

**User Studies Of Electronic Information Resources: A Case Study Of  
Hindusthan College Of Arts And Science, Coimbatore, Tamilnadu, India**

**Dr. S. Rajkumar**

Librarian,  
Hindusthan College of Arts & Science,  
Coimbatore, India – 641  
028.

**ABSTRACT**

The purpose of the current study was to know the user perception of electronic Information resources of Hindusthan College of Arts & Science. It also examined students' awareness of e-resources and satisfaction level; problems are faced by users while using e-resources. The sample consists of 80 respondents drawn respectively from a population of 120 from the college. Descriptive survey method was used to draw data through the Hindusthan College of Arts & Science Library questionnaire on Electronic Information Resources in the study. The collected data were analyzed using simple percentages. It was found that majority of respondents have low knowledge of e-resources, they may be use university library it will be get more number of e- resources. The study concludes that majority of the user have well aware of e-resources and their level satisfaction are high.

**Keyword:** Electronic information resources, E-services, User Perception, Internet, Search Engine, User Study.

**1. INTRODUCTION**

Now a day the service qualities of an institution are measured in term of digital collections like e-resources and services. Libraries which provides the services to the user community and society to gain and advance knowledge. The concept of the quality and user's services is not new for Library and Information Science professionals as it is deep-rooted in library philosophy and principles. Around the world libraries make available a wide diversity of electronic information sources for use by the various students and faculties in their respective institutions. These e-resources are important part of the reference services. The quality of any library can be observed from its available resources, services, and level of satisfaction of users.

Electronic resources are in the form of electronic representation of information. There are available in various forms like e-journals, e-books, digital libraries and e-learning tutors. The effective presentation with ICT tools, these e-resources have become the source of information. Electronic resources delivers the collection of information as full text databases, e-journals, image collections, multimedia in the form of Compact disc, tape, etc.,

which are available in the library.

## **2. STATEMENT OF THE PROBLEM**

The use of e-resources for research is an important basis for academic movement. The e-resources are accessible through internet and stand-alone systems at the digital library. Access codes to the subscribed e-resources are given to registered library users. Therefore, a survey was deemed necessary to investigate the use of e-resources and services in the Hindusthan College of Arts & Science at Coimbatore, library and to uncover the barriers that influence efficiency. This study reveals student's use of e-resources for research and purpose behind the use of e-resources.

## **3. SCOPE OF THE STUDY**

The present study deals with use and user Perception of electronic Information resources in Hindusthan College of Arts & Science at Coimbatore, Tamilnadu. Complete analysis can be taken to see the impact of technology on library usage. As a final point investigator believes that studies are needed on ways to improve and encourage users to use maximum of electronic information resources. This result will help collection developers in designing suitable policy and assess the technical workings faced by the library professionals in providing effective service to user community.

## **4. REVIEW OF LITERATURE**

Tamrakar, Amit Kumar; Garg, Ram Gopal (2016) This study is an attempt to examine and measure the extent and use of e-resources, information alert services, awareness towards the e-resources, purpose of using the e-resources, attitude of library staff and overall quality of e-services offered by the library of Indian Institute of Technology-Guwahati. 394 survey based questionnaires were distributed and received from PG students, research scholars and faculty members of IIT-Guwahati which were analysed in this study. The findings show that e-journals are more popular than print journals; the library regularly invites user's views regarding the information constraint; and the library continuously puts forward information alert services to their users. Most of the users are aware about the e-journals/database offered by the library concerned to their subject and also are able to explore the e-resources allied to their area of interest.

Alagu, A., Thanuskodi, S. (2019) This study investigated the use and user perception of

electronic Information resources of Alagappa College of Arts and science. It also examined students' awareness of e-resources and satisfaction level; problems are faced by **users** while using e-resources. The sample consists of 80 respondents drawn respectively from a population of 120 from the college. Descriptive survey method was used to draw data through the Alagappa College of Arts and Science Library questionnaire on Electronic Information Resources in the study. The data collected were analyzed using simple percentages. It was found that majority of respondents have low knowledge of e-resources, they may be use university library it will be get more number of e-resources. The study concludes that **user** low awareness of e-resources and moderate level of satisfaction.

Kannappanavar, B. U., Chidananda Swamy, H. M. (2010) This article is based on a survey conducted by the researcher in evaluating the collection and services provided by South Indian Agricultural University Libraries. The studies conclude there is a need to develop the culture of interlibrary loan services and electronic transmission of documents. Databases of theses, journal articles, and library catalogues must be made available to users.

