USE OF E-RESOURCES BY THE STUDENTS AND RESEARCHERS: WITH SPECIAL REFERENCE TO FACULTY OF ARTS, B.H.U., VARANASI

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Abstract:

The main objective of this paper is to find out the use of electronic resources by the students and researchers: with special reference to faculty of arts, B.H.U, Varanasi. A printed version of the questionnaire was distributed in the respective faculty among students and researchers of BHU. To analyze the influence of demographic information on overall satisfaction on e-resources simple frequency were carried out. The results showed that students and researchers are highly satisfied with the use e-resources. They identified some of the issues related to e-resources. These constraints do affect e-resources use in a Banaras Hindu University. However, these constraints are mainly related to the poor IT infrastructure and limited access to internet and e-resources, which may also lead to other constraints such as an unwillingness to use the e-resources regularly and consequently slight satisfaction with such resources.

Keywords: E-resources, Use pattern, Student use, Banaras Hindu university

Introduction

The extensive use of information and communication technologies (ICT), particularly the internet and web, has brought major changes in the way information is generated, stored and accessed. With the rapid growth and use of the internet and web-based technologies, publishing and distribution of information resources in digital format has become familiar (Ahmed, 2013). Internet has become an inevitable prerequisite for every institution of higher learning (Bhat & Mudhol, 2014). The library as an organization which collects information from diverse locations and process, preserve and finally make it available to the user community. By providing quick and effective services to the users without further delay it is the main of the library (Ayiah & Kumah, 2011). In recent pasts, internet and e-resources has emerged as a powerful educational information means that has been spread technological literacy and given people all over the world fast access to vast amount of

resources. Now students and researchers can easily communicate with each other, as well as accessing library catalogues, bibliographic databases, and other academic resources become very easy. At the present time academic libraries have changed in terms of services, collection of information and sharing information universally because of the advancement in internet and e-resources. India is also no exception of these technologies. Most of the libraries in any organisations in India finally modernizing the tools of learning as well as process of teaching, learning, research and also they have change the way of providing and sharing information to their user community through these technology driven service.

Higher Education

University is the core of higher education to transmit knowledge and understanding of ideas and values to students and researchers through various intellectual means. Library is an important instrument in this process. It library is the heart of every university as it supports teaching, learning and research and development activity. Libraries now moved from traditional resources to more dynamic and flexible E-resources. Banaras Hindu University Library is ahead of many other libraries in the country as it has the access to huge amount of E-resources. Understanding the positive impact on cost effectiveness of these e-resources, this benefited target group and its purpose. This study has been taken to see the use of electronic resources by the students and researchers: with special reference to faculty of arts, B.H.U, Varanasi.

Literature Review

Singh & Khan (2015) revealed that majority of users visited the libraries web sites and used the library resources and services. It was further revealed that the users preferred the electronic format as compared to print format because of it is easy to access, relevant and more information is retrieved and saves at a time. It was concluded that majority of Undergraduate and Postgraduate users preferred to use blogs, social networking sites, e-mail and current journals while, the Research Scholars and Faculty preferred to access back volumes and current issues of e-journals and e-theses. Ajayi, Shorunke & Aboyade (2014) conducted a survey and found that the most commonly used electronic resources amongst the students included e-book, e-journal, and news. 88.68% respondents used the electronic resources very frequently and 90.57% respondents agreed that electronic resources improved their reading habits. 71.17% respondents agreed that they would like to prefer electronic resources to printed resources. It is clear that internet connectivity and inadequate skill to use e-resources is the major obstruction to make best and effective use of e-resources in the library. Bhat & Mudhol (2014) found that 55.63% of the respondents were familiar with the digital resources and used e-mails (39.37%) and internet (34.38%) on daily basis. The study revealed that 71.25% respondents' used digital resources to collect

subject specific information and 49.37% respondents agreed that adequate information can be obtained by using digital resources. It is clear from the study that the respondents found it difficult to access resources because of lack of training and time.

