

Internet Usage among Students of C. K. Shah Vijapurwala Institute of Management Library, Vadodara: a Study

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ABSTRACTS

The purpose of present study is to examine the MBA students of CKSVIM Library use the internet services for their learning, study and research activities. Use of internet is increasing day by day as it is time saving, more informative and less expensive. The present study demonstrates and elaborates the various aspects use of internet; method of learning internet use, frequency of using internet, weekly time spent on internet, place of internet use, purposes for internet use, ways to browsing resources from internet, preference of using search engines, language prefer in internet, problem faced in search internet, advantages of internet resources v/s traditional resources and user satisfaction with internet.

The survey research method was adopted for the study and questionnaire method of data collection was employed. A total 171 questionnaires were distributed to students of CKSVIM library and 141 filled questionnaires were received. The overall response rate was 82.45%. The study findings reveal that (141) 100% respondents are using the Internet. 85.82% of respondents use the internet every day, 92.90% of the respondents use internet for social networking purpose and 85.81% of the respondents use internet for their study purpose. 90.07% respondents favorite search engine is Google search engine. 93.61% percent respondents get information from internet in English language. 'Time saving' and 'Easy to use' is two main advantages to use internet as compared with traditional resources. 65.95% students are fully satisfied with the internet or Wi-Fi facility available in the library or institute or campus.

KEY WORDS: Internet, Internet Services, C K Shah Vijapurwala Institute of Management-CKSVIM Library, Users Study.

1. INTRODUCTION

We are living in the so called ‘information society’ or ‘knowledge society’ or ‘information age’ or ‘ICT age’ where information is one of the most important factors of life. Kemp (1976) said, “Indeed, information has been described as the fifth need of man ranking after air, water, food and shelter”.

Today’s 21st century world Internet facility has grown immensely over the years. Internet is a worldwide repository of knowledge bank that allows access to global information at the click of a mouse. Not only has the internet invaded every sphere of life today but it has marched into libraries as well. The internet and associated sophisticated software tools have given the librarian a new dynamic role to play and serve the information society in better ways than before. In this digital age Internet has changed almost every people’s life. After the great revolution of ICT, now every person can use internet for their day to day works.

The use of the internet for teaching, learning and research purposes has received escalating attention over the last few years. The use of internet is rapidly increasing owing to its efficiency and capability in providing right information to the right person at the right time. With its advent, lecturers and students can work together without physical interaction between each other and achieve the same objective with that of traditional way of studying in higher institution. Lecturers exchange ideas and communicate effectively since teaching, learning and research is now made easy with the Internet.

2. REVIEW OF LITERATURE

The present study reviewed the primary as well as the secondary sources of literature in this context. Some of the studies discussed as follow:

Maraddi and Konnur (2012) conducted survey in Karnataka to know about the use and awareness of Internet at education colleges of Gadag city. It is highlighted from the results that 99.89% of the total respondents use Internet only for e-mail facility, 94.44% respondents were using Google as the favourite search engine for accessing information, and 52.22% respondents were not satisfied with the printing facilities available in their respective colleges. Less speed of the modem is the major problem for 35.56% of respondents for accessing information.

Mulla and Chandrashakara (2007) carried out a study in 2007 on Internet users at Mysore University and revealed that maximum Internet users browse Internet for their day-to-day information at surfing centres rather than any other places. 75% respondents were satisfied because the obtained information from the Internet was useful for them. 45% respondents use the Internet because of the provision to download and to get a print out. 57% respondents learnt using Internet by taking the assistance from their friends and 46.50% have used Internet weekly. 47% respondents were satisfied with the information resources on the Internet compared with printed sources, whereas 42.50% were moderately satisfied. 54.50% respondents expressed their need for training for the efficient use of Internet. 61% were satisfied with the use of Internet while 37.93% were not satisfied with the use of Internet because of too much of information.

Mani Kumar and Karapudi (2012) examined Internet use by ICFAI Business School, Bangalore. It was found that majority of the respondents (78.8%) used Internet daily and 46.2% prefer to use Internet in the library. The main purpose of accessing Internet for 52% respondents was current news and entertainment. Project work was the main motivating factor to get most updated information as indicated by almost respondents. Google was the preferred search engine by 96% respondents. It can be noted that 100 percent respondents were more familiar with Internet-based services.

Kumbar and Raju N. (2007) studied to investigate the use of Internet in engineering colleges of three districts of Karnataka State. The findings show that STPI (42.55%) was the major Internet service provider for engineering colleges' surroundings of Hassan, Mandya and Mysore Districts. It was also found from the study that 57.78% of respondents have formal computer training and 74.07% visits Internet centre 2-3 times a week. 86.66% respondents were preferred Google as their best search engine for finding required information. 91.11% of respondents were using Internet only for e-mail. Retrieval of unwanted pages was the major problem of the 26.59% respondents while accessing the information.

