



Users' Opinion towards use of Internet Services in P.G. Centers Libraries Chitradurga City: A Survey

***Dr. Dileep Kumar** B.M. Librarian, R.L. Law College, Davangere Karnataka.

****Sathisha S.H. Librarian,** Sre D Devaraja Urs First Grade College, Honnur, Karnataka.

Abstract

The study describes in brief a survey conducted at Post Graduate Center libraries affiliated to Davangere University Chitradurga city, to find out the use of internet services by faculty members and P.G. Students describing the frequency of using internet, purpose of using internet and problem faced while using internet explains in brief regarding the satisfaction in getting the required information in the Internet, type/s of search engine/s they are using & what type of literature avails in the Internet regularly by the respondents, hence a survey of 260 users of different disciplines was conducted through a questionnaire finally, it concluded that the main intension of the using Internet resources is an academic interest of the users.

Key Words: Internet Services, Search Engines, P.G. Centers Davangere University.

1. Introduction

Global networks of networks make up the Internet. It travels at an astonishing rate. Internet has developed into a vital resource for research, education, and study. Internet is emerging as the single most important phenomenon that offers infinite possibilities by providing a gateway to a vast amount of information at fingertips. Today, the libraries is being transformed into a repository of digital and electronic information resources. In the present higher education system using of internet facility is very essential, it is the responsibility of the higher education institutions to provide internet or networking facility to share and use information resources in their respective library and information centers and its premises. Users of the post graduate students and faculty members can gather their relevant information resources within the short period of time

2. Literature Reviews

Chakraborty, Sahoo and Pal (2021)³ the main aim of the study is to understand the internet usage in higher education institutions. In the survey the researcher found that, majority of the students are using internet for the study purpose ranging between 2-10 hours in a day. In the study the researcher recommended to higher education students should be provided internet infrastructure and laptops and there should be coordination with the policy makers of education service with the educational institutions. **Manjunat and Sampath Kumar (2022)**⁴ the study examined on internet and its applications: the usage among postgraduate students. The present study 67.6% of the students used internet of searching information and chatting (54.9%) the researcher found that 90.1% of the users always used google chrome and internet explorer (34.5%) the study also found that most of the users used internet regularly. **Prakasha and Veerabhasavaiah (2022)**⁵ researcher focused on internet use among UG students to understand the knowledge and skill on internet among the students, to know the available of internet facility, to find the purpose of using internet by the students and the problems faced to access internet by the students. The researcher found 25% of the students have no knowledge on internet, the college has provided internet facility to the users, 68% of the users are using internet ½ hours in a day followed by 71.55% users are not satisfied with e-resource collections and 68% of students are expressed low speed on internet. **Rani, Prince and Kadian (2023)**⁶ the study conducted on secondary school students, objectives of the study to identify the level of internet usage among the secondary school students on the basis of gender and locality & schools. The data was analyzed by using Jamovi software, the researcher findings the result of the study made it clear that students studying in Govt. schools are spending mote time in using internet than the students studying the in private schools. **Kumar and Sudhakar (2023)**⁷ Study focus on impact of social media on PG Students Academic Performance. The objectives of this study is to investigate the impact of social media on PG students in universities and different aspects associated with it, such as using of social media, types of social networks, purpose of using for academic work and so on etc. study describes that, many of the respondents spend an hour or more to visit their social networking sites, many of the users also use the sites more times in a day.

3. Objectives of the Study

1. To know the purpose of using Internet services..
2. To know the place where users uses internet services.
3. To know the usage of different types devices used to gather information.
4. To identify the frequency of using internet for their academic activity.
5. To study the problems faced while using internet by users.
6. To know the satisfaction with the internet service available in their library.
7. To suggest suitable recommendations to improve the services for the benefit of the users.

4. Methodology

To fulfill the objectives of the study the researcher concentrate exclusively the students and faculty members of the P.G. Centers. The researcher has applied survey and observation method and has distributed structured questionnaires for data collection. The questionnaires are distributed randomly to the aforesaid users.

