

## USE OF INTERNET SERVICES BY POSTGRADUATE STUDENTS OF GOVERNMENT BRENNEN COLLEGE, THALASSERY, KERALA

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### Abstract

*The present study has been undertaken to assess the use of internet services by the postgraduate students of Govt. Brennen College, Thalassery, Kerala. The main objective of the study is to know the purpose and to compare the use of internet by the postgraduate students with rural and urban background. The analysis is done with a sample of 108 questionnaires. The findings indicate that all the students from urban area in Govt. Brennen College are users of internet. With regard to the purpose of using internet services, a large majority of students are using internet services for academic purpose. The main advantage of using internet services by the postgraduate students is that it gives latest information. The results also depicts that majority of the students are fully satisfied with the internet services provided by the college internet section. Recommendations to improve the internet services provided by the college internet section are suggested.*

**Key words:** *Internet services, Postgraduate students, User satisfaction, Govt. Brennen College.*

## Introduction

Internet services are useful for the fastest exchange of information. It is a channel through which millions of students woven into a global information society. The role of library has changed drastically and it is continuously changing with the application of information and communication technologies in libraries. Internet has emerged as a major source of information in today's IT age. Use of internet services by students is an important area of study in today's wired information environment. The internet has become an important component in academic institutions as it play a pivotal role in meeting information and communication needs of institutions and individuals.

Not confining itself to any particular definition, the internet can be defined as the wired or wireless mode of communication through which one can receive, transmit information that can be used for single or multiple operations. It is an interconnection of network. It connects millions of computers and thousands of computer networks throughout the world. The internet has revolutionized our society, our economy, and our technological systems.

Government Brennen College, Thalassery is one of the oldest educational institutions in Kerala affiliated to Kannur University. It is located in Dharmadam, Thalassery, Kannur district of Kerala state, India. The Brennen College evolved from a school established by the English philanthropist Edward Brennen. This college, which is 120 years old, is one of the premier educational institutions in the state of Kerala. In December 2004, the Government of

Kerala decided to bestow the status of "university" to Brennen College. Currently there are about 16 departments in the College, most of which offer post-graduate level courses. There are around 2,000 students and 100 teaching staff in this institution.

The college has a very good internet section. Internet section contains 48 computers with providing print facilities. All the computers in the internet section have speed internet connection. The internet facilities are provided for all the students and teachers in the college.

### **Literature review**

An attempt has been made in this to review the studies, which are related to the present problem. The review of related literature is arranged chronologically.

**Ahmed and Aqil (2011)** conducted a study to assess the use of internet by research scholars and post graduate students of the science faculty of Aligarh Muslim University. The main objectives of the study were to identify the preferred place of internet use, and to discover the purpose of the internet use. Questionnaire based survey method was used for collecting data. The findings of the study reveal that most research scholars and post graduate students have internet access in the departments. Users, from science faculty access the internet in various locations, mostly in their departments and in the university central library, as well as the university computer centre. The finding of the study also reveals that most of them use internet for academic purpose.

**Buyukbay and Gunduz (2011)** carried out an investigation on computer and internet use for agricultural development in rural areas. The study aimed at determining the familiarity of the people to computer and internet technologies and for what purposes they use these technologies in rural areas of Tokot Province, Turkey. How people approach these technologies and what socio-economic features affect their use, were also determined. The main data used in the study were collected from a face to face questionnaire administered to over 184 people. Based on the results of this study, 36.00 per cent of the individuals in the questionnaire used computer's usage were to access the internet. It was determined that these technologies were not used efficiently to develop rural life, agricultural production and professional and personnel development. Based on findings, there was a strong relationship between computer and internet use and social and economic characteristics of the individuals.

**Isthari and Ravi (2011)** organized an investigation which was intended to know the usage of internet in IGM library, University of Hyderabad. The objectives of the study were to find out the purpose of using the internet, its timings and difficulties. The questionnaire method was followed for collecting the data. The sample questionnaire method was distributed equally to the postgraduate students and PhD research scholars who uses internet regularly. The findings of the study revealed that majority of the users at IGM library have good background about using computer, internet and its services. They are utilizing the internet services for their academic purpose and it is beneficial to them.