A study was conducted by **Ravi and Isthari in 2011** on use of Internet services at IGM library, University of Hyderabad. It is highlighted in the study that 66% of the respondents possess average knowledge in using computers while 52% possess average knowledge in using the Internet. 36% respondents browse Internet everyday and 32% was occasionally. It is revealed that 90% of respondents look for information on specific subject on the Internet while 58% of

respondents were looking for readily available documents. 52% PG and 20% Ph. D respondents were using Internet for downloading software's. 52% of the respondents use e-journals in the library and 48% of them do not use the e-journals in the library.

3. OBJECTIVES OF THE STUDY

The main objective of the present study is to analyze the use of the internet by the students of C. K. Shah Vijapurwala Institute of Management (CKSVIM) Library, Vadodara.

The other major objectives of the present study are:

- To access the use of Internet by the students of CKSVIM Library.
- To find out the purposes of using the internet by the students.
- To know the how much time spend for internet searching.
- To find out the problems faced by the students while using Internet.
- To find out satisfaction level with the use of Internet services.

4. RESEARCH METHODOLOGY

In the present study, survey research method was adopted to examine the use of internet by the students of CKSVIM library. The structured questionnaire was designed for data collection and distributed **171** questionnaires to the students and **141** filled-questionnaires were received back.

5. SCOPE AND LIMITATION OF THE STUDY

The study is limited to the students of C. K. Shah Vijapurwala Institute of Management (CKSVIM) Library, Vadodara.

6. DATA COLLECTION

Present study was done with the help of survey method. The researchers have collected information of individual students regarding their use of internet. But structured Questionnaire separately designed for the students. The data collected from the respondents through the questionnaire was tabulated and analyzed.

7. ANALYSIS AND INTERPRETATION OF DATA

Internet has revolutionised the entire society. The impact of Internet can be seen in an every field without use of Internet the users will be not in a position to get any access to latest information in the field of subject.

The total Questionnaires distributed is **171** out of which **141 (82.45%)** were received back from the users. The information or data given by the students is systematically analyzed and presented in the successive paragraphs.

Table-1: Gender Wise Analysis

Attempts were made to analyze data by Gender wise of the respondents which is presented in this table.

Table-1: Gender Wise Analysis

Gender	No. of Respondents	Percentage %
Male	62	43.97
Female	79	56.03
Total	141	100

It can be observed from Table-1 out of the respondent 62 (43.97%) respondent are male and 79 (56.03%) respondents are female.

Table-2: Do you use Internet?

Table-2: Do you use Internet?

Use of Internet	No. of Respondents	Percentage %
Yes Answer	135	100
No Answer	0	0
Total	141	100

The above data shows that all the 141 (100 %) CKSVIM library students use Internet. It means these students are aware with the Internet and its importance in their study and education.

Table-3: Method of Learning Internet Use

Table-3: Method of Learning Internet Skills

Initiated	No. of Respondents	Percentage %
Self-learning	92	65.25

Institute staffs and computer lab	30	21.27
Guidance from friends	15	10.64
External courses or sources	4	2.84
Total	141	100

As shown in the Table-3, the majority of respondents 92 (65.25%) has learnt the use of the internet by themselves, followed by 'Institute staffs and computer lab 30 (21.27%), the table shows that the 'Guidance from friends' 15 (10.64%) and External courses or sources 4 (2.84%) are not much sought to learn the usage of the internet.

Table-4: Frequency of Using Internet

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Use of Internet	No. of Respondents	Percentage %
Daily	121	85.82
2 - 3 times in a week	13	9.22
Once in week	4	2.83
Occasionally	3	2.13
Never use	0	0
Total	141	100

It can be noted from **Table-4** that 121 (85.82%) of the respondents daily use internet, 13 (9.22%) respondents use internet 2-3 times in a week, 4 (2.83%) respondents use internet once in week and only 3 (2.13%) respondents use internet occasionally.

Table-5: Weekly Time Spent on Internet

Table-5: Time Spent on Internet

Time Spent	No. of Respondents	Percentage %
1-4 Hours	15	10.64
4-10 Hours	27	19.15
11-14 Hours	59	41.84
15-18 Hours	40	28.37
Total	141	100

It can be observed from Table-5 that; a majority of respondents 59 (41.84%) spent 11 to 14 hours in a weekly (7 days) on internet searching, while 40 (28.37%) respondents spent 15 to 18 hours in a one week, 27 (19.15%) respondents spent 4 to 10 hours in a one week. Only 15 (10.64%) respondents spent 1 to 4 hours in a one week (7 days) on Internet searching.