Baskaran, C. (2011) This article presents a case study on user perceptions of information and technology library services in academic libraries in the Southern Districts of Tamil Nadu, India. Topics include the evolution of information science and topics such as computer interaction and semantic web value design, the relative importance of the types of library services used by patrons in the information age, and the rate of search engine use by students including provider preferences.

Rehman Marwat, Hafiz Attaur et.al., (2016) The authors reveals in this study, due to marketing concept of libraries evaluation of library services are vital in this competitive information age. Therefore to evaluate services of the central library TUB selected a purposive sample of 25 patrons (1UB students of Master and M. Phil) and conducted their face to face interview. The findings revealed that majority students are frequently using library services; however they are not satisfied with internet, Wi-Fi, computer lab and staff assistance within computer lab. There are adequate numbers of patrons having grievances about library staff's uncooperative attitude. However majority respondents are satisfied with overall library environment, services and library rules regulations

Nageswara Rao . K , et.al., (2018) This study reveals the collection development policies of university libraries are driven by the information seeking behaviour and extent of use of resources by students, researchers and teachers. Libraries have introduced e-books in their collections with rising demand of users for them. However, e-books have not gained the perceived acceptance among **users**. It is

essential to understand the gaps in preferences and experiences of users of e-books in academic libraries so that the collections of e-books can be customised to meet the users' preferences. The purpose of this study is to understand how students, teachers and research scholars access, browse and use e-books in Jawaharlal Nehru University, Delhi, India. The study has identified factors that encourage or discourage the use of e-books in academic libraries

## **5. OBJECTIVES OF THE STUDY**

This study was an attempt to find out the access, use and user Perception of electronic resources by the Hindusthan College of Arts & Science. The study was designed & conducted to achieve the following objectives:

- ❖ To find out the frequency of accessing e-resources
- ❖ To identify the level of awareness of electronic resources.
- ❖ To examine the frequency of library online resources used
- ❖ To find out the foremost purpose of using the e-resources
- ❖ To identify the level of satisfaction with available information sources
- ❖ To know the problems faced by respondents while using electronic resources
- ❖ To assess the user's perception of e-resources in meeting their information needs.

## **6. RESEARCH METHODOLOGY**

The present study is mainly based on the primary data collected from the faculty members and

the research scholars of Hindusthan College of Arts & Science, Coimbatore . Further, the secondary data have been collected from the sources available from the College and the Library.

The questionnaires were randomly distributed to the users who were present at their concerned departments and library. The total population includes 240 registered users of departments. Totally 140 Post Graduate students, 58 Research Scholars and 42 faculty members were selected for this study.

A questionnaire has been prepared in such a way that the respondents might easily understand the items. A total number of 240 questionnaires were distributed among the respondents. The investigator could collect questionnaires from only 165 out of 240 respondents among whom the questionnaires were distributed. This constitutes 68.75% (165/240) of the total

response. The collected data were classified, analyzed and tabulated by using simple statistical methods.

## **7. DATA ANALYSIS AND INTERPRETATION**

### **7.1 Population of Study**

**Table - 1: Gender wise distribution of Respondents**

| <b>Gender</b> | <b>Respondents</b> | <b>Percentage</b> |
|---------------|--------------------|-------------------|
| Male          | 55                 | 33.33             |
| Female        | 110                | 66.67             |
| <b>Total</b>  | 165                | 100               |

The above table 1 shows that gender wise distribution of respondent of Hindusthan College of Arts & Science, Coimbatore by Electronic information resources Maximum of the 110 Female out of 165 and 55 respondents are Male .

### **7.2 User categories**

**Table - 2: User categories**

| <b>User Category</b> | <b>Respondents</b> | <b>Percentage</b> |
|----------------------|--------------------|-------------------|
| PG                   | 88                 | 53.33             |
| Ph.D.,               | 42                 | 25.46             |
| Faculty              | 35                 | 21.21             |
| <b>Total</b>         | 165                | 100               |

The table 2 confirm that 88 (53.33%) respondents were postgraduate students, 42 (25.46%) were Ph.D., scholars and 35 (21.21%) were faculties.

### **7.3 Awareness about E-Resources**

**Table - 3: Awareness of E-Resources**

| <b>Awareness</b> | <b>Respondents</b> | <b>Percentage</b> |
|------------------|--------------------|-------------------|
| Yes              | 132                | 80                |
| No               | 33                 | 20                |
| <b>Total</b>     | 165                | 100               |

The table 3 reveals that 132 (80%) respondents were aware of the electronic resources available from the library and only 33 (20%) were not aware of it. It is a positive sign

towards the use of the electronic resource by the user community.

