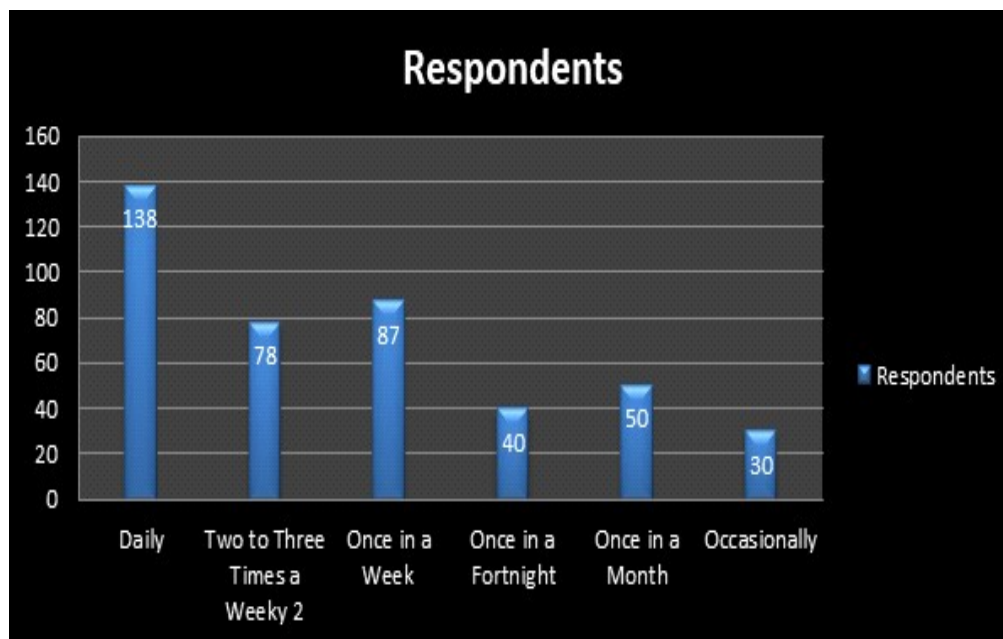


Figure 2. Frequency of visit the library

Table 2 and Figure 2 highlights fact that the majority of the respondents, are the frequent users who cultivated the library visit practice. Only a few account for the occasional visit to the library. Thus, the responses arrived from the user's data is reliable and valid. The conclusions drawn may yield concrete results.

Purpose	Respondents	Response (%)
General Awareness	195	46.10 %
Keeping Up-to Date	50	11.82 %
Study Material	240	56.74 %
Preparing Class Notes	189	44.68 %
Preparing Assignments	85	20.09 %
Participating in Declamation Contest	65	15.37 %
Preparing Projects & PPTs	90	21.28 %
Seminar & Conference	70	16.55 %