On the other hand, Garg & Tamrakar (2014) observed that the majority of 52 users (63.10%) showed the awareness of e-journals and databases available in the library on the subjects of their study/ research. It is found that 52.66% respondents mentioned that the library asked them their information requirements before selecting the resources for the library. Kumar & Reddy (2014) investigated that the majority of respondents, i.e. 64.52%, preferred the use of e-journals for research work but 54.61% respondents still considered print journals as more important as compared to e-journals. It was clear from the majority of research scholars still they felt that the required information is more available in print journals as compared to   e-journals. Msagati (2014) examined and found the majority of respondent (i.e. 89.7%) mentioned that the purpose of using e-journals is for writing research proposal. It was also found that lack of training is the major obstacle in effective utilization of e-journals. Padma et. al. (2014) observed and revealed that 86.67% of the respondents were aware of the electronic resources and 81.33% of the respondents used the electronic resources. It was clear from the study, that respondents were satisfied with the use of electronic resources. Rani

& Chinnasamy (2014) observed that the majority of students preferred to use OPAC, bibliographic data, online searches and full text resources.

In similar study, Sivathaasan, Murugathas & Chandrasekar (2014) conducted and revealed that attitude of academic staff and students is different in the use of electronic information resources whereas gender wise and age group wise there is no difference in the attitude of respondents towards the use of electronic information resources. Tyagi (2014) reported that majority of scientists of these libraries considered electronic information resources as better substitute to get the updated information than printed material. Adeniran (2013) conducted a study and found majority of students were aware of various electronic resources available in the university. The result shows that 80.9% respondents agreed that electronic resources had an effect on their academic performance. Amusa, Salman & Ajani (2013) observed that respondents made use of electronic resources mainly for professional activities, research and teaching activities. It was clear that inadequate knowledge of e-resources was the major constraint in the use of electronic resources.

Ayele & Sreenivasrao (2013) examined and revealed that respondents were aware of existence of e-library resources and had enough skills to make use of e-library resources and services. Gakibaya, Ikojo-Odongo & Okello-Obura (2013) conducted a survey and found that majority of respondents were aware of electronic information

resources and mentioned that electronic information resources provide more information than print formats. Jotwani (2013) carried a study and revealed that the libraries had adopted web 2.0 to technique to make home page and Web OPAC more interactive. It also revealed that Dspace software had been used by the libraries of IIT Bombay, Kharagpur, Kanpur and Roorkee libraries to create institutional repository whereas IIT Delhi had used e-print software for creating institutional repository.

Sivathaasan & Velnampy (2013) observed that the usage of e-resources had a strong positive association with academic performance of university teachers. It was also found that the use of e-resources increased with the increase of academic performance. Dhanvandan, Essmail & Nagarajan (2012) examined and found that majority of students were leading users of e-resources and maximum numbers of (66%) respondents were satisfied with the available e-resources. It was found that the speed of downloading from internet is very slow. Habiba & Chowdhury (2012) conducted a study and found users preferred electronic resources for up to date information as compared to its counterparts and users were satisfied with the available electronic resources. The major constraints in effective utilization of electronic resources as mentioned by the respondents are the limited access to computers. Owolabi and others (2012) studied and revealed that majorities of teachers always made use of electronic information sources for the

research purpose. The most preferred electronic information source as mentioned by the respondents is Internet as compared to other Electronic Information Sources, i.e., CD-ROM, Databases and OPAC. It also revealed that low band width is the major constraint in accessing the electronic information sources.

Thanuskodi (2012) expressed that maximum numbers of users were aware of e-resources and accessed the e-resources either from library website or from publisher's website. It was found that purpose of using e-resources as responded by the majority of users includes writing papers, study course work and research. It was also clear that there were less number of e-resources available in the subject of interest. Bhatia (2011) conducted a survey and revealed that majority of users had good knowledge of IT and e-resources. It was found from the study that the main purpose of accessing e-resources was to keep up to date on subject of interests and knowledge. The major problems faced by the respondents include lack of IT skills and limited access to computers. Gupta (2011) conducted a survey and revealed that faculty and researchers prefer the use of e-journals as compared to print journals. The study further revealed that more than 93% faculty and researchers are aware about the e-journals in their respective subjects. It was also revealed that faculty as well as researchers depend more on open source e-journals rather than subscribed e-journals.