**Loan (2011)** performed a study to assess the internet use by the college students across disciplines and also to identify the problem they encounter in using and searching the internet. Questionnaire survey method was used for collecting data. Findings of the study lead to the conclusion that the students of computer science use internet and exploit its services and sources more when compared to the other disciplines. The students of computer science are well versed, well aware and knowledgably strong than others in information technology-theory and practice possibly make the difference. Therefore, the need is to aware students of all facilities about the information and communication technologies and to train them in using these technologies to bridge the gap.

**Moremedi and Olatkon (2011)** carried out an investigation to determine the level of access to the internet in various organization in Botswana. The main objective of the study was to find out the extent to which, organization in Botswana provide and regulate internet use. Survey research design was used for data collection. It was administrated across 113 organizations in Gaborone, the capital city of the Republic of Botswana. The data were analysed using SPSS software. Findings revealed that although majority of the organization monitor employee internet use, less than half had an internet use policy in place. The study recommends that organization should produce and implement written policies on internet use and inform employees about such policies and come up with measure to monitor employee use of internet in the work place.

**Mostafa (2011)** in his paper investigated about the use of internet among business students in Daral Ihsen University, a pioneer private university of Bangladesh. A total of 162

questionnaires were distributed. The findings of the study reveal that a high percentage of internets are used among students. More than 56 percent of the respondents use the internet for educational purposes. Google and Yahoo search engines are found to be more widely used than other search engines. The major problem faced by students in their use of internet includes slow access speed. The study recommends that the bandwidth should be increased to overcome the problem of slow connectivity of the internet and more computers with latest specifications and multimedia facilities should be provided.

**Mukherjee (2011)** organized a study to assess the usability and accessibility of three popular Indian commercial websites ‘rediff.com’, ‘indiatimes.com’ and ‘sify.com’. Data on the daily reach, audience pattern, users search queries and important in links of rediff.com, indiatimes.com, and sify.com were obtained by using various web analyzer tools like Google trends, site explorer etc. It was found that rediff.com is more used among the three websites, queries related to air force, family guy and live cricket match score were common. Users also visited their websites to know about stock market news, business news, cricket news etc. The study finds that there are differences between website designers assumption about popularity of a page and audience actual interests.

**Patil (2011)** carried out a study to assess the use of internet in government first grade college libraries in Bidar district. The main objective of the study was to understand the perceptions of internet technology by students and teaching faculty of colleges. The questionnaire method has been adopted for collecting data, which has been distributed to 8 college libraries in Bidar district. The findings of the study reveal that, internet facilities were

not available in 7 colleges. It also found that 76.92 per cent (200) users were satisfied with existing internet facility in college libraries. None of users used the internet at computer centre and 86.54 per cent (225) of users used the internet at college libraries.

**Adegbore and Salaam (2010)** carried out a investigation on internet access and use by students of private universities in Ogon state, Nigeria. The main objectives of the study are to determine the level of accessibility of internet facilities by students and to identify the purpose of use. A survey research design was adopted for the study. The research instrument was a questionnaire. The study revealed that internet facilities are available in all private universities studied. Access to the internet facilities in these institutions is not free. Search engines remain the most important tool. The study found out that students send e-mail for academic purpose more than for business or leisure, while other internet tools were rarely used. And

**Anil (2010)** investigated about internet access and use by undergraduate students in three Nigerian universities. The purpose of study is to investigate the extend and level of internet access and use as well as the electronic resources used by those students on the internet. A questionnaire survey was the research method used for data collection. The findings of the study reveal that the internet is extensively used by undergraduate students in the surveyed universities. There is in equitable access to the internet, as students mostly rely on private/commercial internet cybercafés-both on and off computers, for their access and use. Access to the internet in the university libraries, departments, faculties and university computer/ICT centers is grossly poor; this is due to lack of poor internet infrastructure and

connectivity and non-sustainable internet services in the universities. The findings of the study have also revealed that need for effective user education on internet access and use in university libraries in Nigeria for optimal utilization of electronic information source

### **Objectives of the study**

The main objectives of the study are:

1. To know the purpose of using internet by postgraduate students of Government Brennen College, Thalassery.
2. To compare the use of internet by the postgraduate students with rural and urban background.
3. To determine the frequency of the internet usage by postgraduate students of Government Brennen College, Thalassery.
4. To identify the main advantage of using internet services.
5. To identify the problem students encounter in using and searching the internet.
6. To determine the level of user satisfaction with the services provided by the college internet section.