Table 3. Purpose of information access

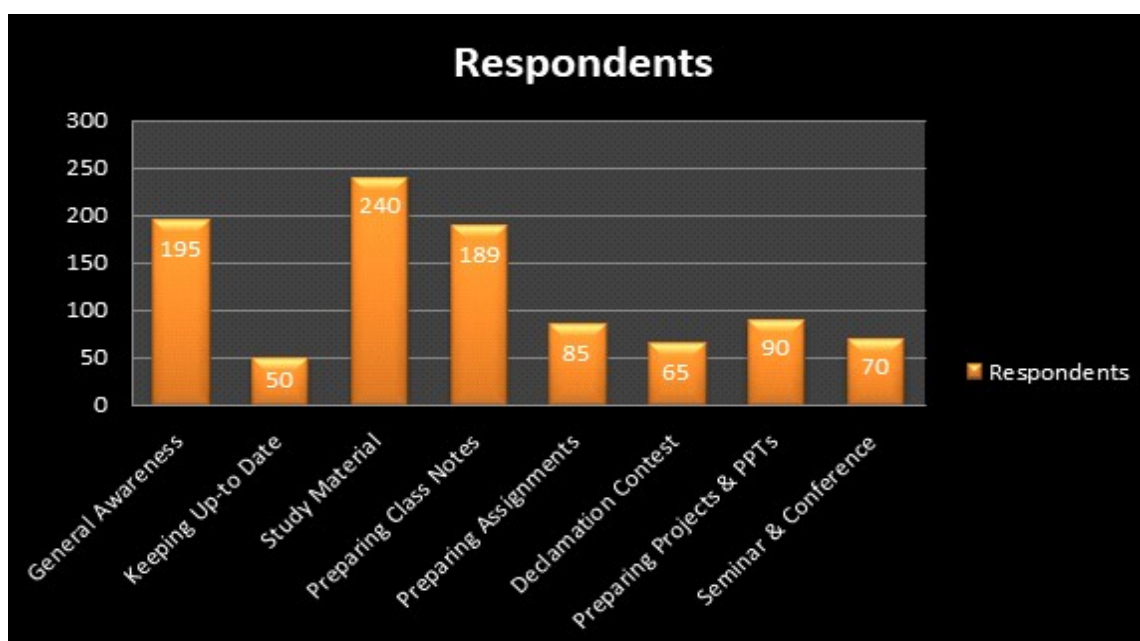


Figure 3. Purpose of information access

Table 3 and Figure 3 make it quite clear that a big majority of the respondents, i.e. 56.74% were using the library to consult or borrow the study material related to their course curriculum whereas less than account for the use relating to the general awareness,

Nearly half of the respondents use the resources for classes which is a prime purpose. One quarter of the respondents use the library for preparing projects/project reports or MS-PowerPoint Presentations followed by preparing assignments (20.09%), seminars and conferences (16.55%), preparing themselves for participating in declamation contests (15.37%) and keep update themselves (11.82%) respectively.

Awareness	Respondents	Response (%)
Aware	278	65.72%
Not Aware	118	27.90 %
No-Response	27	6.38 %

Table 4. Awareness of electronic information resources

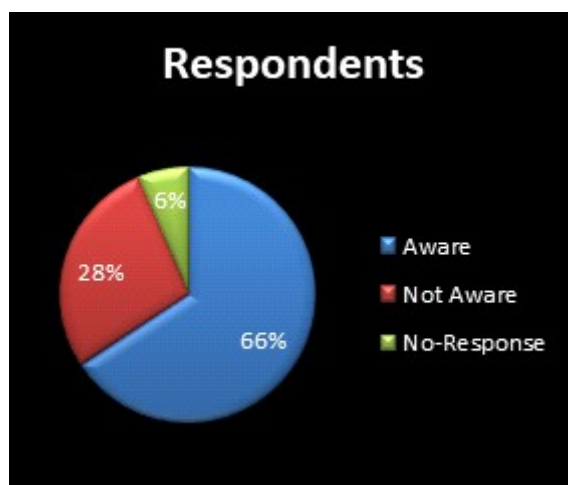


Figure 4. Awareness of electronic information resources

Table 4 and figure 4 reveal the awareness of electronic information resources among the students. A large number of them that is, 65.72% responded that they are aware of the electronic information resources and 27.90% respondents were shown unawareness about the electronic information resources.

Purpose	Respondents	Response (%)
Books	423	100.00 %
Journals	240	56.74 %
Magazines	365	86.29 %
Newspapers	380	89.83 %
Encyclopedias	53	12.53 %
Reference Resources	170	40.19 %
Open Online Resources (e-resources)	93	21.98 %
Internet	400	94.56 %