Statement of the Problem

Academic libraries work as support system for research and learning activities to fulfil key objective of the parent organisation. In recent years, academic libraries are facing many challenges like reducing budgets, increased users expectations and rising costs for book purchasing and journal subscriptions (Ke & Chang, 1999). The promising growths of electronic publications are reshaping the nature of collections and the mode of delivery and accessing of information in libraries. The traditional print resources are facing many challenges from their electronic corresponding items in faster and timely delivery of information as well as in improved access (Bandyopadhyay and Chu, 1999). Among various resources for learning, staff and students throughout much of the world can retrieve seemingly endless volumes of information from all over the globe in a short span of time. It appears that the rate of production of electronic materials has exceeded that of print-based publications (Dalgeish & Hall, 2000). In this study investigators will examine some factors that correlate with students' and researchers use of electronic resources. The following research questions were considered for the study:

1. Demographic information such as students, gender and age;
2. Purpose and frequency of use e-resources;
3. Difficulties faced by the students and researchers while accessing e- resources;
4. Types of e-resources used by the students and researchers;
5. Users' satisfaction level with the university e-resources.

For the above question number five, users were asked to evaluate each questionnaire item from 1 ''lowest'' to 5 ''highest'', by using Likert five point scale.

Significance of the Study

The importance of the study relay on use of electronic resources by the students and researchers: with special reference to faculty of arts, B.H.U, Varanasi. This study will attempt to identify which of the variables plays a significant role in the students' use of electronic resources. It will also highlight the problems linked with the use of electronic resources and as such the result of the findings of this study will contribute to the body of knowledge on student's use of electronic resources. It will also be beneficial to academician, researchers, students and professionals who are interested in such study.

Scope of the Study

The study focuses on the use of electronic resources by the students and researchers: with special reference to faculty of arts, B.H.U, Varanasi. Therefore, this study was carried out within the faculty of Arts, B.H.U, Varanasi and the respondents of interest to the study were students and researchers of the faculty of Arts.

Limitations of the Study

This study was restricted to only faculty of Arts, B.H.U., Varanasi as a case study. As a result, the area to which the findings of this study meet the need of all others is the limitation on this study.

Objectives

The main objectives of the present study are to find out the use of e-resources by the students and researchers: with special reference to faculty of arts, B.H.U, Varanasi and to find out the constraints faced by them while accessing the e-resources. The objectives of the study are:

- To examine the awareness about the E-resources among students and researchers;

- To identify the frequency of use of e-resources;

- To study the purpose of using the e-resources;

- To know the different types of e-resources use;

- To find out the difficulties faced by the students and researchers while accessing e-resources;

- To examine the students and researchers satisfaction level of e-resources.

Methodology

Research Design

In this research study descriptive survey method was adopted because it seeks to investigate the use of electronic resources by the students and researchers: with special reference to faculty of arts, B.H.U., Varanasi. The data were collected from the students and researchers of faculty of Arts within B.H.U.

Population for the Study

The approximate population for this study is 222 respondents drawn from the students and researchers of faculty of Arts, B.H.U., Varanasi. Out of these 250 questionnaires, 222 were returned, giving a response rate of (88.8%). Seven questionnaires were rejected due to incomplete answers. As a result, the researchers analyzed 222 responses. The breakdown of the student population is as demonstrated in table 1 below.

Table.1: Population Breakdown for the Study

Level of Study	Population	%
Under Graduate	48	21.62
Post Graduate	114	51.35
Research Scholar	60	27.03
Total	222	100.00

Sample and Sampling Technique

The entire population of the study was Faculty of Arts was used as the sample for the study. In this research study random sampling techniques was chosen.

Research Instrument

The questionnaire titled "use of electronic resources by the students and researchers: with special reference to faculty of arts, B.H.U., Varanasi" was used as the research instrument for this research study. The questionnaire provides data on use of electronic resources by the students and researchers: with special reference to faculty

of arts, B.H.U., Varanasi. It is aimed at answering questions on various aspects of e-resources.