#### 7.4 Types of E-Resources used

**Table - 4: Types of E-Resources used**

| <b>E-Resources</b> | <b>No of Respondents</b> | <b>Percentage</b> |
|--------------------|--------------------------|-------------------|
| E-Journal          | 65                       | 39.39             |
| E-Books            | 72                       | 43.64             |
| E-desserts         | 2                        | 1.21              |
| E-Prints           | 6                        | 3.64              |
| E-databases        | 8                        | 4.85              |
| E-thesis           | 12                       | 7.27              |
| <b>Total</b>       | 165                      | 100               |

The table 4 shows that E- books and E-journal were the most used electronic resources by the respondents (72, 43.64%) and (65, 39.39%) respectively, followed by E-thesis (12, 7.27%), E-databases (8, 4.85%), E-prints (6, 3.64%) and E-desserts (2, 1.21%).

#### 7.5 Frequency of Using E-resources

**Table -5 Frequency of Accessing E-Resources**

| <b>Frequency of E-Resources</b> | <b>No. of Respondents</b> | <b>Percentage</b> |
|---------------------------------|---------------------------|-------------------|
| Every day                       | 68                        | 41                |
| Twice a week                    | 35                        | 21                |
| Once a week                     | 32                        | 19                |
| Once a month or less            | 17                        | 11                |
| Rarely                          | 13                        | 8                 |
| <b>Total</b>                    | 165                       | 100               |

The table 5 explained that the maximum 68 (41%) respondents accessed electronic resources every day, followed by 35 (21%) twice a week, 32 (19%) once a week, 17 (11%) once a month or less, only 13 (8%) respondents used electronic resources rarely.

#### 7.6 Frequency of Using E-resources

**Table - 6 Times Spent on Accessing E-Resources**

| <b>Time Spent</b> | <b>No. of Respondents</b> | <b>Percentage</b> |
|-------------------|---------------------------|-------------------|
| 0-1 hour          | 62                        | 37.5              |
| 1-2 hours         | 53                        | 31.5              |
| 2-3 hours         | 40                        | 25                |
| more than 3 hours | 10                        | 6                 |
| <b>Total</b>      | 165                       | 100               |

The table 6 confirm that 62 (37.5%) respondents spent on 0-1 hour on accessing electronic resources, followed by 53 (31.5%) spent 1-2 hours, 40 (25%) spent 2-3 hours and only 10 (6%) respondents spent more than 3 hours on accessing electronic resources.

### 7.7 Purpose of Using E-Resources

**Table - 7: Purpose of Using E-Resources**

| <b>Purpose</b>                     | <b>Respondents</b> | <b>Percentage</b> |
|------------------------------------|--------------------|-------------------|
| To prepare study note              | 36                 | 22                |
| To prepare project                 | 50                 | 30.3              |
| To write Article                   | 40                 | 24.2              |
| To obtain general knowledge        | 12                 | 7.2               |
| To write book reviews              | 14                 | 9.1               |
| To prepare for seminars/assignment | 12                 | 7.2               |
| <b>Total</b>                       | 165                | 100               |

The table 7 show that 50 (30.3%) respondents used electronic resources to prepare for projects, followed by 40 (24.2%) to write articles, 36 (22 %) to prepare study notes, 14 (9.1%) to write book reviews, only 12 (7.2%) of respondents used electronic resources to prepare seminars/assignment and to obtain general knowledge.

### 7.8 Location to use electronic Resources

**Table 8 Location to use electronic Resources**

| <b>Facility</b> | <b>No. Of Respondents</b> | <b>Percentage</b> |
|-----------------|---------------------------|-------------------|
| Home            | 44                        | 27                |
| Department      | 74                        | 45                |
| Net Café        | 35                        | 21                |
| Hostel          | 12                        | 7                 |
| <b>Total</b>    | 165                       | 100               |

The table 8 explain that 74 (45%) respondent's used their electronic resources facility in department followed by 44 (27%) used at home, 35 (21%) respondents were used in net cafe, and only 12 (5%) respondents were used electronic resources in hostel.