Table 5. Type of information sources used

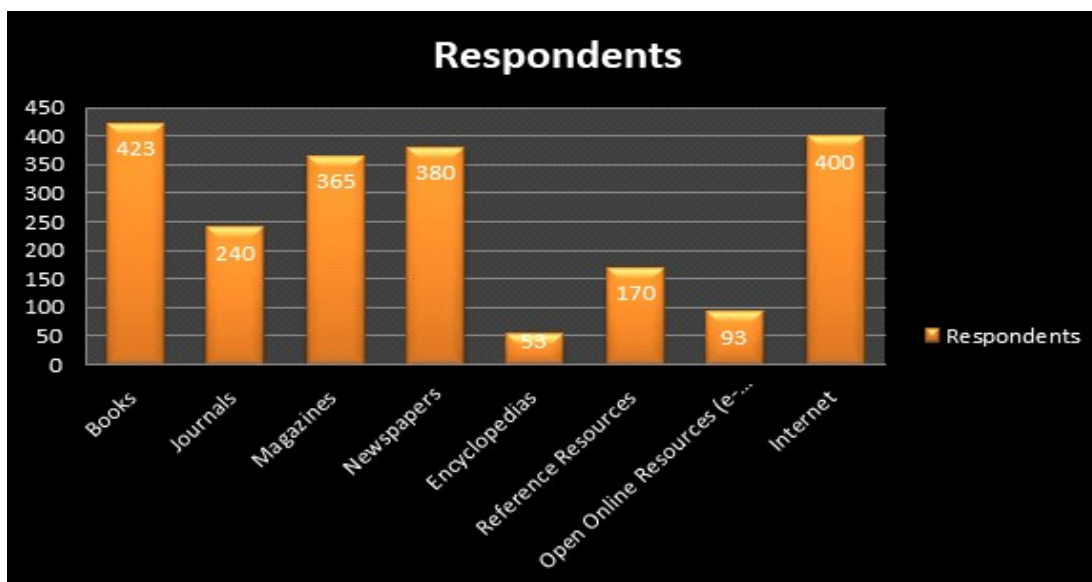


Figure 5. Type of information sources used

Table 5 and figure 5 describe the various types of information sources used by the respondents to seek their desired information. As the users are primarily the students, they naturally preferred text books. Internet is used by more than 94.56 % respondents for information access making it very clear that web platform may have role in future. A large volume of data and information is hosted in web platform, it is inevitable for information use. The next mode of information source is journals (56.74%), followed by the reference sources (40.19%). Other used sources include open online resources and encyclopedia's.

Channels of Information Sources	Respondents	Response (%)
Books	403	95.27 %
Journals	178	42.08 %
Encyclopedias	76	17.97 %
Internet	420	99.29 %
Class Teachers	278	65.72 %
Fellow Students	163	62.17 %
Class Room Teaching	395	93.38 %
Library Staff	118	27.89 %

Table 6. Preference of information channels

Table 6 and Figure 6 show the various information channels preferred by the respondents to get their desired information. It is found that nearly 99.29% of the respondents were given the preference to the Internet for getting their desired information and 95.27% preferred books as their main information channel. Nearly 93.38% of the respondents said that they were getting their desired information from their classroom teaching followed by class teachers (65.72%), fellow students (62.17%), journals (42.08%), and encyclopedias (17.97%) respectively. Interestingly, 27.89% of respondents also said that they would get their

