

Effective Utilization of Digital Library Services by Management Graduates: An Empirical Study in Bengaluru City

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Abstract

In the present day context, digital based services have become more dominant powers to form and reform the voracious services that various business schools or management colleges offers. The application of digital technologies has had a profound impact on the way library resources are being used. The study is focusing on the effective usage of digital library services or electronic learning services by management students in select colleges in Bengaluru city. Descriptive and Analytical exploratory was used as design of the study. The collected data from a sample of 175 management graduates of select colleges in Bengaluru. The study shows that 40 percent had received internet training from external sources. The Internet skill of 46 percent was rated average. Only 25 percent used the internet daily and 90 percent claimed that digital libraries had greatly enhanced their academic performance. Majority of 54 percent used internet facilities outside the colleges mainly for research and learning activities. This study find that problems encountered included wifi connectivity, longtime to operate or download options and insufficient computers. The study revealed that the use of Internet had led to decreased in the use of traditional library facilities but only 75 percent were satisfied with the internet facilities. A majority of 77 percent were of the opinion that proper guidance of students from the faculties in the ease of use of electronic resource was needed.

Keywords: Digitalization, E-Resources, Management Graduates

Introduction

Digital library revolution led to a millennial generation of college students, where most of them grew with the adoption of technology. Digital resources ensure public, cooperative and self-

sustaining facility that contain information or provide data processing capabilities accessible to hundreds of millions of people worldwide (Culver, 2009). This correlates with the educators directions who considered the Internet as a new medium for education. In addition, institutions strongly encourage the instructors to adapt information technologies in their regular teaching. Therefore, the advancement of information technology and easy access of computers are changing educational platform, resulting in a widespread use of the Internet as an education medium by institutions for both online and traditions face-to-face learning. Furthermore, the growing use of Internet as a source of information has affected learning capabilities and research. Ebersole (2000) specifically stated that Internet is mostly used by university students for research, learning and communication. Similarly, Agboola (2003), stated that computers and the internet had affected the education sector as it is possible for a researcher in his office to access the full text digital contents of local and distant libraries and databases. The Internet offers students the possibility to acquire knowledge without time and space constraints. Nevertheless, the added value of Internet should not only be viewed in learning, knowledge and research but as instrument used to channel new contents and new concepts. This study will examine the use of Internet for learning and acquiring knowledge for research. Determine the variables affecting postgraduate students self-directional learning and conducting research. This study will also identify the variables that shape and influence students' likelihood to use Internet as a source of information, extract knowledge, and retain acquired knowledge, and then investigate whether there is a relationship between students intention to use the Internet as a source of information and their actual learning and knowledge.

Effectiveness of Digital Library services by using Internet

Electronic resources can be accessed 24 hours a day, 7 days a week. Websites can be constantly updated to provide updated and timely information and internet offers a complete multimedia experience with text, video, interactive features, hyper links and graphs all in one place. The fraction of the world's total knowledge base represented on the Internet is increasing each day. Digital services it is cheaper and better to read in the electronic medium and it is simpler to store or delete in the electronic version.

Objectives of the Study

1. To study the internet based library services adopted by professional graduates.

2. To analyses the extent of Internet utilization and the frequency of Internet use.
3. To determine Internet services frequently used and identify reasons for using the Internet
4. To offer solutions to problems that affect digital services utilization.

Hypotheses of the Study

H1: Students do not have a negative attitude towards using the internet as a source of information for research.

H2: Easy access to the Internet is negatively associated with the students' knowledge for research.

Methodology

A questionnaire (comprising 20-items) was designed. The questionnaire were distributed to 250 respondents and only 190 were returned and 175 respondent questionnaire were in this study. The study adopted descriptive survey and the target population was professional graduate students that use select MBA colleges in Bengaluru.

Discussion

Table 1: Showing respondent responses on their frequent usage of internet facilities in library

Duration	Frequency (F)	(%)
Daily	63	36.00
2-3 times a week	48	27.43
2-3 times a month	35	20.00
Once a month	29	16.57
TOTAL	175	100

Table 2: Showing respondents' responses on their reasons for using the internet

Reasons	Frequency (f)	Percentage (%)
Research	80	45.71
Entertainment	18	10.29
Education	49	28.00
Communication	28	16.00
TOTAL	175	100

Table 3: Showing respondents' responses on the problems that affect their Internet usage in the library

Problems	Frequency	Percentage
Slow Internet Access Speed	16	5.93
Long time to view/download web pages	44	16.30
Difficulty in finding relevant information	31	11.48
Privacy problems	9	3.33
Internet connectivity always off	20	7.41
Electricity failure	18	6.67
Data authenticity	13	4.81
High cost of accessing the Internet	3	1.11
Lack of computers	35	12.96
Low Internet bandwidth	17	6.30
Delay payment on host site	16	5.93
Lack of awareness on existence of specific e-resources	19	7.04
Lack of proper use of e-resources	14	5.19
Low level of ICT services for users	15	5.56

Hypothesis Testing**Table 4: chi-square (X²) on the relationship between students attitude towards using Internet as a source of information for research**

X² (Cal.)	X² (Crit.)	df	Significant level (P)	Remark
2.78	5.99	2	.05	Not significant

Results in Table 4 showed that $X^2 (\text{Cal.}) = 2.78 < X^2 (\text{Crit.}) = 5.99$ at 2 df at .05 alpha level. Statistically, the relationship is not significant. Therefore the null hypothesis (H₀) which states that students do not have a negative attitude towards using Internet as a source of information for research is accepted while the alternate hypothesis (H₁) is rejected. This implied that students have positive attitudes towards using Internet as a source of information for research.

Table 5: Chi-square (X²) on the relationship between students' access to Internet and their knowledge of research

X² (Cal.)	X² (Crit.)	df	Significant level (P)	Remark
23.86	5.99	2	.05	Significant

Results in Table 5 showed that $X^2 (\text{Cal.}) = 23.86 > X^2 (\text{Crit.}) = 5.99$ at 2 df at .05 alpha level. Statistically, the relationship is significant. Therefore, the null hypothesis (H_0) which states that easy access to the Internet is negatively associated with students' knowledge of research is rejected, while the alternate hypothesis (H_1) is accepted. By implication, easy access to Internet is positively associated with the students' knowledge of research.

Findings and Recommendations

The study showed that only 37.78 % had received Internet training from external sources. The Internet skill of majority was rated average. Only 22% use Internet daily and 87.41% claimed that digital libraries had greatly enhanced their academic performance. Majority of the respondents use Internet facilities outside the University mainly for research and education purposes. Problems encountered included longtime to view or download web pages constitutes a major problem that affect usage of Internet and insufficient computers. The use of Internet had led to decreased in the use of traditional library facilities but only 94% were fully satisfied with Internet facilities. Majority of the respondents opined that easy access to Internet is positively associated with students' knowledge of research. Provision of steady power supply, proper guidance on student's use of e-resource, provision of functional computers and organizing awareness programmes to sensitize students on the existence of specific resources were possible solutions that would solve the problems that affect their Internet usage in the library of select colleges in Bengaluru.

Conclusion

Students need to be trained on how to use these facilities towards achieving academic excellence. This may be through continuous orientation and the inclusion of such courses like use of computer for Information retrieval, use of Internet/world wide web and IT applications. Librarians should encouraged the use of Internet facilities on campus, which will justify the returns on ICT investment spent on internet services. Efforts should be made to increase the speed of Internet access and shorten the time to view and download web pages. Librarians should provide proper guidance for students to use e-resources and organize awareness programmes to sensitize students on the existence Internet services.

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