

Attitude and Satisfaction of Users regarding Electronic Information Resources in the Libraries of Research Institutes of Jalandhar

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Abstract

This paper is an attempt to study the issues like attitude, usage and satisfaction of electronic information resources of users. A questionnaire based survey was used for data collection. Total no of 100 questionnaire were distributed among both scientific and non scientific respondents. It was found that the scientific respondents are overall satisfied with electronic resources. But it further found that electronic resource are not being fully utilized by non scientific respondents. Based on these findings, it was recommended that a comprehensive information literacy program should be conducted to promote awareness and use of electronic information resources among non scientific staff. It was also recommended that the library should increase bandwidth to improve the speed of accessing e resources.

Keywords: *Attitude, Electronic Information Resources, Satisfaction, Scientific and Non Scientific Users*

Background

Information is one of several basic resources that are needed and utilized by human beings for their development. The exact nature of information is not easy to describe, perhaps the most explicit definition in the literature define information as recorded experience that is used in decision making.

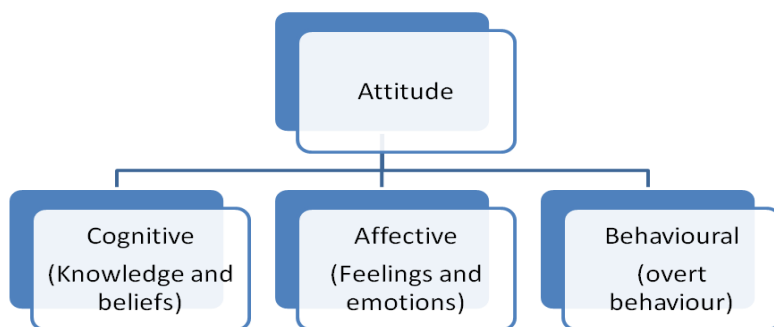
Webster third international dictionary defined information as ‘facts or figures ready for communication or use as distinguished from those incorporate in a formally organized branch of knowledge’.

The dependency on information in every spare of life has increased day by day. Technology advances have made information a new basic resource of matter and energy. It is therefore

necessary that the information generated at any point be procured, organized and disseminated expeditiously to its users for its optimum use.

Researchers and scientists are always curious to know the latest information and major developments in their area of interest through scientific publication and productions. In a research environment, libraries are helping users with relevant scientific information within a stipulated time. When the user uses the information resources, the mind evaluates the information resource on the basis of benefits derived from the information. This results in the formation of the attitude.

When the information has helped him in the professional work, it results in positive attitude, which results in the satisfaction. When the user is not satisfied by the use of resources, it results in negative attitude, leading to dissatisfaction. Satisfaction enhances the usage of the resources.



(googleimage.com)

- a. *Cognitive* – This refers to our thoughts, beliefs, and ideas about something. When a human being is the object of an attitude, the cognitive component is frequently a stereotype.
- b. *Affective* – This is the feeling or emotion that something evokes. e.g. fear, sympathy, hate
- c. *Conative, or behavioural* – This is the tendency or disposition to act in certain ways toward something. (attitude formation theory.www.scribd.com)

Therefore, it becomes necessary for the libraries to know how far the users are using the resources acquired by them. In this context, an attempt has been made in the present paper to study the Attitude and Satisfaction of users regarding electronic information resources in the Central Potato Research Institute and Central institute of Hand tool Jalandhar. CPRI have well

established modern library and the whole collection of the library is computerized and OPAC is accessible electronically. Library provides access to online databases and AMS online books.

Review of Literature

Sanna talija, hanni, moula (2003) aim of is to contribute to the development of a domain analytic approach for explaining the use and non-use of e-journals and databases. The findings suggest that e-journals and databases are likely to be used most heavily in fields in which directed searching is the dominant search method and topical relevance the primary relevance type, and less in fields in which browsing and chaining are the dominant search methods and paradigmatic relevance the primary relevance type. The findings also support the Bates hypothesis that domain size has an important impact on the search methods used.

Cynthia L. Gregory (2008) investigates the college's undergraduates' usage and attitudes toward electronic books. The findings show that students have mixed feelings about using e-books; students will use e-books but prefer using traditional print books. The study gives insight into where electronic and print media are in the current academic realm. The most frequent reason students reported for not using an e-book was lack of awareness.

Margam Madhusudhan (2009) concludes that electronic resources have become an integral part of the information needs of research scholars at Kurukshetra University. Further, it finds that e-resources can be good substitutes for conventional resources, if the access is fast, and more computer terminals are installed to provide fast access to e-resources. Google is the most widely used search engine for locating information electronically. This study also shows that sufficiency of increased availability of computer systems and speed of internet may enhance the use of e-resources more effectively and efficiently.