## **Methodology**

The structured questionnaire was used to obtain the needed data covering the objectives of the study. The methodology of the present study is described under the following heads: Variables selected for the study, Tools for data collection, Selection of sample, Data collection procedure, Consolidation of data and Data analysis technique

### **Variables selected for the study**

The variables selected for the study are;

- Use of internet services.
- Place of internet browsing.
- Frequency of internet browsing.
- Purpose of using internet.
- Level of adequacy of information in internet
- Awareness of internet services/tools.
- Most preferred internet search engine.
- Purpose of using blog.
- Advantage of using internet services.
- Adequacy of internet services in satisfying the educational needs.
- Hindrance faced while accessing the internet.

### **Tools for data collection**

The investigator used questionnaire as the tool for collection of data. The questionnaire contains a set of questions logically selected to the problem under study. The questionnaire was prepared after consultation with experts and it is pretested before the final application.

### **Selection of sample**

The present study attempts to understand the use of internet among the postgraduate students of Government Brennen College, Thalassery. There are 9 postgraduate departments containing 216 students. A sample of 50% of population was chosen and accordingly 108 structured questionnaires were distributed by randomly selecting 12 samples from each department. The breakup of the sample is shown in Table 1. Out of 108 questionnaires, only 100 were received back.

**Table 1**  
**Breakup of the sample**

<b>Department</b>	<b>No. of Questionnaires distributed</b>	<b>No. of Questionnaires received</b>
English	12	12
Malayalam	12	10
Hindi	12	12
Economics	12	12
History	12	12
Philosophy	12	12
Mathematics	12	10
Botany	12	10
Physics	12	10
<b>Total</b>	<b>108</b>	<b>100</b>

### **Data collection procedure**

The investigator visited classrooms and handed over the questionnaire to 108 students. The filled questionnaires were collected after allowing proper time and a total of 100 duly filled in questionnaires were received back.

### **Consolidation of data**

The data collected through questionnaires were consolidated and tabulated for further analysis. The responses against each questionnaire were taken into consolidation.

### **Data analysis technique**

The data collected through questionnaire were organized and presented using various statistical techniques. For present study percentage method is used for analysing the collected data and information arriving conclusion.

### **Significance of the study**

We are living in an information society. The effects of internet and internet services have almost convert the world in to an electronic environment. In this electronic environment, the importance of identifying the information use is greatly identified and conducted a number of studies in this regard.

The present study is being carried out to understand the use of internet services by the postgraduate students of Government Brennen College. The present study mainly aims to examine the use of internet services among the postgraduate students of Government Brennen College, Thalassery and whether they are able to exploit the full potentialities of this vast source of information. The advancement in technology has facilitated the dissemination of information in larger amount and greater speed. Use of internet services is inevitable for the postgraduate students for updating their knowledge and for pursuing their carrier. A lot of information article on education field are being published on internet and it contain useful sites of institutions, organizations, companies, departments, etc. There may be different purpose for the postgraduate students in using internet services. Hence the study

gains importance, on that ground it aims at understanding the use of internet services by the postgraduate students.

### **Scope and limitations of the study**

The present study attempts to assess the use of internet services by the postgraduate students of Government Brennen College Thalassery. The factors such as purpose of using internet services, frequency of use, use of search engines, satisfaction level towards internet services and difficulties faced by the users are included in this study.

Efforts have been taken to make the study as accurate as possible. However some unavoidable limitations have crept into the study. The investigator mainly depends up on the questionnaires for the collection of data. Government Brennen college, Thalassery is having 9 postgraduate departments containing 224 students. Investigator found it difficult to distribute questionnaires for whole students. Thus, investigator selected a sample population of 108 students which contains 12 students from each postgraduate department.

### **Data analysis and interpretations**

The collected data is presented in the form of tables, figures and necessary explanations have been given along with each table.

**Use of internet services by the postgraduate students**

Postgraduate students in Government Brennen College were asked to specify whether they are users of internet services. After analyzing the received questionnaires, it was found that among 100 students, 90 students are from rural area and 10 students are from urban area. The details of the use of internet services by them are given below in the Table 2.

**Table 2**  
**Use of internet services**

Students	Users		Non-Users		Total	
	No.	%	No.	%	No.	%
Rural	87	96.67	3	3.33	90	100
Urban	10	100	-	-	10	100

The Table 2 reveals that all students (100 per cent) from urban area are the users of internet. From rural area 96.67 per cent of students only use internet, remaining 3.33 per cent of students are non-users of internet. The analysis shows that the majority of the postgraduate students are users of internet.

