

# Information Seeking Behaviour of College Students under Dibrugarh University with special reference to Golaghat and Dibrugarh District of Assam: A study

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## Abstract:

Information seeking behaviour refers to the path Individuals articulate their information needs, evaluate and use of information. Academic library has been playing a vital role in gathering their information needs efficiently. The main purpose of the study is to examine different aspects of information seeking behavior and specifically the information needs and seeking behavior of college Students in Golaghat and Dibrugarh District. A survey method along with random sampling technique was used for the study. It was used a well-prepared questionnaire for data collection along with observations and informal interviews. Some of 200 questionnaires were distributed, out of which 190 questionnaires received with response rate of 95%. The study indicate that guidance in the use of library resources and services and updating the libraries is important to help academic information needs and seeking behaviour of college students in Golaghat and Dibrugarh District.

**Keywords:** Information Seeking Behaviour, Students, College library, library resources, e-resources, Information needs

## 1. Introduction:

Higher Education has become a comprehensive and well-rounded development in the life of the students. Advance education system and the change of technology requirements and demands of users are increasing day by day in a rapid way. Information is very much necessary for the development of human society. To obtain information is a basic work that is done by all people and utilized through a particular nature. Information also helps us in educational purpose in gaining more interest in our academic fields. Information seeking behavior is a long term which describes a number of actions that a person takes to describe the needs of information, calculate and choose information and at last uses the information to satisfy the needs of information. Different reasons may state the information seeking behavior of a person or a group of persons. That is why information seeking behavior is desirable to understand the importance for which information is required. In college libraries students are important users of library resources and they used different varieties of information sources to get their information needs.

## 2. Statement of the problem:

Without problem no research has been done. In the field of Information Seeking Behavior of college students of Golaghat and Dibrugarh District have various problems which are taken into account through this study. After reviewing the published literature in the field of Information Seeking Behavior of College Students in Golaghat and Dibrugarh District, investigators find that there is no any study in the topic. So, the present study is an earnest attempt to find out the real situation that prevails in the major college libraries of Golaghat and Dibrugarh District.

## 3. Scope of the Study:

Colleges are considered as institutions of higher learning. College Libraries has been playing an important role in supplementing the higher education and research. Now, the college libraries are changing information environment and facing problems in generating resources. There are challenges which arise to meet the user requirements information needs. The present study about the Information Seeking Behavior of College Students in Golaghat and Dibrugarh District, Assam has a wide scope as well as limitation also. The area covered under the study is limited to the ten college libraries of Golaghat and Dibrugarh District.

## 4. Review of Literature:

Different types of documents including print and non print literature have been searched for getting ideas, concept and required information. Following little literature may be mentioned

Poongodi and Santhi., (2017), examine information seeking behavior among Students in Selected Arts & Science Colleges at Salem District affiliated to Periyar University-A Case Study. The results reveal that the students rely more frequently on text books than reference books and journals.

Fatima, N., & Ahmad, N.,(2008).Information Seeking Behaviour of Students at Ajmal Tibbiya College, Aligarh Muslim University: A Survey investigated the several issues related to the study such as information use, level of

users’ satisfaction, problems tackled by students while seeking information and help to the college libraries in building their library collections.

Kuhlthau, C. C., (1993). Seeking Meaning: A Process Approach to Library and Information Services

This book defined a new process approach to library and information services. It deals with model of the information search process.

Laloo, Bikika Tariang., (2002). Information Needs Seeking Behavior and Users.

This book deals with seeking behavior as an individual’s way and manner of gathering and sourcing for information for personal use, knowledge updating and development information.

Bhatt, R. K., (2009). Information Systems. This book deals as information are the product of certain element of the information use environment. He described about information behavior of different groups of people also is different.

Eswaramma, K. (2021) in his study on the topic, Information Seeking Behavior Among Women Students in Digital Environment: A Study in Government Degree Colleges in Kurnool District, Andhra Pradesh explain that Information seeking behaviour is the purposive seeking for information as a consequence of a need to satisfy some goal. In the course of seeking, the individual may interact with manual information systems (such as a newspaper or a library), or with computer-based systems (such as the Web). From the study he concluded that 84.6% of the respondents are using electronic facilities and services regularly for the purpose of academic information, followed by 40.3% entertainment information, 34.8% spiritual information, 25.9% health information, 19.5% general information 15.1% sports & games information and 8.5% cultural activities information.