Anna, maria (2015) in her survey indicated that users have different perceptions with regard to digital libraries and that they tend to use the services of more than one cultural institution. Overall, there is a positive attitude towards digital libraries, but the survey also underlines that users often do not know how to use the libraries and are unaware of all of the services offered. The accessibility of the interface was considered important, but as it becomes more sophisticated offering more services more staff assistance will be required.

An analysis of the literature available on this subject indicated that only a few studies on the attitude and satisfaction of users regarding Electronic information resources in research institute libraries have been undertaken in India

Objective of the study

In the light of the aim of the study and the review of the literature, the following research objectives have been set to:

- Explore the awareness and use of the electronic information resources among users.
- To determine user's attitude towards electronic information resources.
- To know the level of satisfaction derived by users while accessing e-resources.

Methodology

In the present study, the data were collected through a structured questionnaire from the scientific and non scientific respondents from the both research institutes of Jalandhar. A total no. of 100 questionnaires was distributed among both categories of respondents, out of which 79% response rate was received.

In the study technical respondents are those whom are working in R&D and engineering departments. The response from this category was 32 (64%) out of a total of 50 questionnaires distributed to them. In the other hand, non technical respondents are those whom are working in administration, finance, planning and marketing etc. The response rate was 47 (94%) out of 50. The problem of lack of time for responding to questions from both categories of respondents were faced.

Likert scale (five point) has been used for study to know the user's attitude and satisfaction regarding electronic information resources. Collected data is presented in tabular.

Data interpretation

Table 1 Gender wise distribution

Gender	Scientific staff	%	Non Scientific staff	%
Male	20	62.5	26	55.31
Female	12	37.5	21	44.69

Table 1 indicates the distribution of respondents based on their gender. 62.5% from scientific staff and 55.31% from non scientific staff are male. Whereas 37.5% scientific staff and 44.67% non scientific staff are female. This shows the dominance of males over females in the surveyed institutes.

Table 2 Frequency to visit library

	Scientific respondents		Non scientific respon.	
	No	%	No	%
Daily	0	0	0	0
Weekly	3	9.38	5	10.64
Monthly	16	50	18	38.30
Three month	13	40.63	24	51.06
Never	0.00	0	0	0.00
Total	32	100	47	100.00

Purpose of information need or use of information is another aspect of library visit by the users. Users are generally visit the library to access information for writing an article/paper, writing a book, to update knowledge, starting a project, to browse internet, etc. The analysis of the table reflects that 50 % scientific respondents use library once in month, followed by 40.63% use library once in month. In contrast 51.06% non scientific respondents use library once in three month. Followed by 38.30% once in month. Only 9.38 scientific respondents and 10.64% non scientific respondents use library once in week.

Table 3 Awareness of electronic information resources

Awareness is defined as a human's perception and cognitive reaction to a particular condition or a event. It leads to the usage of e resources In the present study, table indicates that almost all the Scientific respondents were aware about e resources. Only 9.38% respondents are not aware about standards, which is followed by 6.25% respondents whom are not aware about patents. In contrast to this, the non scientific respondents (those working in health centers, administration, accounts and planning and management etc), only 23.40 % and 19.15% respectively are not aware about standard and patents, followed by OPAC and online thesis and dissertation i.e. 10.64% each.

Table 3 Awareness of electronic information resources

	Not at all		Very little		To some extent		Sufficiently		Full extent	
	S	N S	S	N S	S	N S	S	N S	S	N S
Journal	0	2	0	7	0	9	12	13	20	16
	0.00	4.26	0.00	14.89	0.00	19.15	37.5	27.66	62.5	34.04
E books	0	4	0	5	4	7	10	17	18	14
	0.00	8.51	0.00	10.64	12.5	14.89	31.25	36.17	56.25	29.79
Database	0	2	0	5	4	9	13	19	15	12
	0.00	4.26	0.00	10.64	12.5	19.15	40.63	40.43	46.88	25.53
Blog	0	3	0	3	7	11	11	17	14	13
	0.00	6.38	0.00	6.38	21.88	23.40	34.38	36.17	43.75	27.66
Websites	0	0	0	0	0	0	14	19	18	28
	0.00	0.00	0.00	0.00	0.00	0.00	43.75	40.43	56.25	59.57
Email	0	0	0	0	0	0	8	6	24	41
	0.00	0.00	0.00	0.00	0.00	0.00	25	12.77	75	87.23
OPAC	0	5	0	5	4	7	17	17	11	13
	0.00	10.64	0.00	10.64	12.5	14.89	53.13	36.17	34.38	27.66
Patents	2	9	2	11	8	11	10	9	10	7
	6.25	19.15	6.25	23.4	25	23.40	31.25	19.15	31.25	14.89
Standards	3	11	2	9	9	12	11	7	7	8