### Frequency of internet browsing by the postgraduate students

The details of frequency of internet browsing by the postgraduate students of Government Brennen College are given in the Table 3.

From the Table 3, it shows that some of the students from rural area (16.09 per cent) use internet daily, 29.88 per cent of students use internet 2-3 times in a week, 27.58 per cent of students use internet once in a week and 26.43 per cent of students use internet rarely.

**Table 3**  
**Frequency of internet browsing**

Frequency	Rural		Urban		Total	
	No.	%	No.	%	No.	%
Daily	14	16.09	4	40	18	18.56
2-3 times in a week	26	29.88	5	50	31	31.95
Once in a week	24	27.58	1	10	25	25.77
Rarely	23	26.43	-	-	23	23.71
<b>Total</b>	<b>87</b>	<b>100</b>	<b>10</b>	<b>100</b>	<b>97</b>	<b>100</b>

Among the students from urban area, 40 per cent of students use internet daily, 50 per cent of students use internet 2-3 times in a week, and 10 per cent of students use internet once in a week.

Table 3, reveals that, among the total students 18.56 per cent of students use internet daily, 31.95 per cent of students use internet 2-3 times in a week, 25.77 per cent of students

use internet once in a week and only 23.71per cent of students use internet rarely. Graphical representation of Table 3 is given below in the figure 1

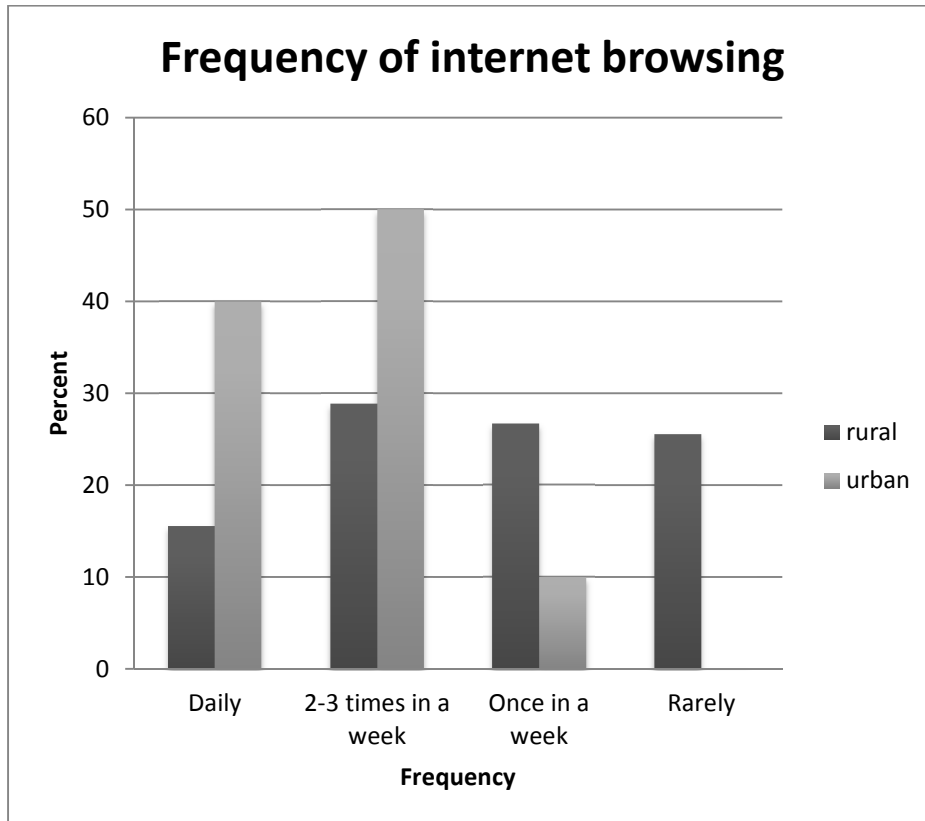


Figure 1: Frequency of internet browsing



**Purpose of using internet by the postgraduate students**

Table 4 shows the purpose for using internet by the postgraduate students of Government Brennen College.