**5. Objectives of the study**

The precise objectives of the study were:

- 1.To study the information needs of college students of Golaghat and Dibrugarh Districts.
- 2.To study their library visit pattern.
3. To study the level of satisfaction on library collection.
- 4.To study their determination and information gathering behavior.

**6. Methodology:**

The study was conducted through questionnaire-based survey. A Structured questionnaire was distributed among 200 college students of Golaghat and Dibrugarh District. Out of 200, 190 filled in questionnaires were returned by the students with the response rate of 95%. The collection data were analyzed to recognize college student’s information needs, their information seeking behavior and various information sources for updating themselves in their different field of information.

**7. Data Analysis**

**7.1. Questionnaires Distribution and Responses Received (95)**

Table 1: Distribution of questionnaires to Colleges of Golaghat and Dibrugarh District

Sl. No.	Questionnaire	Golaghat District					Dibrugarh District					Total
		DRC	GCC	FC	DKDC	KC	DC	DGC	NC	DHSKCC	NC	
1.	Distributed	20	20	20	20	20	20	20	20	20	20	200
2.	Not Received	1	1	2	0	1	0	2	0	1	2	10
Total Received		19	19	18	20	19	20	18	20	19	18	190

DRC= Debraj Roy College, GCC= Golaghat Commerce College, FC= Furkating College, DKDC= Dergaon Kamal Dowerah College, KC= Kamargaon College, DC= Duliajan College  
 DGC= Duliajan Girls’ College, NC= Naharkatiya College, DHSKCC= DHSK Commerce College, NC= Namrup College

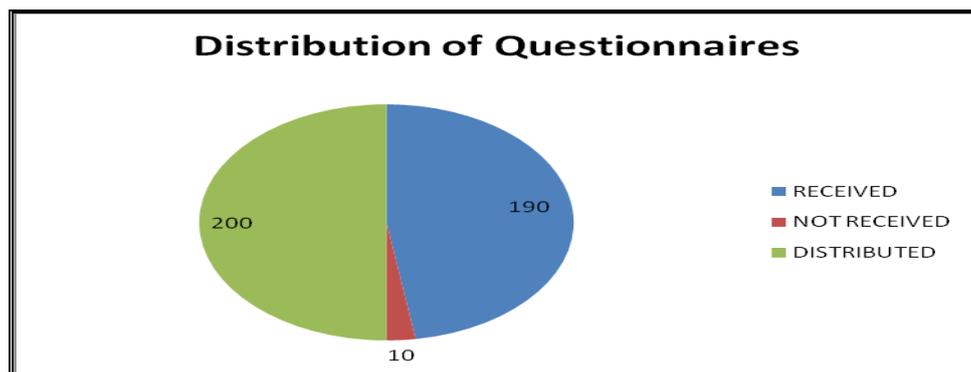


Figure 1: Distribution of questionnaires to Colleges of Golaghat and Dibrugarh District

Table 1 shows that a total of 200 questionnaires were distributed to the respondents. Out of 190 filled questionnaires were received. The overall response is 95% and 10 questionnaires were not received. So, only 190 questionnaires are selected for the study.

7.2 Table 2: Semester Wise Distribution of Respondents

Sl. No.	Category	Golaghat District					Dibrugarh District					Total
		DRC	GCC	FC	DKDC	KC	DC	DGC	NC	DHSKCC	NC	
1	1 <sup>st</sup> Semester	3	5	4	12	4	5	4	7	3	5	52 (27.37%)
2.	3 <sup>rd</sup> Semester	5	7	5	4	6	5	6	7	7	5	57 (30%)
3.	5 <sup>th</sup> Semester	11	7	9	4	9	10	8	6	9	8	81 (42.63%)

