USE AND USER PERCEPTION OF ICT BASED RESOURCES AND SERVICES IN G.T.N ARTS COLLEGE DINDIGUL: A STUDY

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ABSTRACT

This paper highlights the mode of learning to access electronic resources, purpose of using electronic resources, time spent for accessing e-resources, experience in using electronic resources and satisfaction level of using electronic resources by the library users of G.T.N Arts College, Dindigul, Tamilnadu. The data were collected from 193 UG and PG students selected using convenience sampling method with the help of a well structured questionnaire. The study reveals that : Out of 193 respondents, 34(17.62%) of them learn to access ICT resources by self-learning and trial and error method while 63(32.64%) respondent's learn through formal training programs like short term courses, workshops etc. 46 (23.83%) respondents are using ICT based resources for two years while 34(17.62%) respondents are using them since one year. The respondents have top priority (13.47%) for the use of ICT based resources for research purpose followed by 19(9.84%) for finding relevant information. 43(22.28%) respondents are very much satisfied with the ICT based resources whereas 56(29.02%) respondents are satisfied with the ICT based resources.

KEY WORDS:

Information and Communication Technology, E-Resources, G.T.N. Arts College.

INTRODUCTION:

Libraries are the repositions of knowledge and integral part of education. Information Technology has helped the library and information science professionals in conquering space and time and rendered it possible to retrieve information from any corner of the world instantaneously and provide it to users efficiently and effectively. Libraries subscribe to various bibliographic and full text data base, which are of interest to the users. There is need for electronic resources with respect to journals, standards and patents. Information and communications technology (ICT) is having a major impact on materials for research. It can provide novel or enhanced forms of research resource, as 'E-Resource' and is changing the shape both of primary resources like texts, images and data, and secondary resources like catalogues.

OBJECTIVES OF THE STUDY

The objectives of the study are:

1. To study the purpose of using ICT based resources among the users
2. To identify the experience in using ICT based resources by the users
3. To study the time spent for accessing ICT based resources among the users
4. To find out the satisfaction level of using ICT based resources among the users

DATA COLLECTION

Primary data were collected through a structured questionnaire, which was distributed among the respondents - Library readers - of G.T.N. Arts College, Dindigul. The questionnaire contained open-ended questions and it also incorporated various parameters that were identified for analysing those parameters.

SAMPLE SIZE

The sample size consists of 193 respondents who had used Library. Convenience sampling technique was used for a period of 2 months (September–October 2016).

RESEARCH DESIGN

Question-wise analysis was carried out with the help of Microsoft Excel Workbook and SPSS version 20.0. The questionnaire was based on difference variables, which were considered to be significant while using college Library. Some analytical techniques like tables, percentages were used to analyse the collected data.

DATA ANALYSIS AND DISCUSSION

The collected data were classified and tabulated according to the objectives and hypothesis stated. For proper arrangement of the data, a master table was prepared by help of percentages and averages.

Table 1 Distribution of Respondent's Mode of Learning to Access ICT Based Resources

Learning Status	Courses		TOTAL
	UG	PG	
Self –Learning, Trial and Error	24 12.44%	10 5.18%	**34 17.62%**
Formal Training Programs Like Short Term Courses, Workshops, etc	43 22.28%	20 10.36%	**63 32.64%**
Guidance From Library Staff	5 2.59%	5 2.59%	**10 5.18%**
By Reading Books, Articles on The ICT	18 9.33%	9 4.66%	**27 13.99%**
Online Instruction	7 3.63%	4 2.07%	**11 5.70%**
Assistance from Colleagues or Friends	32 16.58%	16 8.29%	**48 24.87%**
Total	**129 66.84%**	**64 33.16%**	**193 100.00%**

Source: Primary data

Table 1 shows the distribution of respondent's mode of learning to access ICT based Resources. Out of 193 respondents, 34(17.62%) of them learn to access ICT resources by self-learning and trial and error

method; while 63(32.64%) respondent's learn through formal training programs like short term courses, workshops etc;. 10(5.18%) respondents learn to use ICT based resources getting guidance from library staff; 27(13.99%) respondents learn through reading books and articles on the ICT ; 11(5.70%) respondents learn through online instruction and 48(24.87%) respondents with the help of guidance from their colleagues and friends.