Method of Data Collection

The questionnaire was distributed within the faculty of Arts, B.H.U., Varanasi. The investigators themselves administer the questionnaire one-by-one to the students and researchers and their response collected immediately. This method was preferred to achieve a high response rate.

Method of Data Analysis

Data collected from the respondents were analyzed and tabulated by using frequency counts and simple percentage.

Result and Data Analysis

Demographic Profiles of Users

The demographic profiles of users show designation, gender and age group summarized below that the total 222 users are differently designated in the categories of 'Under graduate' 48(21.62%), 'Postgraduate' 114(51.35%) and 'Researchers' 60(27.03%). The majority of users 154(69.37%) are of male gender compared to female folk 68(30.63%). On the other hand, the age wise break up depict that 71(31.98%) users belong to age group of '18-24 years', followed by 92(41.44%) users in the age group of '25-30' while 59(26.58%) fall in the range of '31-35 years'. As a result majority of the respondents are male designated as postgraduate between 25-30 age groups (Table 2).

Table-2: Demographic information of the user

Variable	Classification	Frequency	Percentage
Student	Under Graduate	48	21.62
	Post Graduate	114	51.35
	Researchers	60	27.03
Gender	Male	154	69.37
	Female	68	30.63
Age	18-24	71	31.98
	25-30	92	41.44
	31-35	59	26.58

Frequency of e-Resources Use

The frequency of e-resources use varies among students and researchers. Table 3 shows that the largest group of students and researchers used library daily 106(47.75%). A significant proportion of students and researchers used e-resources weekly 58(26.13%) followed by Twice or thrice a week 30(13.51%).

Table-3: Frequency of E-Resources Use

Use of E-Resources	Frequency	%
Daily	106	47.75
Weekly	58	26.13
Twice or thrice a week	30	13.51
Fortnightly	5	2.25
Monthly	12	5.41
As and when needed	11	4.95
Total	222	100.00

Awareness of E-Resources Use

The awareness of e-resources reveals that 201(90.54%) users said that they are well known about e-resources followed by 21(9.46%) users expressed that they are not aware about e-resources. It reveals that 201(90.54%) users are aware of e-resources.

Table-4: Awareness of E-Resources Use

Awareness	Frequency	%
Yes	201	90.54
No	21	9.46
Total	222	100.00

Purpose of E-Resources Use

Table 5 indicates that, most of the respondents stated that purpose of using e-resources for study 145(38.06%) followed by assignment 65(17.06%), research work 54(14.17%), writing papers 53(13.91%), updating subject knowledge 46(12.07%) and any other works 18(4.72%). It is reveals that maximum number of users 145(38.06%) used library for study, assignment, research work, paper writing and updating subject knowledge.

Table-5: Purpose of E-Resources Use

Purpose	Frequency	%
For study	145	38.06
Updating subject knowledge	46	12.07
Assignment	65	17.06
Research work	54	14.17
Writing papers	53	13.91
Any other works	18	4.72
Total	381	100.00

Acquiring use pattern of E-resource

Table 6 reveals that acquiring use pattern of e-resources frequency and percentage. Most of the users acquired use pattern of e-resources self 136(51.32%) followed by publisher websites 36(13.58%), orientation programme 34(12.83%), from friends 33(12.45%) and instruction 26(9.81%). It indicates that the majority of the respondents acquired use pattern of e-resources by self learning 136(51.32%).

Table-6: Acquiring use pattern of E-resource

Use Pattern	Frequency	%
Orientation Programme	34	12.83
Instruction	26	9.81
Self	136	51.32
From Friends	33	12.45
Publisher Websites	36	13.58
Total	265	100.00

Preferred location to access e-resources

Table 2 shows the preferred location to access e-resource. It is clear that cyber library 94(35.88%) followed by computer center 68(25.95%), hostel 55(20.99%), Central library 32(12.21%) and other places 13(4.96%). It also reveals that cyber library 94(35.88%) is the most preferred location to access e-resources.