**Table 4**

**Purpose of using internet**

Purpose	Rural		Urban		Total	
	No.	%	No.	%	No.	%
Communication	8	9.19	1	10	9	9.28
Academic purpose	67	77.01	9	90	76	78.35
Entertainment	8	9.19	-	-	8	8.24
Chatting	2	2.29	-	-	2	2.06
Other	2	2.29	-	-	2	2.06
<b>Total</b>	<b>87</b>	<b>100</b>	<b>10</b>	<b>100</b>	<b>97</b>	<b>100</b>

Table 4 shows that the majority of the postgraduate students from urban and rural area use internet mainly for academic purpose (78.35 per cent). It shows that 77.01 per cent of students from rural area and 90 per cent of students from urban area use internet mainly for academic purpose. Only 9 per cent of postgraduate students use internet for communication that is 9.19 per cent of students from rural area and 10 per cent of students from urban area. And from the table it is very clear that students from urban area are not using internet for any other purpose like chatting, entertainment etc. but some of the students from rural area are using internet for chatting, entertainment and also for other purpose. That is 9.19 per cent of

students from rural area are using internet for entertainment, 2.29 per cent of students are using internet for chatting. Other 2 students (2.29 per cent) specified that they are mainly using internet for downloading purpose.

However, the analysis shows that, majority of postgraduate students from rural and urban area in Government Brennen College are using internet for academic purpose. The diagrammatic representation of Table 4 is given below in Figure 2.

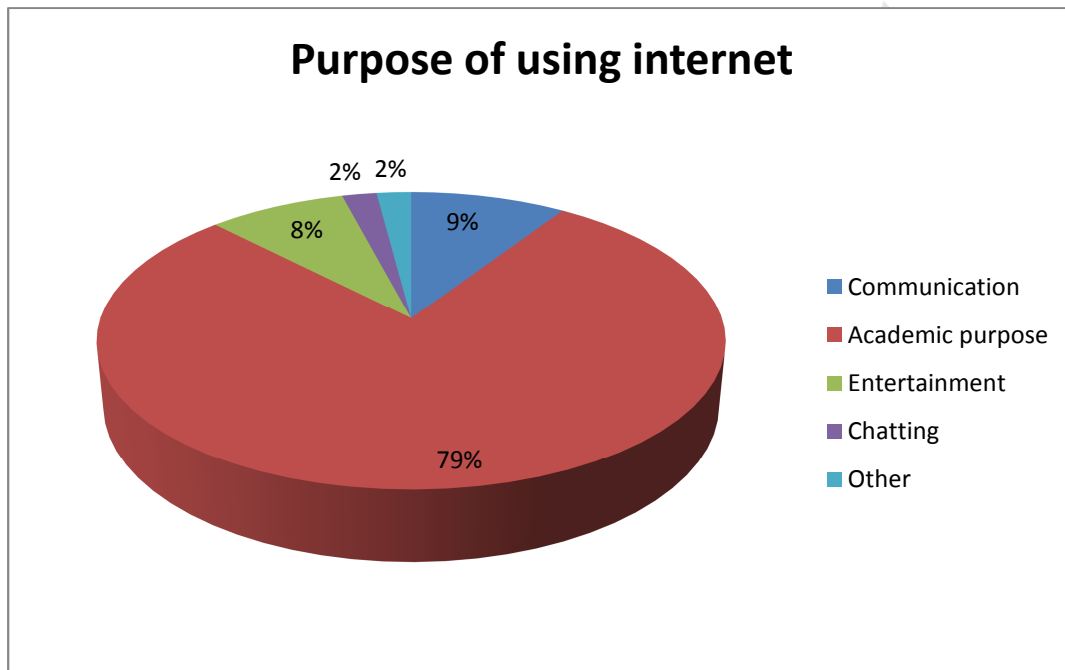


Figure 2: Purpose of using internet

## Adequacy of internet services

Postgraduate students of Government Brennen College were asked to specify whether the information available in internet is adequate to them. The details are given in Table 5

**Table 5**  
**Level of adequacy of information in internet**

Responses	Rural		Urban		Total	
	No.	%	No.	%	No.	%
Fully adequate	17	19.54	4	40	21	21.65
Moderately adequate	68	78.16	6	60	74	76.28
Not adequate	2	2.29	-	-	2	2.06
<b>Total</b>	<b>87</b>	<b>100</b>	<b>10</b>	<b>100</b>	<b>97</b>	<b>100</b>

From the Table 5, it is clear that the information available in internet is moderately adequate to the majority (76.28 per cent) of postgraduate students. That is 78.16 per cent of students from rural area and 60 per cent of students from urban area. By analysing the total students it shows that 76.28 per cent of students answered that the information available in internet is moderately adequate.