Table-6: Place of Internet Use

Table-6: Place of Internet Use (N=141)

Place	No. of Respondents (Out of 141)	Percentage % (Out of 100%)
Home	131	92.90
In institute with Wi-Fi	111	78.72
Computer lab or library	41	29.07
Cyber Café	15	10.63

Note: Multiple answers were permitted.

Table-6 shows that home is the most preferable access point of highest number of the respondents 131 (92.90%) than the ‘In institute with Wi-Fi’ 111 (78.72%) and ‘Computer lab or library’ 41 (29.07%). The Internet connectivity available at affordable charges for home, the Internet facility or with Wi-Fi facility available in the institution campus, computer lab and library for the respondents is a major reason for declining dependency on Internet cyber café 15 (10.63%) for Internet use.

Table-7: Purposes for Internet Use

Table-7: Purposes for Internet Use (N=141)

Purposes	No. of Respondents (Out of 141)	Percentage % (Out of 100%)
Social Networking	131	92.90
For Study	121	85.81
Entertainment	119	84.39
Communication	111	78.72
Employment	101	71.63
G. K. or Current Affairs	99	70.21
Others	10	7.09

Note: Multiple answers were permitted.

Analysis of the above **Table-7** examines that; the majority of respondents (131) 92.90% use of Internet to access social networking purpose, (121) 85.81% of respondents make use of Internet to for study purpose. (119) 84.39% respondents use Internet for entertainment purpose. (111) 78.72% respondents use Internet for communication purpose. (101) 71.63% respondents use

Internet for employment purpose. (99) 70.21% respondents use Internet for general knowledge or current affairs purpose. Some few number of users (10) 7.09% use Internet for the other purpose.

Table-8: Ways to Browsing Resources from Internet

Table-8: Ways to Browse Resources from Internet (N=141)

Ways to Internet Browsing	No. of Respondents (Out of 141)	Percentage % (Out of 100%)
To enter URL address directly	81	57.44
Through Search Engine	102	72.34
Use of subscription databases	31	21.98
Using Advt. Catalogues etc.	35	24.82
Multimedia (TV, Radio etc.)	45	31.91
Social Media Sites	89	63.12
Others	9	6.38

Note: Multiple answers were permitted.

The **Table-8** indicate that; the 102 (72.34%) respondents mentioned that they browse the required information on internet through the search engines, 89 (63.12%) respondents mentioned that they browse the required information on internet through the social media sites, 81 (57.44%) respondents mentioned that they type the address directly in the address bar-only. While few respondents who use subscription databases, advertisements or catalogues and multimedia i.e. 31 (21.98%), 35 (24.82%) and 45 (31.91%).

Table-9: Preference of using Search Engines

Table-9: Preference of using Search Engines (N=141)

Search Engines	No. of Respondents (Out of 141)	Percentage % (Out of 100%)
Google	127	90.07
Yahoo	93	65.95
Rediff	54	38.29
Ask.com	37	26.24
Bing	17	12.05
Others	17	12.05

Note: Multiple answers were permitted.

Internet it is a most important search engine tool such as Google, Yahoo, Rediff, Ask.com, Bing and other search engines.

The above **Table-9** shows that majority of the respondents (127) 90.07% use Google, (93) 65.95% respondents use yahoo, (54) 38.29% respondents use Rediff, (37) 26.24% respondents use Ask.com, (17) 12.05% respondents use Bing, (17) 12.05% use other types search engines.

Table-10: Language Prefer in Internet

Table-10 Language Prefer in Internet

Language	No. of Respondents	Percentage %
English	132	93.61
Hindi	6	4.26
Gujarati	3	2.13
Others	0	0
Total	141	100 %

Above analysis shows, (132) 93.61% percent respondents get information from Internet in English, because it is an easy language to understand the users. Now days, English is more popular than Hindi. (6) 4.26% percent respondents and (3) 2.13% percent respondents, get information from Internet in Hindi and Gujarati because some researchers not understand English, they have the Hindi and Gujarati background.

Table-11: Problem Faced in Search Internet

Attempts were made to analysis the data problem faced in search internet which is represent in table-11.

Table-11: Problem Faced in Search Internet (N=141)

Problems	No. of Respondents (Out of 141)	Percentage % (Out of 100%)
Internet low speed	81	57.44
Difficulty in finding relevant Information	61	43.26
Downloading problem	59	41.84
Lack of search techniques	39	27.65
System hang up problem	31	21.98
Virus problem	15	10.63
Electric supply problem	8	5.67
Lack of computer or laptop	19	13.47

Others problem	5	3.54
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Note: Multiple answers were permitted.