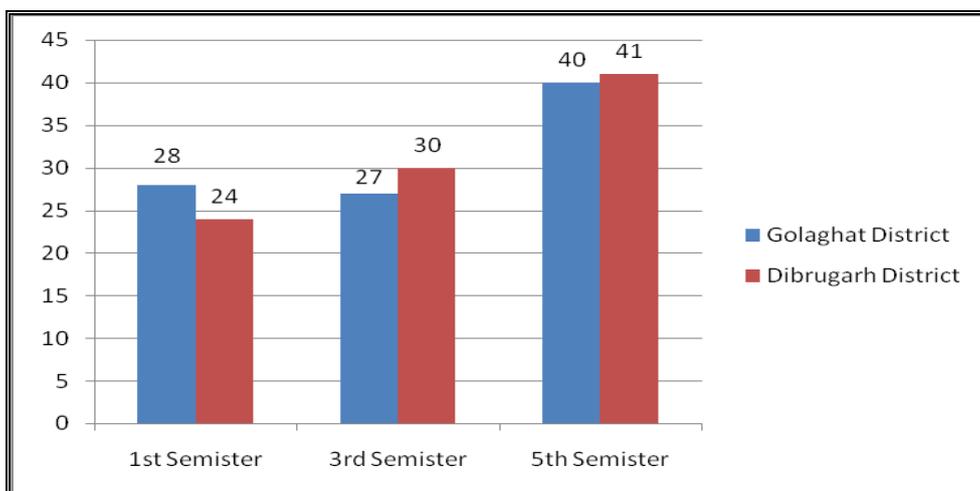


Figure.2 Semester Wise Distribution of Respondents

Table 2 reveals that out of 190 respondents, 52 1<sup>st</sup> Semester (27.37%), which is followed by 57 respondents (30%) are 3<sup>rd</sup> Semester and 81 respondents (42.63%) belongs to the category of 5<sup>th</sup> Semester College Students of Golaghat and Dibrugarh District.

7.3 Table.3 Library Visit Pattern

Sl. No.	Category	Golaghat District					Dibrugarh District					Total
		DRC	GCC	FC	DKDC	KC	DC	DGC	NC	DHSKCC	NC	
1	Daily User	5	4	8	13	15	7	5	8	9	6	80 (42.11%)
2	Several times in a week	9	7	5	5	4	5	3	5	2	5	50 (26.32%)
3	Several times in a month	2	3	2	2	0	4	8	2	5	4	32 (16.84%)
4	Once in a month	1	2	1	0	0	2	1	3	3	0	13 (6.84%)
5	Irregular	2	3	2	0	0	2	1	2	0	3	15 (7.89%)

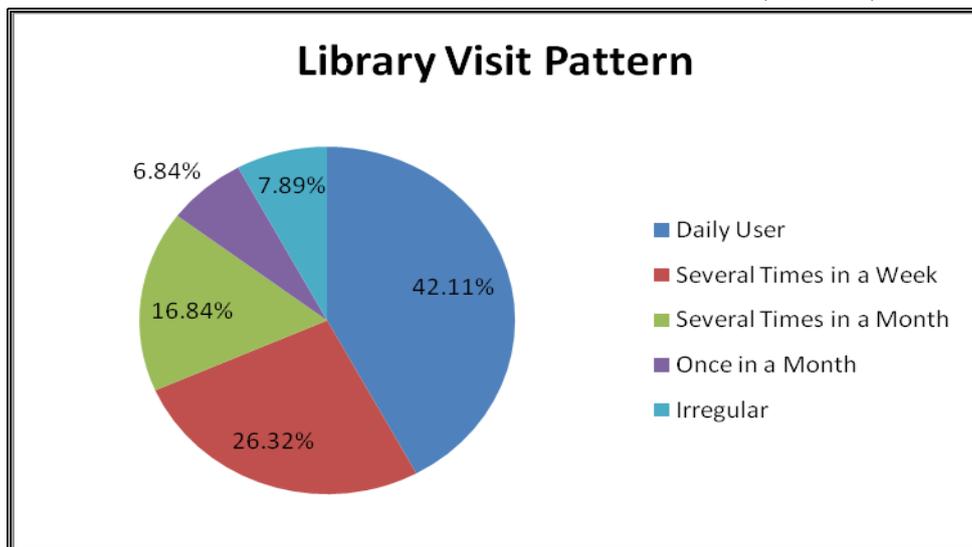


Figure 3. Library Visit Pattern

Table 3 indicates that out of 190 respondents about 80 respondents (42.11%) visits library daily, which is followed by 15 respondents (7.89%) irregular to visit the library. 50 respondents (26.32%) who visits library Several times in a week, 32 respondents (16.84%) visits library several times in months and 13 respondents (6.84%) visits library once in a month of College Students in Golaghat and Dibrugarh District.