Only 21.65 per cent of postgraduate students answered that the information available in internet is fully adequate, that is 19.54 per cent of students from rural area and 40 per cent of students from urban area. The table also shows that only 2.06 per cent of students answered the information available in internet is not adequate.

## **Awareness of internet services/tools**

The details of the awareness of the internet services/tools by the postgraduate students are given in Table 6.

The Table 6 shows that postgraduate students are not fully aware about the all available internet services/tools. But majority of postgraduate students are aware about e-mail, www and search engines. 96.09 per cent of students are aware about e-mail, 92.98 per cent of students are aware about www and 96.90 per cent of students are aware about search engines. While comparing the students from rural and urban area, the table shows that majority of the students from urban area are aware about e-mail, www and search engines. The analysis reveals that 71.13 per cent of students are aware about chatting, 40.20 per cent of students are aware about video conferencing, 46.39 per cent of students are aware about Blog, 42.26 per cent of students are aware about social networking, only 6.18 per cent of students are aware about FTP and 7.21 per cent of students are aware about Telnet. The table also shows that students from urban area are more aware about the internet services and tools than the students from rural area.

**Table 6**  
**Awareness of internet services/tools**

Tools and services		Rural		Urban		Total	
		No.	%	No.	%	No.	%
E-mail	Aware	84	96.55	10	100	94	96.90
	Not aware	3	3.44	-	-	3	3.09
www	Aware	80	91.95	10	100	90	92.98
	Not aware	7	8.04	-	-	7	7.21
Search engines	Aware	84	96.55	10	100	94	96.90
	Not aware	3	3.44	-	-	3	3.09
Chatting	Aware	61	70.11	8	80	69	71.13
	Not aware	26	29.88	2	20	28	28.86
Video conferencing	Aware	34	39.08	5	50	39	40.20
	Not aware	53	60.92	5	50	58	59.79
Blog	Aware	98	43.67	7	70	45	46.39
	Not aware	49	56.32	3	30	52	53.60
Social networking	Aware	34	39.08	7	70	41	42.26
	Not aware	53	60.92	3	30	56	57.73
FTP	Aware	6	6.89	-	-	6	6.18
	Not aware	81	93.10	10	100	91	93.81
Telnet	Aware	7	8.04	-	-	7	7.21
	Not aware	80	91.95	10	100	90	92.78

**Using pattern of various internet services by the postgraduate students.**

The details of the using pattern of various internet services by the postgraduate students are given in Table 7

Table 7 shows that postgraduate students from urban are using internet services regularly than the postgraduate students from rural area. Table 7 reveals that only 47.78 per cent of postgraduate students from rural area are using e-mail service regularly, where as it is 60 per cent of students from urban area. And 3.33 per cent of students from rural area are non-users of e-mail service. Occasional users of e-mail service are 45.56 per cent of students from rural area and 40 per cent of students from urban area.

**Table 7**  
**Using pattern of internet services**

Internet services	Rural			Urban		
	Regular	Occasional	Never	Regular	Occasional	Never
E-mail	47.78%	45.56%	3.33%	60%	40%	-
Blog	6.67%	35.56%	54.44%	30%	40%	30%
Search engines	42.22%	51.11%	3.33%	80%	20%	-
Chatting	22.22%	45.56%	28.89%	50%	10%	20%
Mailing list	16.67%	18.89%	61.11%	30%	10%	40%
Social networking	33.33%	4.44%	58.89%	50%	20%	30%

The Table 7 also shows that the regular use of Blog is commonly very less. Only 6.67 per cent of students from rural area and 30 per cent of students from urban area are the regular users. Occasional users of blog are 35.56 per cent of students from rural area and 40 per cent of students from urban area. And 54.44 per cent of students from rural area, 30 per cent of students from urban area are non-users of blog.

In the case of search engines, 42.22 per cent of students from rural area and 80 per cent of students from urban area are regular users. Occasional users of search engines are 51.11 per cent of students from rural area and 20 per cent of students from urban area. And 3.33 per cent of students from rural area are non-users of search engine.