The problems faced by the respondents while searching internet is shown in the **Table-11**, which indicate that the internet connectivity with low speed is major problem faced by (81) 57.44% of the respondents. ‘Difficult to find relevant information’ and ‘downloading problem’ are the next key problems faced by (61) 43.26% and (59) 41.84% of the respondents respectively followed by ‘Lack of search techniques’ (39) 27.65%, ‘System hang up problem’ (31) 21.98%, ‘Virus problem’ (15) 10.63%, ‘Electric supply problem’ (8) 5.67%, ‘Lack of computer or laptop’ (19) 13.47%, and ‘Others problem’ (5) 3.54%.

Table-12: Advantages of Internet Resources V/s Traditional Resources

Table-12 Advantages of Internet Resources V/s Traditional Resources (N=141)

Advantages of Internet Resources	No. of Respondents (Out of 141)	Percentage % (Out of 100%)
Time saving	132	93.61
Easy to use	125	88.65
Less Expensive	101	71.63
More informative	100	70.92
Remote Access	100	70.92
User friendly interface	95	67.37

Note: Multiple answers were permitted.

The **Table-12** exhibit that 93.61% (132) of respondents stated that the ‘Time saving’ and 88.65% (125) ‘Easy to use’ are two main advantages to use internet resources as compared with conventional resources. 71.63% (101) of respondents believed that internet resource is ‘Less Expensive’. 70.92% (100) of respondents believed that internet resource is ‘More informative’. The ‘Remote Access’ is another main feature to use internet resources which represent 70.92% (100) followed by ‘User friendly’ 67.37% (95) respondents.

Table-13: User Satisfaction with Internet

Table-13 User Satisfaction with Internet (N=141)

Satisfaction	No. of Respondents	Percentage %
Fully Satisfied	93	65.95
Partially Satisfied	27	19.15
Not Satisfied	21	14.90

Total	141	100 %
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The respondents' satisfaction level with internet facility and internet with Wi-Fi facility provided by the institution is depicted in the **Table-13**. Above table, a total of (27) 19.15% of the students felt partially satisfied with the Internet services, 14.90% (21) students claimed that they are not satisfied, while (93) 65.95% admitted that they are fully satisfied.

8. FINDINGS

Based on the analysis of data, the following findings and suggestions are made to improve the use of Internet among the students.

- The majority of the respondents were female of which **56.03%** of the respondents were female and **43.97%** of the respondents were male.
- **100% (141)** respondents are using the Internet.
- Majority of respondents **92 (65.25%)** has learnt the use of the internet by themselves.
- Recordable to see that (121students) **85.82%** of the students use the internet on daily basis.
- Majority of respondents **59 (41.84%)** spent 11 to 14 hours in a weekly (7 days) on internet searching.
- '**Home**' is the most preferable access point of highest number of the respondents **131 (92.90%)** than the '**In institute with Wi-Fi**' **111 (78.72%)**.
- Maximum number of respondents **131 (92.90%)** uses the Internet for social networking purpose, **85.81% (121)** of respondents makes use of Internet to for their study purpose.
- **102 (72.34%)** majority of respondents search information through search engine.
- Most of the **90.07%** respondents first preferred to use search engines using Google search engine followed by Yahoo and Rediff.
- Majority of respondents **93.61 (132 students)** percent get information from Internet in English, because it is an easy language to understand the users.
- Low speed internet connectivity is major problem by **57.44% (81)** of the respondents.

- ‘Time saving’ and ‘Easy to use’ is the two main advantages to use internet resources comparatively with traditional resources.
- **65.95% (93)** students are Fully Satisfied with the internet or Wi-Fi facility available in the library or institute or campus.

9. CONCLUSION

The Internet has many user-friendly tools, which help the users to interact with the Internet and get the information they need. Some of these are Gopher, Archie, and World Wide Web. The Internet is rich resource of information and provides the information to its users faster than any other resources. Therefore it became the most popular resource of information. Internet provides many services such as searching information, uploading and downloading information, watching movies and sports, sending emails, chatting to friend, relatives and colleagues etc. There is no doubt that internet services are being satisfactorily availed by the students of C. K. Shah Vijapurwala Institute of Management- CKSVIM Library, Vadodara. The study indicates **100%** students are using the Internet. Maximum students use internet daily for accessing information. Students should be more encouraged to use internet for social networking sites and their study purpose. Most of the **90.07%** students first preferred to use search engines using Google search engine. Majority of students **93.61%** get information from Internet in English language, because it is an easy language to understand the users.

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