Table 2 Distribution of Respondent's Experience in Using ICT Based Resources

Experience	Courses		TOTAL
	UG	PG	
Less than One Year	14 7.25%	6 3.11%	**20** **10.36%**
One Year	23 11.92%	11 5.70%	**34** **17.62%**
Two Years	31 16.06%	15 7.77%	**46** **23.83%**
Three Years	35 18.13%	17 8.81%	**52** **26.94%**
More than Three Years	26 13.47%	15 7.77%	**41** **21.24%**
Total	**129** **66.84%**	**64** **33.16%**	**193** **100.00%**

Source: Primary data

      Table 2 shows the distribution of respondent's experience in using ICT based resources. It could be noted that out of 193respondents, 46 (23.83%) respondents are using ICT based resources for two years; 34(17.62%) respondents are using for last one year; 52(26.94%) respondents are using for past three years; 41(21.24%) respondents are using for more than three years, and 20(10.36%) respondents are using ICT based resources less than one year.

      Table 3 shows the purpose of using ICT based resources by the respondents. It is identified from the table that the respondents have top priority (13.47%) for the use of ICT based resources for research purpose followed by 19(9.84%) for finding relevant information; 23(11.92%)for study ; 20(10.36%) for paper presentation in the seminars; 26(13.47%)for keeping up-to-date information and 41(21.24%)for publishing articles and books.

Table 3 Distribution of Respondent's Purpose of Using ICT Based Resources

Purposes	Courses		TOTAL
	UG	PG	
Study	16 8.29%	7 3.63%	**23** **11.92%**
Research Purpose	17 8.81%	9 4.66%	**26** **13.47%**
Finding Relevant in the Area of Specification	11 5.70%	8 4.15%	**19** **9.84%**
Keeping Up –to-Date Subject Information	13 6.74%	13 6.74%	**26** **13.47%**
Publishing Articles & Books	31 16.06%	10 5.18%	**41** **21.24%**
Paper Presentation in the Seminars	11 5.70%	9 4.66%	**20** **10.36%**
UGC National Eligibility Text (NET)	30 15.54%	8 4.15%	**38** **19.69%**
Total	**129** **66.84%**	**64** **33.16%**	**193** **100.00%**

Source: Primary data

Table 4 Distribution of Respondent's Satisfaction Level of Using ICT Based Resources and Services

Level of Satisfaction	Courses		TOTAL
	UG	PG	
Very Much Satisfied	33 17.10%	10 5.18%	**43** **22.28%**
Satisfied	43 22.28%	13 6.74%	**56** **29.02%**
Somewhat Satisfied	23 11.92%	21 10.88%	**44** **22.80%**
Dissatisfied	30 15.54%	20 10.36%	**50** **25.91%**
Total	**129** **66.84%**	**64** **33.16%**	**193** **100.00%**

Source: Primary data

Table 4 shows the satisfaction level of using electronic information resources among the respondents. It could be noted that out of 193 respondents, 43(22.28%) respondents are very much satisfied with the ICT based resources; 56(29.02%) respondents are satisfied; 44(22.80%) respondents are somewhat satisfied and the remaining 50(25.91%) respondents are dissatisfied with electronic information resources. Hence the study indicates that the majority of the academic communities are satisfied with the ICT based resources.

CONCLUSION

It is observed from the study that most of the respondents have used ICT based resources and services for their research & study purpose. The findings of the distribution of the respondents' satisfaction level of using ICT based resources and services reveal the fact that majority of respondents are satisfied. The findings of this survey conclude that the library users need to improve their IT skills to make maximum use of ICT based resources for their learning and research and study purpose.

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