### 7.9 Overall Satisfaction of the E-resource Service

**Table – 9 : Overall Satisfaction Level**

| <b>Satisfaction Level</b> | <b>No. of Respondents</b> | <b>Percentage</b> |
|---------------------------|---------------------------|-------------------|
| Very High                 | 35                        | 21                |
| Highly                    | 96                        | 58                |
| Good                      | 26                        | 16                |
| Moderate Satisfied        | 8                         | 5                 |
| <b>Total</b>              | 165                       | 100               |

The table 9 reveals that the majority 96 (58%) respondents were highly satisfied with the electronic resource service, followed by 35 (21%) very highly satisfied and 26 (16%) respondents level of satisfaction were Good, only 8 (5%) respondents were moderate satisfied.

#### 7.10 Significance of E-Resources

**Table – 10: Significance of E-Resources**

| Importance of e-resources | Respondents | Percentage |
|---------------------------|-------------|------------|
| Very important            | 75          | 45.45      |
| Important                 | 90          | 54.55      |
| Not Important             | 0           | 0          |
| <b>Total</b>              | 165         | 100        |

The table 10 shows that the majority 90 (54.55%) respondents were mentioned that electronics resources are important for studies followed by 75 (45.45%) very important.

#### 7.11 Preference of E- Resources

**Table - 11: Preference of E-resources**

| Competence             | Respondents | Percentage |
|------------------------|-------------|------------|
| CD-ROM databases       | 4           | 2.4        |
| Internet web resources | 16          | 9.6        |
| E-mail                 | 74          | 45         |
| Search engines         | 35          | 21.2       |
| Online databases       | 36          | 21.8       |
| <b>Total</b>           | 165         | 100        |

The table 11 shows that the E- Mail and Online Database were most used electronic resources by the respondents (74, 45%) , (36, 21.8%) respectively, followed by internet web resources (16, 9.6%) and Search engines (35, 21.2%) , CD-ROM databases (4, 2.4%).

#### 7.12 Issues facing with E- Resources

**Table - 12: Issues facing with E-Resources**

| Issues                    | Respondents | Percentage |
|---------------------------|-------------|------------|
| Lack of E-resources       | 20          | 12.1       |
| Lack of training          | 65          | 39         |
| Inadequate infrastructure | 24          | 15         |
| Slow internet speed       | 56          | 34         |
| <b>Total</b>              | 165         | 100        |

The table 12 shows that the 65 (39%) respondents faced with issues of insufficient training of electronic resources, followed by 56 (34%) with the issue of slow speed of access, and 24 (15%) with the issue of insufficient infrastructure, only 20 (12.1%) respondents with the issues of not having the electronic resources they needed.

### 7.13 Searching information through internet

**Table - 13: Searching information through internet**

| Searching                     | Respondents | Percentage |
|-------------------------------|-------------|------------|
| Use search engine             | 78          | 47.2       |
| From the web address directly | 30          | 18.1       |
| Use subscribed databases      | 46          | 28         |
| Others                        | 11          | 6.7        |
| <b>Total</b>                  | 165         | 100        |

The table 13 illustrated that 78 (47.2%) respondents were adopted search engine tools through internet for searching their information and 46 (28%) respondents were use subscribed databases 30 (18.1%) respondents were directly type the web address and 11 (6.7%) respondents were used other method.

### 7.14 Level of usage in E-resources

**Table – 14: Level of usage in E-resources**

| Use of e-resources | Respondents | Percentage |
|--------------------|-------------|------------|
| Excellent          | 22          | 13.3       |
| Good               | 110         | 66.6       |
| Average            | 25          | 15.1       |
| Poor               | 8           | 4          |
| <b>Total</b>       | 165         | 100        |

The table 14 reveals majority 110 (66.6) of the respondent's express that electronic resource are Good use for their research study followed by 25 (15.1%) were average, 22 (13.75) were excellent and only 8 (4%) responded that it is poor.

## 8. CONCLUSION

This study shows the usage of e- resources which are very common among the faculties, research scholar and Postgraduate students of Hindusthan College of Arts & Science College in Coimbatore. This study focuses the majority of research Scholars, faculties and PG

Students are depend on e- resources to get the desired and relevant information for their research. It was found that most of the users are aware of e-journals and they are not only using them to update their knowledge but also to accumulate relevant material for their studies and research. The maximum number of users are visited the library for preparing seminars, conferences and assignments. To a very large extent, the respondents in this survey were comparatively satisfied with the service quality of their academic libraries. But in some criteria, they have pointed out that the authorities should make necessary arrangements to uplift service quality of the overall library system.

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