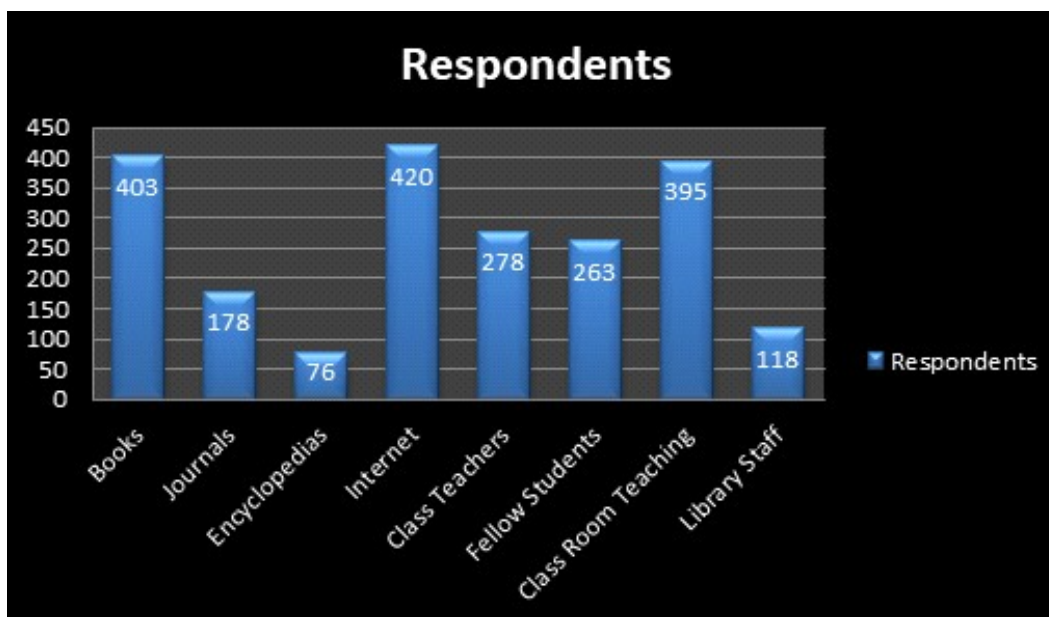


Figure 7. Preference of information channels

desired information easily with the help of good and efficient library staff.

Channels of Information Sources	Respondents	Response (%)
Library Timings	405	95.74%
Incomplete Information Material	285	67.37%
Unaware of update Information Technology	396	93.61%
Lack of Cooperation of Library Staff	203	47.99%
Lack of Knowledge about Library Services	255	60.28%
Lack of Knowledge about Library Resources	343	81.08%
Resources are not Available in Sufficient Numbers	358	84.63%
Lack of Time	223	52.72%

Table 7. Problems faced while seeking information

Table 7 and figure 7 reveal the problems faced by the respondents while seeking or searching to their desired information. Most of the surveyed users prefer to access the library at any time and hence called for opening it most of the time which makes the library as the essential service. Closely followed response is the problem of unawareness of updated information technology. More than fourth of the total users have difficulties in lack of proper knowledge about various information resources available in the library followed by resources are not available in sufficient numbers as desired (84.63%), incomplete information material (67.37%), lack of knowledge about library services provided (60.28%) respectively. Few respondents, i.e., 52.72 % said