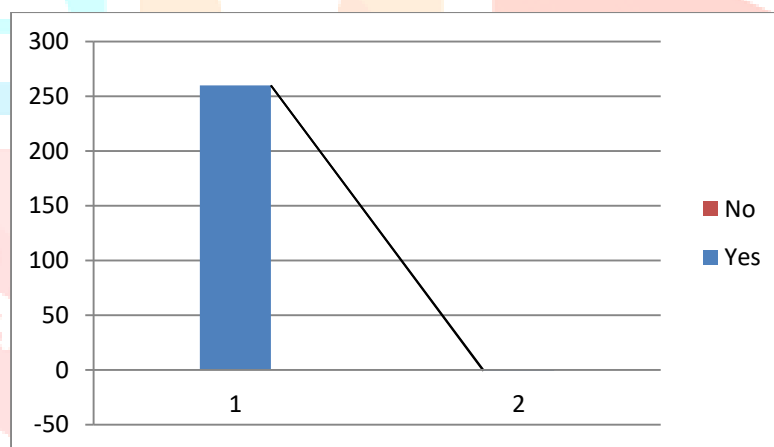
5. Scope and Limitations of the Study

The present study attempts to know the usage of internet and its resources from the Post Graduate center libraries affiliated to Davangere University. The study delimits its scope to students and faculty members of the P.G. Centers Chitradurga City. Further while studying users requirements the scope is restricted to only usage of internet. Resources and services. Nearly 800 faculty members & Students are there at P.G. Centers Chitradurga City. Among them 300 questionnaires were distributed to the faculty members as well as students among them 260 filled questionnaires were returned.

6. Data Analysis and Interpretation

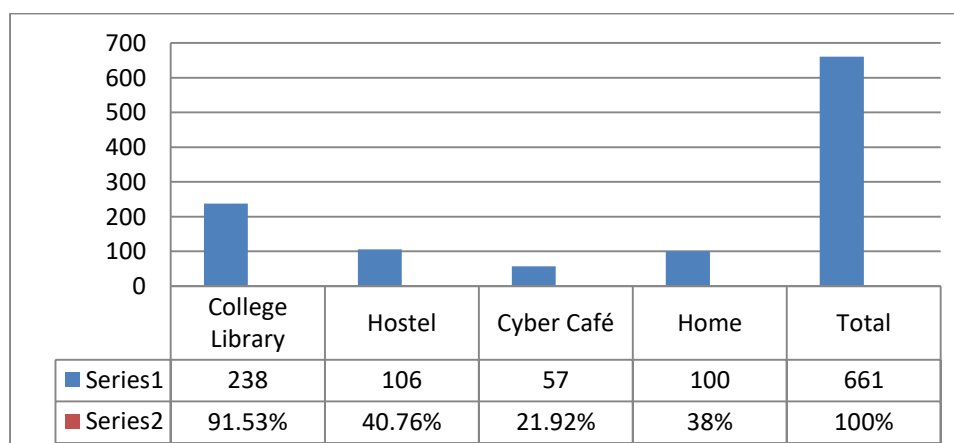
The collected data was analyzed in the following table and chats

6.1 Use of internet.



The above Figure 1 Represents all the users i.e., 260 (100%) users are using internet for the academic purpose.

6.2 Place of using internet.



Note: Total sample exceeds the required size questions are multiple choices

Figure 2 exhibits the place of access to the Internet, 260 (100%) of users using cell phone, followed by 238 (91.53%) users uses college library and 106 (40.76%) users says that, home/hostel is their access place of using internet.

6.3 Using of Gadget to access to internet

Desktop	120	(46.15%)
Laptop	105	(40.38%)
Cellphone	260	(100%)
Tabs	46	(17.69%)

Note: Figures shows in the parenthesis is percentage

Note: Total sample exceeds the required size questions are multiple choices

Table 1 shows that, 260 (100%) of users access internet based resources by their cell phones, followed by 120 (46.15%) users are depend on desktop media.

6.4 Since how long you have been in use of Internet

Sl. No.	Duration	Users	Percentage
1	Less than Six months	15	(5.76%)
2	Six months to one year	11	(4.23%)
3	1-2 Years	28	(10.76%)
4	2-4 Years	114	(43.84%)
5	More than 4 years	92	(35.38%)

Note: Figures shows in the parenthesis is percentage

Table 2 extracts that 114 (43.84%) of the users are using internet since 2-4 years, followed by 92 (35.38%) are using internet more than 4 years. The last that is 11(4.32%) of users using internet from six months to one year.