7.4 Table 4. Mode of Searching Information in the Library

Sl. No.	Mode of Searching	Golaghat District	Dibrugarh District	Total
1.	Direct go to stack area	40	45	<b>85 (44.74%)</b>
2.	Consult with the library staff	15	10	<b>25 (13.15%)</b>
3.	Consult with the friends	20	21	<b>41 (21.58%)</b>
4.	Using OPAC	5	4	<b>9 (4.74%)</b>
5.	Using Card Catalogue	2	0	<b>2 (1.05%)</b>
6.	Browsing Internet	13	15	<b>28 (14.74%)</b>

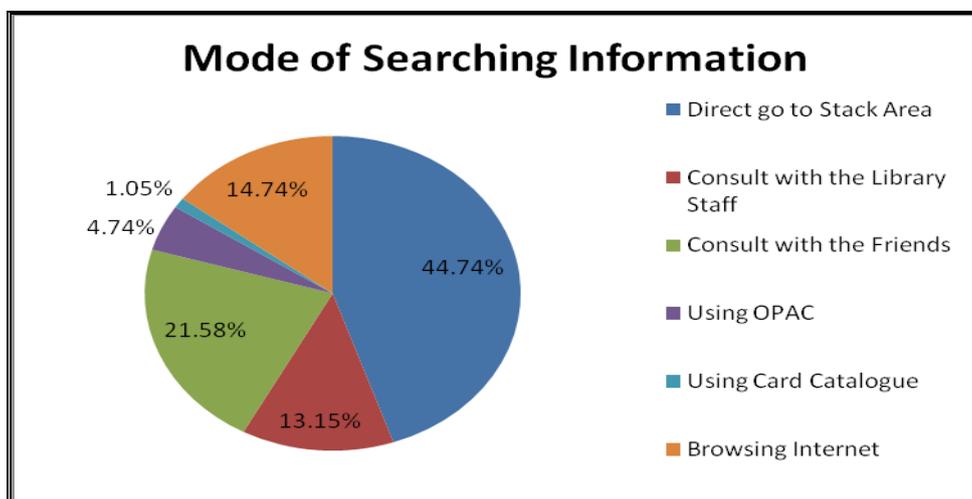


Figure 4. Mode of Searching Information in the Library

Table 4 indicates that out of 190 respondents about 85 respondents (44.74%) direct go to stack area for searching information or books, which is followed by 25 respondents (13.15%) consult with the library staff. 41 respondents (21.58%) consult with the friends for information, 9 respondents (4.74%) using library OPAC, only 2 respondents (1.05%) using card catalogue and 28 respondents browsing internet for searching information of College Students in Golaghat and Dibrugarh District of Assam.

8.1 Table.1 Satisfaction levels of the students on the Library Collection

Sl. No.	Library Collection	Golaghat District		Dibrugarh District		Total	
		Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dis-satisfied

1.	Text Books	79 (83.15%)	16 (16.84%)	78 (82.11%)	17 (17.89%)	157 (82.63%)	33 (17.36%)
2.	Reference Books	64 (67.36%)	31 (31.63%)	67 (70.53%)	28 (29.47%)	131 (68.95%)	59 (31.05%)
3.	Periodicals	82 (86.31%)	13 (13.68%)	72 (75.78%)	23 (24.21%)	154 (81.05%)	36 (18.95%)
4.	News Papers	95 (100%)	0	85 (89.47%)	10 (10.53%)	180 (94.74%)	10 (5.26%)
5.	Back volume	89 (93.68%)	6 (6.31%)	68 (71.57%)	27 (28.42%)	157 (82.63%)	33 (17.36%)
6.	Dissertation	95 (100%)	0	0	0	95 (50%)	0
7.	Thesis	95 (100%)	0	0	0	95 (50%)	0
8.	E-resource collection	67 (72.52%)	28 (29.47%)	59 (62.11%)	36 (37.89%)	126 (66.32%)	64 (33.68%)

Table 1 shows that 180 (94.74%) respondents are highly satisfied with the newspaper, 157 (82.63%) students are satisfied with text books and Back volume of periodicals 154 (81.05%) are satisfied with periodicals, 131 (68.95%) students are satisfied with reference books collection. 126 (66.32%) are satisfied with e-resources and others are shown in the table. In case of Dissertation and Thesis has not received any respond from the students of Dibrugarh District.

8.2 Table 2 Problems of Seeking Information from the Library

Sl. No.	Types of Difficulties	Frequency of Golaghat Dist.	Frequency of Dibrugarh Dist.	Total	Percentage
1.	Lack of knowledge in library Services	25	19	44	23.15%
2.	Lack of knowledge of information sources	27	15	42	22.11%
3.	Lack of knowledge of open access e-resources	22	25	47	24.74%
4.	Lack of knowledge on information literacy	10	30	40	21.05%
5.	Others	11	6	17	8.95%