Table 3.7 shows that only 22.22 per cent of students from rural area and 50 per cent of students from urban area are regularly using chatting service. Occasional users of chatting service are 45.56 per cent of students from rural area and 10 per cent of students from urban area. And 28.89 per cent of students from rural area and 20 per cent of students from urban area were never used chatting service.

In the case of mailing list, only 16.67 per cent of students from rural area and 30 per cent of students from urban area regularly are regularly using mailing list. Occasional users of mailing list are 18.89 per cent of students from rural area and 10 per cent of students from urban area. And 61.11 per cent of students from rural area were never used mailing list.

Table 7 reveals that 33.33 per cent of students from rural area and 50 per cent of students from urban area are regular users of social networking sites. Occasional users of

social networking sites are 4.44 per cent of students from rural area and 20 per cent of students from urban area. And 58.89 per cent of students from urban area were never used social network sites.

**Purpose of using blog by the postgraduate students.**

There are various purposes in using blog by postgraduate students and the major purpose behind the use of blog is an important criteria. Here an attempt has been made by the investigator to find out the purpose of using blog by postgraduate students. The details are shown in the Table 8

**Table 8**  
**Purpose of using blog**

Purpose	Rural		Urban		Total	
	No.	%	No.	%	No.	%
Reading	30	33.33	6	60	36	37.11
Posting article	8	8.89	1	10	9	9.27
To subscribe RSS	-	-	-	-	-	-
Non users	49	54.44	3	20	52	53.60

Table 8 reveals that more than half of the postgraduate students (53.60 per cent) are non-users of blog. And the users who are using blog are mostly for reading purpose (37.11 per cent). Only 9.27 per cent of postgraduate students are using it for posting article.



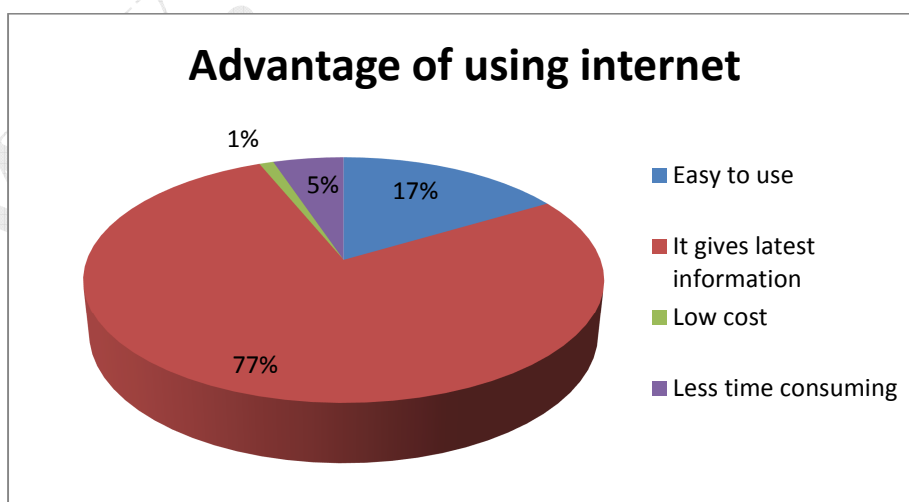
**Advantage of using internet**

Postgraduate students of Government Brennen College were asked to specify their main advantage in using internet services. The details are given in the Table 9.

**Table 9**  
**Advantage of using internet services**

Advantages	Rural		Urban		Total	
	No.	%	No.	%	No.	%
Easy to use	15	17.24	1	10	16	16.49
It gives latest information	68	78.16	7	70	75	77.32
Low cost	-	-	1	10	1	1.04
Less time consuming	4	4.60	1	10	5	5.15

The Table 9 shows that, the main advantage of using internet services by the postgraduate students is that it gives latest information. Only a few (16.49 per cent) specified it is easy to use. Only 5.15 per cent of students’ specified internet is less time consuming. The diagrammatic representation of Table 9 is given in the Figure 3.



**Figure 3: Advantage of using internet**

### Adequacy of internet services in satisfying the educational needs of students

Postgraduate students of Government Brennen College were asked to opine whether the internet services are satisfying their educational needs. The details are given in the Table 10.