6.5 Frequency you use Internet resources & services.

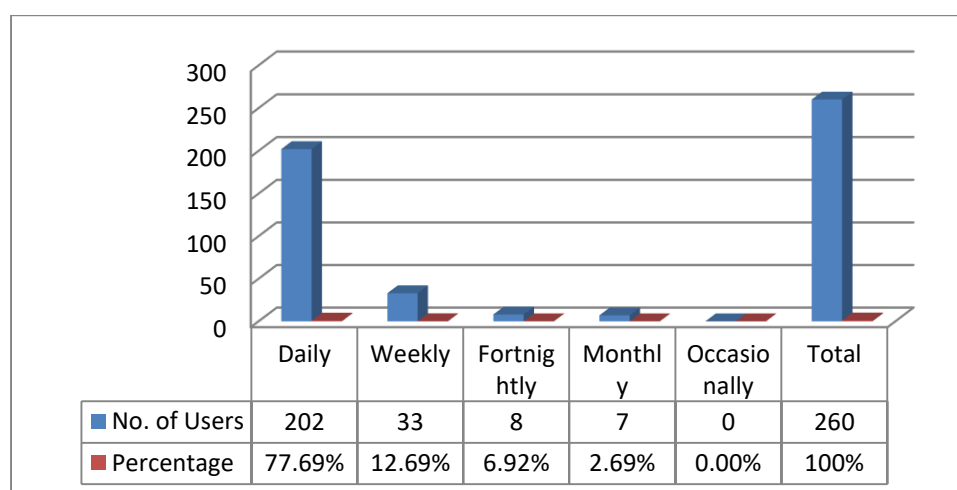


Figure 3. exhibits that, 202 (77.69%) users are using internet daily and 33 (12.69%) of users uses internet weekly for their academic and research activities.

6.6 Interest rate in searching information on Internet.

Interest Rate	No. of Users	Percentage
Highly	188	(72.30%)
Moderately	47	(18.07%)
Slightly	25	(9.61%)
Less interested	00	(0.00%)
Not at all interested	00	(0.00%)

Note: Figures shows in the parenthesis is percentage

Table 3. explore that, 188 (72.30%) users are highly interested, followed by 47 (18.07%) are moderately interested on searching information on internet.

6.7 Purpose you use the internet facility.

Purpose of using internet	No of users	Percentage
E-Mail	139	(53.46%)
Bulletin Boards	78	(30.00%)
Chatting	183	(70.38%)
Access to e-journals	160	(61.53%)
Research/Study Purpose	217	(83.46%)
News Papers & Magazines	114	(43.84%)
Games/ Music	96	(36.92%)
Projects/Seminar Purpose	207	(79.61%)
For Internet phone	44	(16.92%)
Any other	38	(14.61%)

Note: Figures shows in the parenthesis is percentage

Note: Total sample exceeds the required size questions are multiple choices

Table 4 many number such as 217 (83.46%) using internet for research/study purpose, 207 (79.61%) for preparation for project/seminar purpose followed by 183 (70.38%) for chatting followed by 160 (61.53%) using access to e-journals and 139 (53.46%) for e-mail.

6.8 Awareness of several academic newsletters/journals is available free on Internet.

Yes	168	(64.61%)
No	74	(28.46%)
Not Sure	18	(6.92%)
Total	260	(100%)

Note: Figures shows in the parenthesis is percentage

Table 5. Extracted that 168 (64.61%) users are aware, followed by 74 (28.46%) users are not known about several academic newsletters/journals are available in the internet.