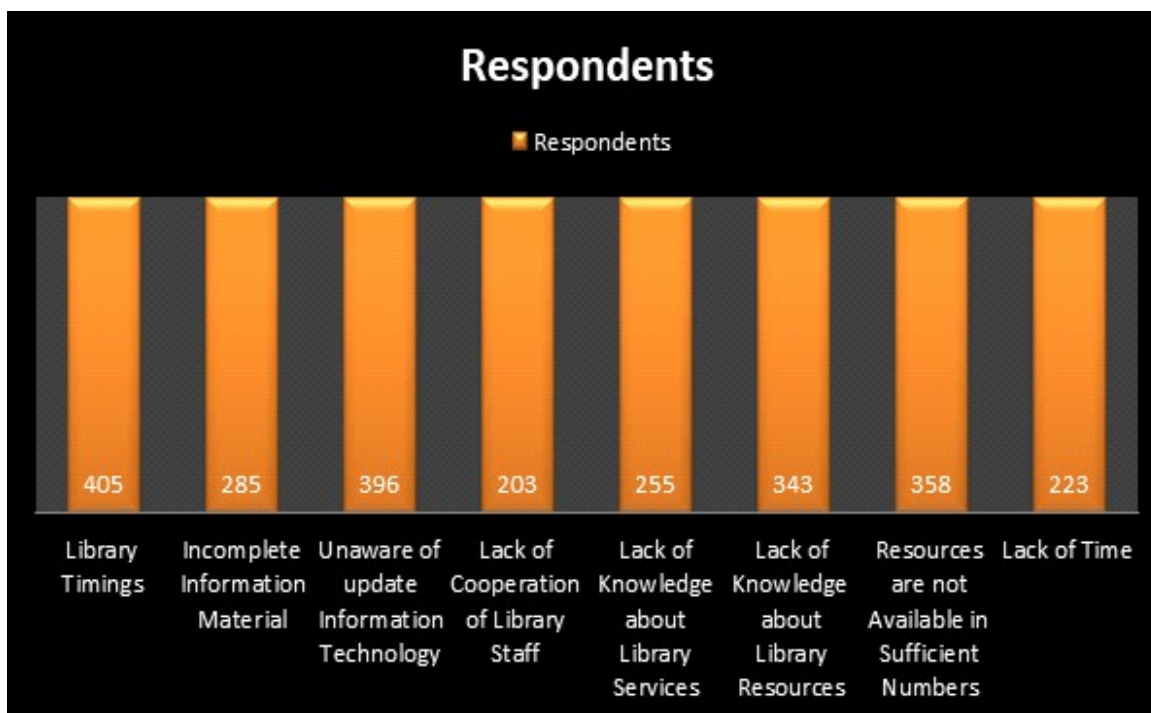


Figure 8. Problems faced while seeking information

that they have little bit of time to visit the library and make use of information resources properly because of schedule of regular classes. Least number of respondents (47.99%) responded that they are facing the problem while searching desired information because of lack of cooperation of library staff.

Library Collection	Satisfied	Fully Satisfied	Not Satisfied
Books	415 (98.11%)	410 (96.92%)	370 (87.47%)
Journals	220 (52.01%)	255 (60.28%)	407 (96.22%)
Newspaper & Magazines	350 (82.74%)	340 (80.38%)	388 (91.72%)
Reference Sources	240 (56.74%)	210 (49.64%)	363 (85.81%)
e-Resources	-	-	180 (42.55%)
Computer Facility	415 (98.11%)	415 (98.11%)	315 (74.77%)
Internet	400 (94.56%)	400 (94.56%)	200 (47.28%)
E-Books	-	-	-
E-Journals	-	-	-
CD-ROM Databases	-	-	-
OPAC	-	-	-
Printout	-	-	-

Table 8. Satisfaction level towards adequacy of library collection and ICT based resources and facilities