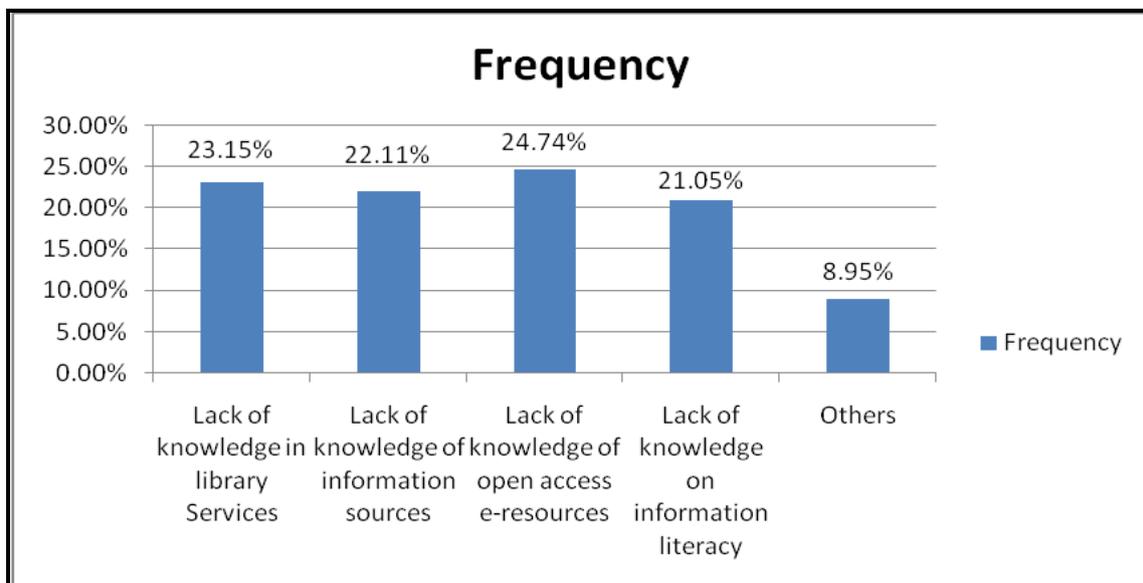


Figure 5. Problems of Seeking Information from the Library

Table 2 indicates problems of seeking information, 44 users (23.15%) facing problem like lack of knowledge in library Services in the library, 42 users (22.11%) having the problems of lack of knowledge of information sources in the library, 47 users (24.74%) are having lack of knowledge of open access e-resources, 40 users (21.05%) Lack of knowledge on information literacy, 17 (8.95%) facing problems like internet, financial limitations etc.

**9. Findings:**

Based on the study followed following findings are found:

- 42.11% of the respondents are visiting to library daily and 6.84% once in a month.
- 44.74% of the respondents are direct go to stack area for searching information and 1.05% use card catalogue.
- 94.74% of the respondents are highly satisfied with the Newspaper, 82.63% are satisfied with Textbooks and Back volume of periodicals ,68.95% students are satisfied with reference collection and 66.32% are satisfied with e-resources.
- 23.15% students are facing problem like lack of knowledge in library Services, 22.11% having the problems of lack of knowledge of information sources in the library, 24.74% are having lack of knowledge of open access e-resources, 21.05% Lack of knowledge on information literacy, 18.95% facing problems like internet, financial limitations etc.

### 10. Suggestions:

The following recommendations are made for the improvement of college libraries and information centers at Golaghat and Dibrugarh District.

1. There is a need for information awareness to all academic departments and students to create awareness on available services and resources in the library.
2. Orientation Programme should be organized in frequently to encourage the students of the college.
3. College libraries should take steps to make available e-books-journals, abstracts and provide data base services.
4. College libraries should take the initiatives to provide the information on the college website.
5. Manpower development training should be organized for the library staff that can be more effective in meeting the information needs of students.
6. The library should be open access in order to get the necessary document by searching the users themselves.
7. Links to open access repositories, online journals and databases should be provided on the library webpage.
8. Information literacy programme should be organized in the library to make students empower to search needed information in proper way.

### 11. Conclusions

As this study indicate that Information seeking behavior can be described as an individual's way and manner of gathering and searching of information for personal use, knowledge updating and development. The library is the most widely used source of information available to literate societies. The college students mostly seek information to preparing notes for examination, improvement of their personal competency and other academic purposes. Most of the students use books and reference sources for seeking information that they frequently use to discuss with teachers and friends as an informal source of information. During the lockdown period, students can optimally use of e-resources of a library thanks to the joy of advances in technology and communication. By using these resources, students can utilize their valuable time in a productive way. They can use the value-added free e-resources of National Digital Library of India.

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