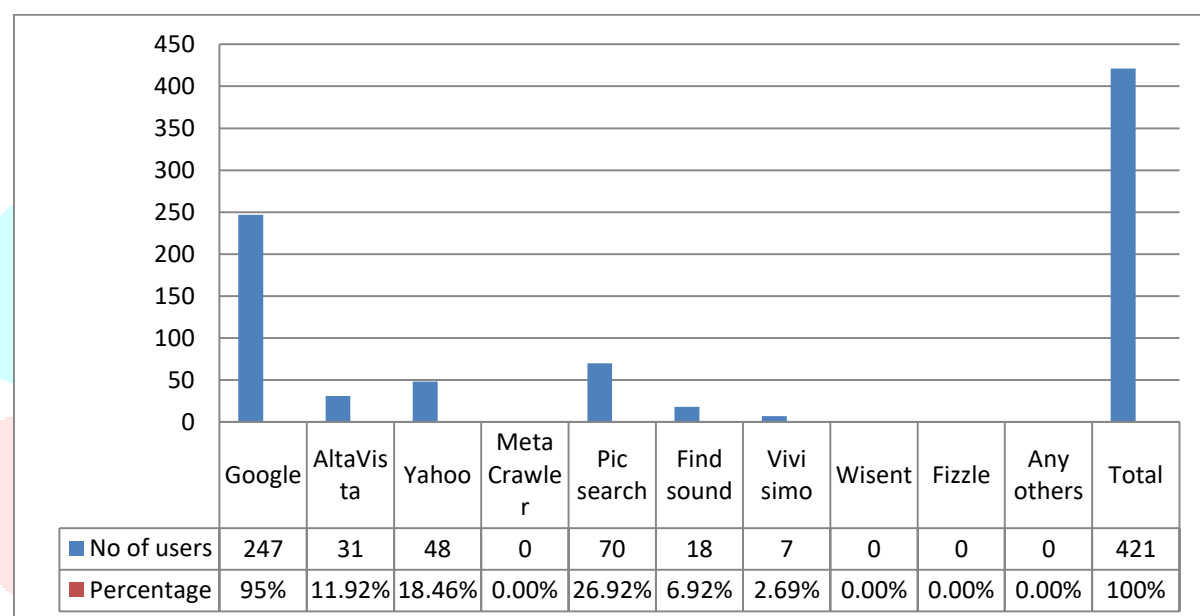
6.9 If yes, rate the usage of such free source on internet.

Rating	No of users	Percentage
Very High	91	(54.16%)
High	55	(32.73%)
Uncertain	19	(11.30%)
Average	03	(1.78%)
Low	00	(0.00%)
Total	168	(100%)

Note: Figures shows in the parenthesis is percentage

Table 6. above table applicable for only 168 users since among 260 (100%) free sources on internet. Followed by 168 user's respondent their awareness about availability of free online sources.

6.10 Use of search engines by the users



Note: Total sample exceeds the required size questions are multiple choices

Figure 4. 247 (95%) users are using google search engine followed by 70 (26.92%) using PicSearch, 48 (18.46%) using yahoo, 31 (11.92%) Alta vista, 18 (6.92%) for Find sound and 07 (2.69%) are Vivi simo are the search engines to gather the information for the academic purpose. Ultimately Meta Crawler, Wisent, Fizzle and other are not using by the said users.

6.11 The benefits of Internet over conventional documents.

Reasons	Rating	Percentage
Time saving	154	(59.23%)
Easy to use	190	(76.07%)
Recent data can be obtained	103	(39.61%)
More informative	127	(48.84%)
Any other	000	(0.00%)
Total	574	(100%)

Note: Figures shows in the parenthesis is percentage

Note: Total sample exceeds the required size questions are multiple choices

In the table 7 190 (76.07%) users says it is easy to use, 154 (59.23%) says time saving remaining 127 (48.84%) users said more informative, using internet over conventional documents.

6.12 Problem faced while using internet

Particulars	Yes	No
Internet speed is low	208 (80%)	52 (20%)
Too long to view/download	179 (68.84%)	81 (31.15%)
Electricity failure	133 (51.15%)	127 (48.84%)
Difficulty in finding relevant information	186 (71.53%)	74 (28.46%)
Less numbers of computers	213 (81.92%)	47 (18.07%)
Privacy problem	144 (55.38%)	116 (44.61%)

Note: Figures shows in the parenthesis is percentage

Table 8. Users expressed their opinion on problems faced while using internet, here 213 (81.92%) said less numbers of computers, 208 (80%) for internet speed is low, 186 (71.53%) difficulty in finding relevant information, 179 (68.84%) too long to view/download, 144 (55.38%) says privacy problem followed by 133 (51.15%) said that, electricity failure.

6.13 Level of satisfaction with the use of Internet.

Satisfaction level	No	Percentage
Fully satisfied	211	(81.15%)
Satisfied	33	(12.69%)
Moderately	16	(6.15%)
Not satisfied	00	(0.00%)

Note: Figures shows in the parenthesis is percentage

Table 9. says that 211 (81.15%) are fully satisfied and 33 (12.69%) are satisfied and followed by 16 (6.15%) are moderately satisfied.

6.14 Co-operation of library staff in searching the required information in internet.

Yes	171	(65.56%)
No	89	(34.23%)

Note: Figures shows in the parenthesis is percentage

Table 10. exhibits that 171 (65.56% of users are satisfied, that library staff are co-operative with the usage in searching the information in the internet.