**Table 10**  
**Adequacy of internet services in satisfying the educational needs**

Opinion	Rural		Urban		Total	
	No.	%	No.	%	No.	%
Satisfied	10	100	87	87	97	100
Not satisfied	-	-	-	-	-	-

From the Table 10, it is very clear that the internet services are satisfying the students' educational need.

## Hindrance faced while accessing the internet

The details of hindrance faced while accessing the internet by the postgraduate students are given in Table 11.

**Table 11**  
**Hindrance faced while accessing the internet**

Hindrance	Rural		Urban		Total	
	No.	%	No.	%	No.	%
Slow access speed	40	45.98	5	50	45	46.39
Difficulty in finding relevant information	18	20.69	2	20	20	20.61
Overload of information on the internet	16	18.39	-	-	16	16.49
Lack of time	10	11.49	3	30	13	13.41
Electricity power failure	3	3.45	-	-	3	3.09

From the Table 11, it is evident that majority of the postgraduate students from rural area and urban area face the problem of slow access speed. A few students (3.09 per cent) opined they face the problem of electricity power failure. Some of the students (13.41 per cent) face the problem of lack of time. 20.61 per cent of students are facing difficulty in finding relevant information. And 16.49 per cent of students opined that the overload of information on the internet is a hindrance for them while accessing the internet.

Overall analysis shows that majority of the postgraduate students face the problem of slow access speed.

**Satisfaction with the internet facilities provided by college internet section**

The postgraduate students of Government Brennen College were asked to specify whether they are satisfied with the internet facilities provided in the college internet section.

The details are given in Table 12

**Table 12**  
**Satisfaction with the internet facilities**

Nature of replay	Rural		Urban		Total	
	No.	%	No.	%	No.	%
Fully satisfied	22	25.29	3	30	25	25.77
Partially satisfied	57	65.52	7	70	64	65.98
Least satisfied	5	5.75	-	-	5	5.16
Not satisfied	3	3.44	-	-	3	3.09

From the Table 12, it is clear that majority of the postgraduate students (65.98 per cent) are partially satisfied with the internet facilities provided in the college internet section, only 25.77 per cent of students are fully satisfied. Some students (5.16 per cent) are least satisfied and only a few students (3.09 per cent) are not satisfied with the internet facilities provided in the college internet section.

Analyses revealed that majority of the postgraduate students are partially satisfied with the internet facilities provided in the college internet section.

## Major findings

Following are the major findings of the study:

1. All the students from urban area in Government Brennen College are users of internet.
2. A few students from rural area in Government Brennen College are non-users of internet.
3. Majority of the postgraduate students of Government Brennen College are users of internet.
4. Most of the postgraduate students browse internet 2-3 times in a week.
5. A large number of students from urban area are frequent users of internet when compared to students from rural area.
6. With regard to the purpose of using internet services, a large majority of students are using internet services for academic purpose.
7. The information available in internet is moderately adequate to the majority of postgraduate students.
8. With regard to awareness of internet services/tools, all the postgraduate students from urban area are aware about e-mail, www and search engine.
9. Few of the postgraduate students from rural area are not aware about e-mail, www and search engines.
10. Students from urban area are more aware about the internet services and tools than the students from rural area.

11. Students from urban area are using internet services regularly than the students from rural area.
12. Regular use of blog by students is comparatively very less.
13. The purpose of using blog is mainly for reading.
14. The main advantage of using internet services by the postgraduate students is that it gives latest information.
15. Internet services are satisfying the educational needs of students.
16. Slow access speed is the main hindrance faced by the postgraduate students while accessing the internet.
17. Majority of postgraduate students are partially satisfied with the internet facilities provided in the college internet section.

### **Suggestions for improving the internet services provided by the college internet section**

With the help of analysis concluded the investigator rises to put forward the following suggestions for improving the internet services provided by the college internet section. The suggestions are following

1. The internet facility provided by the college internet section should be free of payment for the students.
2. Increase the number of computers.
3. Appoint more teachers in college internet section.
4. Proper training should be provided for using internet services.

## Conclusion

The investigator has tried to study the use of internet services by the postgraduate students of Government Brennen College, Thalassery. The main purpose of using internet by the postgraduate students is for fulfilling their academic needs. It is identified that Google is the most popular search engine. Slow access speed is the main problem students' encounter while searching and accessing the internet. The study reveals that students from urban area are using internet more than the students from rural area.

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