	9.38	23.40	6.25	19.15	28.13	25.53	34.38	14.89	21.88	17.02
Dictionary	0	0	0	0	4	4	12	21	16	22
	0.00	0.00	0.00	0.00	12.5	8.51	37.5	44.68	50	46.81
Online thesis/dissertation	0	5	0	7	5	15	12	9	15	11
	0.00	10.64	0.00	14.89	15.625	31.91	37.5	19.15	46.875	23.40

Table 4 Purpose of using electronic information resources

	S		N S	
	(N=32)		(N=47)	
Research	10	31.25	7	14.89
Prof work	28	87.5	38	80.85
Study	3	9.38	4	8.51
Other	0	0	0	0.00

Table 4 indicates that most of the respondents are using the electronic resources for more than one purpose. Majority of users from both categories used e resources for their professional work. that is 87.5% scientific staff and 80.85 non scientific staff. This is followed by 31.25% scientific staff and 14.89% non scientific staff for research work. It is observed from the study that very less respondents from both categories used electronic resource for study purpose.

Table 5 which consortia is used for information

	S		N S	
	(N=32)		(N=47)	
INDEST	13	40.64	9	19.15
CeRA	28	87.5	16	34.04
ERMED	9	28.13	6	12.77
DST	7	21.88	4	8.51

Satisfying the users need is the prime objective of a library. But even the best library can satisfy only up to 60% needs of users. But with the advent of consortia, core demands are satisfying

through consortia. The table shows that 87.5 scientific respondents and 34.04 non scientific respondents are using CeRA for their information need. This is followed by 40.64% scientific respondents and 19.15 non scientific respondents whom are using INDEST consortia. ERMED is using by 28.13% scientific respondents and 12.77% non scientific respondents. Only 21.88% scientific respondents and 8.51% non scientific respondents use DST consortia. It is conformed for the table that CERA is widely used by all the respondents. Because of the nature of institutes, DST is used by very less no of respondents.

Table 6 usage of electronic information resources (multiple answers will applicable)

Note S: scientists, NS: non scientists

	Not at all		Very little		To some extent		Sufficiently		Full extent	
	S	NS	S	NS	S	NS	S	NS	S	NS
Journal	0 0.00	7 14.8 9	0 0.00	7 14.8 9	0 0.00	13 27.6 6	14 43.75	11 23.4	18 56.25	9 19.1 5
E books	0 0.00	5 10.6 4	1 3.13	5 10.6 4	5 15.6 2	13 27.6 6	12 37.5	14 29.7 9	14 43.75	10 21.2 8
Database	0 0.00	4 8.51	0 0.00	5 10.6 4	4 12.5	11 23.4	13 40.63	15 31.9 1	15 46.88	12 25.5 3
Blog	0 0.00	5 10.6 4	0 0.00	4 8.51	7 21.8 8	13 27.6 6	11 34.38	12 25.5 3	14 43.75	13 27.6 6
Websites	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	16 50	20 42.5 5	16 50	27 57.4 5
Email	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	10 31.25	7 14.8 9	22 68.75	40 85.1 1
OPAC	6 18.7 5	12 25.5 3	5 15.6 3	7 14.8 9	11 34.3 8	13 27.6 6	5 15.63	9 19.1 5	5 15.63	6 12.7 7
Patents	3 9.38	11 23.4	2 6.25	11 23.4	12 37.5	12 25.5 3	7 21.87 5	7 14.8 9	8 25	6 12.7 7

Standards	3 9.38	15 31.91	3 9.38	11 23.4	13 40.63	14 29.79	7 21.88	4 8.51	6 18.75	3 6.38
Dictionary	3 9.38	0 0.00	0 0.00	4 8.51	5 15.63	8 17.02	10 31.25	19 40.43	14 43.75	16 34.04
Online thesis/dissertation	4 12.5	14 29.79	2 6.25	8 17.02	10 31.25	15 31.91	9 28.12	5 10.64	7 21.87	5 10.64

As seen in the previous table (Table-4), the major purpose of using electronic resources is professional work and research. In consonance with that, the electronic information resources are used by almost all categories of users, the maximum used e resources are the email are websites i.e. 100% from both categories. Another maximum used e resource by Scientific respondents is e journal that is 100% (sufficiently 43.75% and to full extent 56.25%), followed by e books i.e. 81.25% (sufficiently 37.50 % and to full extent 56.25%). On the other hand, it is observed from the table that maximum use of e resource by non scientific respondents is e dictionary that is % (sufficiently 40.43% and to full extent 34.04%), followed by blog that is 21.28 sufficiently and 27.66 full extent respectively. It is observed that OPAC, standards and patents are not very popular among users. Very less respondents used these resources.