Table-7: Preferred location to access e-resources

Preferred location	Frequency	%
Computer center	68	25.95
Central library	32	12.21
Cyber library	94	35.88

Hostel	55	20.99
Other places	13	4.96
Total	262	100.00

Difficulties faced while accessing e- resources

Table 4 reveals that difficulties faced by the users while accessing e-resources. Most of the users reported that, time taking process 69(27.60%), followed by slow response from server 64(25.60%) and break down of the system 55(22.00%). On the other hand, power outage 40(16.00%) and high cost of surfing time 22(8.80%). It indicates that the majority of the respondents faced difficulties while accessing the e-resources time taking process, slow response from server and break down of the system.

Table-8: **Difficulties faced while accessing e-resources**

Difficulties faced	Frequency	%
Break down of the system	55	22.00
High cost of surfing time	22	8.80
power outage	40	16.00
Slow response from server	64	25.60
Time taking process	69	27.60
Total	250	100.00

Satisfaction level of Accessing E-resources

The respondents were asked to express their satisfaction level with e-resources of central library, B.H.U., Varanasi. Table 9 reveals that 93(41.89%) users were highly satisfied with e-resources followed by satisfied 78(35.14%) and Average 35(15.77%). Whereas, Unsatisfied

11(4.95%) and highly unsatisfied 5(2.25%). It shows that maximum number of users highly satisfied with e-resources.

Table-9: Satisfaction level of Accessing E-resources

Satisfaction Level	Frequency	%
Highly satisfied	93	41.89
Satisfied	78	35.14
Average	35	15.77
Unsatisfied	11	4.95
Highly Unsatisfied	5	2.25
Total	222	100.00

Types of Using E-Resources

The preferences stated by the users on various types of e-resources are as follows, most of the respondents used e-journals 105(25.42%) followed by e-books 84(20.34%), World Wide Web 83(20.10%) and e-thesis 61(14.77%). Whereas, e-magazines 33(7.99%), e-newspaper 27(6.54%) and others 20(4.84%). It reveals from the study that a large number of the respondents used the e-journals, e-books, World Wide Web and e-thesis while the lowest number used others as illustrate in Table 10.

Table-10: Types of Using E-Resources

Types of E-resources	Frequency	%
E-Journals	105	25.42
E-Books	84	20.34
E-Thesis	61	14.77
E-Magazines	33	7.99
E-Newspaper	27	6.54
WWW	83	20.10
Others	20	4.84
Total	413	100.00

Findings and Discussion

- A majority of the respondents are male 154(69.37%), designated as postgraduate 114(51.35%) between 25-30 age groups 92(41.44%).

- A significant proportion of students and researchers used e-resources weekly 58(26.13%) followed by Twice or thrice a week 30(13.51%).

- It reveals that 201(90.54%) users are aware of e-resources.

- It is reveals that maximum number of users 145(38.06%) used library for study, assignment, research work, paper writing and updating subject knowledge.

- It indicates that the majority of the respondents acquired use pattern of e-resources by self learning 136(51.32%).

- It also reveals that cyber library 94(35.88%) is the most preferred location to access e-resources.

- It indicates that the majority of the respondents faced difficulties while accessing the e-resources time taking process, slow response from server and break down of the system.

- It shows that maximum number of users highly satisfied with e-resources.

- It reveals from the study that a large number of the respondents used the e-journals, e-books, World Wide Web and e-thesis while the lowest number used others as illustrate in its respective table.

Conclusion

This research study has observed the use of electronic resources by the students and researchers: with special reference to faculty of arts, B.H.U., Varanasi. It shows that the uses of e-resources are very common among the students and researchers. It also showed that a significant numbers of users are dependent on e-resources to get required, relevant, and up to dated information. The dependency on e-resources is increasing everyday and users of faculty of Arts, B.H.U. are depending much more on e-resources available in electronic forms for their various educational purposes. The use of e-resources benefits the students and researchers to access up to date information. The e-resources in the virtual world signify a large amount of investment of manpower's effort, money and wisdom. Finally it is concluded that users must get familiar with latest e-resources and its search techniques for best exploitation of available electronic information resources.

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