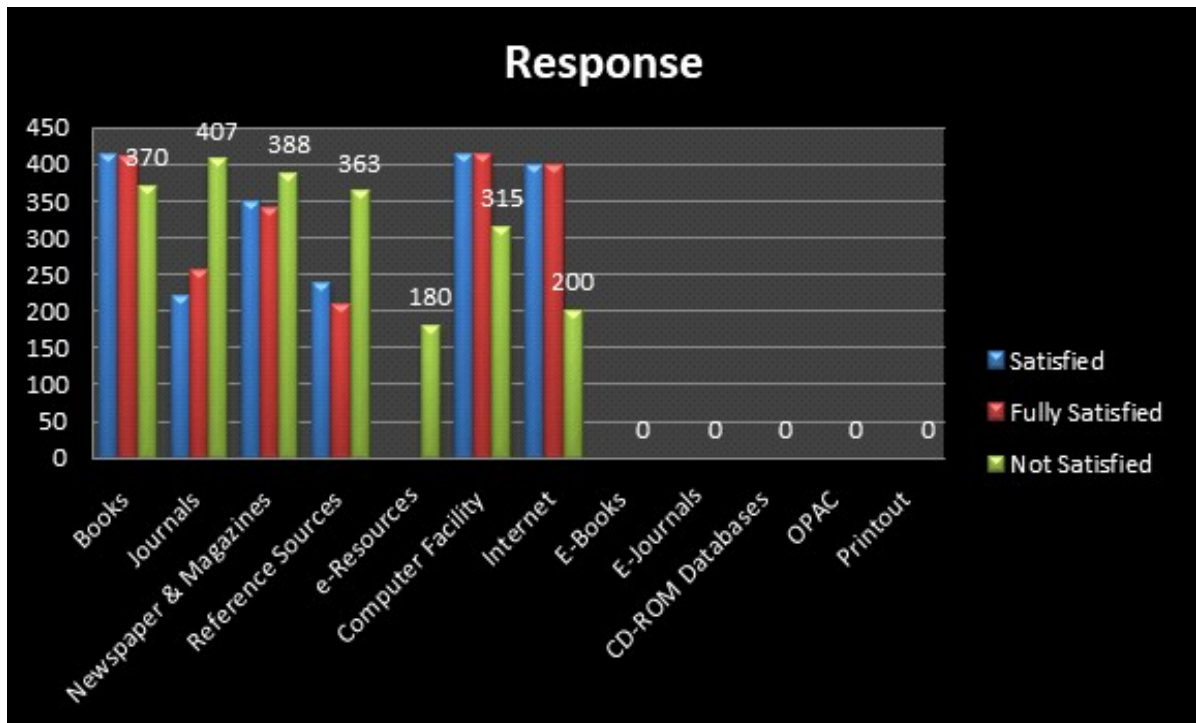


Figure 9. Satisfaction level towards adequacy of library collection and ICT based resources and facilities

Table 8 and figure 8 highlight the satisfaction levels of the respondents towards the adequacy of library collection and information resources available. Most of the surveyed respondents were positive about the collection and more than half account for the journal use confirmation. These counts take both print as well as the electronic collection available. The available newspapers, magazines and reference sources are appreciated by large number of users. The volume of electronic resources is abundant and there is no limit to acquire them. Many respondents advocated the acquisition of more digital resources. Respondents were also asked to show their satisfaction level about the adequacy of ICT-based resources and facilities provided by the library. Through the table we observed that there is lack of enough ICT resources and tools. In the technology era, many newer tools are deployed in the libraries, whereas the studied library has to work to acquire them. Table 9 depicts the un-satisfaction level among the respondents towards the ICT-based resources and facilities. None of the respondents were satisfied with the adequacy of ICT based resources and facilities.

Response	B.Sc Nursing Students	M.Sc Nursing Students	GNM Students	ANM Students	Total Response
Fully Satisfied	107	65	25	30	227 (53.66%)
Partially Satisfied	65	35	10	10	120 (28.37%)
Dissatisfied	18	40	10	8	76 (17.97%)

Table 9. Overall satisfaction with library services, resources And helpfulness of library staff

Table 9 and the corresponding figure 9 show the overall satisfaction level with the library services, resources and helpfulness of library staff among the respondents. The study has recorded slightly more than one fourth were partially satisfied and more

than half of the respondents (53.66%) were completely satisfied with the library services, information resources and helpfulness of library staff. Less than 20% do not confirm the standard library services in the studied library.

6.1. Major Findings

We have studied at the micro level the level of the collection, usage and the extent of the exploitation of the modern digital tools. The overall summary reveals the high use and satisfaction with conventional resources. Partial responses were elicited with respect to digital resources. However, there is limitation of the digital tools.

There is a need that the studied institution should upgrade ICT infrastructure, resources and services regularly. The collection development policies need to be framed and structured more scientifically. Digital resources regular acquisition is warranted. There is a dearth of technical skills of the manpower and hence it should be managed. The update services of tools and techniques are required both for staff and members. Networking can further motivate higher information coordination and consumption.

7. Conclusion

The study has brought out some major facts and figures in terms of information needs, seeking behavior, utilization of library resources, and services offered by the library. Information needs are diverse and they rely heavily on books and other primary sources of information, so the lack of availability of required material in libraries is a major problem in information seeking. Library and information professionals can analyze the findings of the study and design, develop, and introduce new library and information services for them. Library and information professionals should conduct further studies on user information needs, seeking behavior and user satisfaction to provide more suitable resources and services to different users groups in this digital era.

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