Table 7 obstacle while using EIR

	S		RS	
	(N=32)		(N=47)	
Slow speed	25	78.13	38	80.85
Privacy	5	15.62	5	10.64
Difficult to find relevant	2	6.25	4	8.51

It is observed from the table that majority of respondents from both categories faced slow access speed problems i.e. 78.13% scientific respondents and 80.85% non scientific respondents while accessing e resources. This is followed by privacy problems that are 15.62% scientific

respondents and 10.64% non scientific respondents. Only 6.25 scientific staff especially lab assistants face problems to find relevant information from internet, while 8.51% non scientific respondents face the same problems while accessing e resources form internet.

Table 8 Satisfaction level of users regarding EIR

Almost all the respondents are aware about electronic information resources except standard and patents. When it comes to usage, only few resources are fully used. This leads to less satisfaction. Table depicts that, the resources with which all the scientific user are satisfied are email, journals and websites. The other source that has provided satisfaction to scientific staff is e book that is 40.63% sufficiently and 34.37 sufficiently. On the other hand, it is seen from the table that non scientific respondent are less satisfied regarding electronic resources. They are very satisfied with only two resources i.e. websites and email, followed by dictionaries (i.e. 31.91% very satisfied and 36.17% satisfied) further, all the respondents from both categories are m eagerly satisfied with standards, followed by patents and online thesis and dissertation.

	Not at all		Very little		To some extent		Sufficiently		Fully satisfied	
	S	R S	S	R S	S	R S	S	R S	S	R S
Journal	0 0.00	7 14.8 9	0 0.00	8 17.0 2	0 0.00	15 31.9 1	15 46.88	10 21.2 8	17 53.12	7 14.8 9
E books	0 0.00	6 12.7 7	1 3.13	4 8.51	7 21.87	15 31.9 1	11 34.37	13 27.6 6	13 40.63	9 19.1 5
Database	0 0.00	5 10.6 4	0 0.00	5 10.6 4	6 18.75	14 29.7 9	12 37.5	13 27.6 6	14 43.75	10 21.2 8
Blog	0 0.00	6 12.7 7	2 6.25	5 10.6 4	5 15.63	13 27.6 6	12 37.5	11 23.4	13 40.63	12 25.5 3
Websites	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	17 53.13	21 44.6 8	15 46.87	26 55.3 2
Email	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	10 31.25	8 17.0 2	22 68.75	39 82.9 8

OPAC	6 18.7 5	13 27.6 6	5 15.62 5	8 17.0 2	11 34.37 5	14 29.7 9	5 15.63	7 14.8 9	5 15.63	5 10.6 4
Patents	4 12.5	11 23.4	2 6.25	11 23.4	13 40.62 5	13 27.6 6	6 18.75	7 14.8 9	7 21.87 5	5 10.6 4
Standards	4 12.5	15 31.9 1	3 9.38	11 23.4	13 40.63	15 31.9 1	6 18.75	3 6.38	6 18.75	3 6.38
Dictionary	4 12.5	0 0.00	2 6.25	5 10.6 4	5 15.62 5	10 21.2 8	9 28.12 5	17 36.1 7	12 37.5	15 31.9 1
Online thesis/dissertatio n	5 15.6 3	14 29.7 9	1 3.125	10 21.2 8	12 37.5	14 29.7 9	8 25	5 10.6 4	6 18.75	4 8.51

Conclusion and Recommendation

In R&D institutions, libraries play very important role in disseminating latest information to its special users. So it is the duty of librarians and information professional to keep themselves up to date to handle the special requirement of their users. Finding of the study reveals that, libraries of both institutes should focus on users needs and they have to continuously improve various electronic resource archives to create a good environment for R&D library electronic resources. It is also necessary to enhance personnel service attitude and quality, in hopes of satisfying the needs of users in different fields. Users should fully utilize electronic resources to maximize their benefits. If they find any difficulty in accessing resources, they should respond either through e-mail address or communication platform established by the institute, so that the problems can be improved. The library should improve the internet connection and should participate in a number of consortia. The library should work upon providing effective services to their users and they have to provide remote access to all its users.

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