Findings

1. Out of that 260(100%) users are using internet for their academic purpose.
2. Majority 238 i.e., 91.53% of users opted college library for using internet services.
3. It is very astonishing to know that cent percent (260) of users using cell phone for internet use.
4. Average duration of using internet by the users various from less than 6 months to more than 4 years. Majority 144 (43.84%) users were using since 2 to 4 years. It shows they are well users of internet.
5. The 77.69% of users uses internet on daily basis.
6. Regarding internet rate of searching information from internet 72.30% of the total users have rated 'Highly' interest.
7. The purpose of using internet resources are different from one user to another. Majority 79.61% of the users uses internet for their projects/seminar purpose and 83.46% users uses for research and study purpose. Some of users i.e., 70.38% are using 'chatting purpose.
8. Majority 168 (64.61%) users well known about freely available academic newsletters/journals in internet.
9. Of the total users 54.16% very highly rated the usage of online free sources.
10. Google and search engines are considered as the most sought after search engines by 95% and 26.92% of the total users respectively.
11. Majority 190 (76.07%) of users feels that, 'internet is easy to use' for gathering required information, follows by 154 (59.23%) of users feels that, 'internet is time saver,
12. While using internet the most common problem faced by the users one less member of computer in their college library/computer lab, it is represent with 213 (81.92%) of total users.
13. Majority 211 (81.15%) of all users are fully satisfied with internet usage.
14. Majority 171 (65.56%) users are very happy that, library staffs are co-operative with the users in searching the information.

Suggestions

Based in the findings and observation of the study the following suggestions are recommended to improve the use of internet resources and services.

1. More computers with latest specifications and multimedia kit should install, so that users can use internet phone, video conferencing and other useful services of the internet.
2. The problem of electricity failure/slow connectivity should be overcome by UPS facility and high bandwidth facility.
3. Some orientation program should be organized by the library staff at regular intervals. So that maximum users can improve their proficiency in the use of the internet as well as digital sources and services for their academic purposes.
4. Information regarding the popular and the latest URLs should be display in the notice board in the Digital library/internet center.
5. All the academic news should be provided at the college website and it should be regular updated.
6. Users study may be covered out from time to time with a view to determine the need of users.

7. To utilize the resources an internet to its maximum, it is necessary to make the users well versed in the surfing and browsing on the net, short term courses should be conducted, this will help the users to know various developments and searching techniques for accessing the desired information.

Conclusion

The internet has become the information worlds obsession, posing many strategic and researching questions for information users, professionals and information industries. The present study clearly shows that, the users of the P.G. Center are use the internet for their academic purpose and accessibility of information makes the uses to use internet frequently. This study helps the concerned authorities to develop the internet facilities based on the users suggestions.

Reference:

1. Lohar, M. S. and Roopashree T.N. (2006) Use of electronic resources by faculty members in BIET Davangere: A survey, *SRELS Journals of Information Management*. Vol. 43 (1) pp 101-112.
2. Lohar M.S and Sathisha S.H. (2007) Use of internet services by the Post Graduate students in JJM Medical College of Davanngere: A survey, *Paper presented at the EMPI Digital Library National Convention, New Delhi*.
3. Dileep Kumar B.M. and Divyananda K. (2019) Attitudes of post graduate students of Davangere University among th use of library resources: A study. *Jurnal of Library and Information Communication Technology*. Vol. 8 (1) pp 9-16
4. Chandrima Chakraborty, Indrajit Sahoo and Dipyaman Pal (2021) Internet usage by higher education students: insights from eastern India. *Journal of Huaxhong University of Science and Technology*. Vol. 50 (5) pp 1-12
5. Manjunatha G. & Sampath Kumar B.T. (2022) Internet and its applications: the usage among postgraduate students. *International Journal of Advance and Applied Research*. Vol. 10 (1) pp 276 - 281
6. Prakasha S.N. and M Veerabasavaiah (2022) Internet use by UG students of Dr. M.G.R. fisheries college and research institution, Thalainayeru, Tamil Nadu. *Journal of Indian library association*. Vol. 58 (4) pp 53-61.
7. Ritu Rani., Prince and Romi Kadian (2023) A study of internet usage among secondary school students in telation to gender, locality and types of schools. *International Journal of Multidisciplinary Educational Research*. Vol. 12. No. 1(5) pp 59-66
8. B. Veena Kumari and E Sudhakar (2023) Impact of social media on PG students' academic performance: A study. *International Journal of Creative Research Thoughts (IJCRT)* Vol. 11 (10) pp 461-468.