

Internet Users : A Study of Manipur University Library

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Abstract

The present study has been undertaken to assess the attitude of Internet users, taking into account the use of Internet by research scholars of Manipur University library, India. The major objectives were to identify Internet is not a substitute for the library and to find out the use of internet resources by research scholars for their research work. For this purpose a well structured questionnaire was distributed among the research scholars of three schools of Manipur University, viz. School of Science, School of Social Science and School of Humanities. Data were collected from 82 research scholars. The paper verified that research scholars were not fully satisfied with the Internet facilities provided by Manipur University library. The findings of the study also revealed useful facts about the use of Internet by research scholars. On the basis of findings, some suggestions have been made to improve the use of Internet among the Research Scholars. To utilize the resources of Internet to its maximum, it is necessary to make the Research Scholars well-versed in the surfing and browsing on the net.

Keywords: Academic Library, Manipur University Library, E-Resources, Research Work, Internet Resource, Web Searching, Use of Internet, Research Scholars.

Introduction

Internet has emerged as a formidable social and cultural institution of global proportions facilitating access to a wealth of information on the web for the academic society to support their academic and research activities. The use of Information Technology helps increase the research productivity of scholars. (Misra and Satyanarayan, 2001).

Internet has become a global source of information resources accessible at anytime by anyone from anywhere in the world. It has converted the whole world into a global information society. It has tremendously improved communication and interaction among scientific research community and enabled them to access a vast range of latest information. It acts as a powerful supplement to the traditional way of information access. It facilitates electronic and exchange of ideas and collaboration among the scholars all over the world.

The findings of such a study may be taken into consideration in the university plans for effective and efficient use of Internet for research work and simultaneous improvement of electronic information resources of its libraries. The scope of the study is limited to the Research Scholars of Three School of studies (Science, Social science and Humanities) enrolled during 2000-2008 of Manipur University.

Manipur University: An Overview

Manipur University (MU) was established on June 5, 1980 under the Manipur University Act, 1980 (Manipur Act 8 of 1980), as a teaching cum-affiliating University at Canchipur, Imphal with territorial jurisdiction over the whole of the state of Manipur and was converted into a Central University w.e.f. 13 October 2005 (Annual Report, 2004).

Manipur University now encompasses 73 affiliated Colleges and one constituent college, i.e. Manipur Institute of Technology (MIT). In addition, the University has 27 post-graduate departments (in 2009-2010 session), some specialized research and training centers and two post-graduation centers.

Manipur University library is the nerve centre of academic activities for students, teachers, and staffs of the university. It is also a referral library of the state. It is used regularly by more than 2,500 members. Out of these 1358 are PG students, 644 research scholars and others by teaching and non-teaching staff of the University and also by government employees, college teachers and students. The University library offers a collection of over 1.5 lakh books, 265 printed journals out of which 216 are national and 64 are foreign journals, around 5000 Internet/e-Journals of foreign journals can also be accessed and it is well supported by CD-ROM, Internet, e-mail, fax and photocopy services.

The North Eastern Council (NEC) initiated library automation in the universities of N.E. region of India including Manipur University in 1986. But the programme was not successful. On 29 January 1993 INFLIBNET intimated the Manipur University that the

University library has been selected as one of the eleven nodes of India in the first phase. Now the library has got almost all the facilities of INFLIBNET. The library is now having more than 30 computer systems with internet connectivity direct from V-SAT and nearly 40 staffs.

Objective

The main objective of the study is to analyze the use of the Internet by the researchers of Manipur University, Canchipur in its three schools, i.e. School of Science, School of Social Science, and School of Humanities. The other major objectives of the study were-

- To know Internet is not a substitute for the library;
- To determine decrease of library users with the advent of Internet;
- To know the purpose of using Internet;
- To identify the popular sites used by research scholars;
- To find out the impact of Internet on libraries;
- To find out the research scholars' awareness in using Internet resources;
- To determine the information needs of the Internet users; and
- To ascertain the use of the various services of the Internet.

Methodology

Keeping in view the objectives of the study a well structured questionnaire was designed and employed to collect the data for the present study. Questionnaires were distributed to 100 research scholars. A total number of 82 out of 100 respondents returned the questionnaires giving a response rate of 82 per cent. The responses received from 82 research scholars are analyzed using tables and charts.

Hypothesis

The present work is being carried out to verify the following hypothesis:

- research scholars are not fully satisfied with the Internet facilities provided by Manipur University library;
- Internet is not a substitute for the library ;
- Research scholars have awareness about the information resources in the Internet for their research work.

Literature Review

Review of related Literature has always been essential for research. To have an overview of the studies conducted in the present concerned field it is essential to review the available literature related to the present study.

Radcliff, et al. (1993) discussed the challenge Internet presented to the reference service in academic libraries, saw text education as an issue of high priority but also recommended inclusion of the acquisition of electronic journals, local archiving of retrieved data and the provision of bibliographic access through the local library catalogue to resources available in the Internet in a model of new age library services. In the point of Das (1999), Internet access was very useful for resource sharing among different libraries. Internet offered an innovative and rich electronic environment where users could locate the information they need, quickly and easily. In the words of Hopkins (2000), Web-based Information (or the Internet) was a major force for changing the role of Libraries and Information Centers. Misra and Satyanarayana (2001) proved that Internet was useful service in the world of Information. The book by Laurence and Miller (2002) focused on the role, libraries and scholars have in the dissemination of Internet resources. It provided a useful reference tool for researchers and librarians. Kumar and Kaur (2004) suggested that the use of Internet among the teachers and students in Shaheed Bhagat Singh College of Engineering and Technology should be improved. They found that majority of the Internet users used the Internet for educational purposes.

Luambano and Nawe (2004) determined that the students used Internet for communication with friends and relatives less than for academic purposes and the level of students' access to the Internet was low because at the time of the study, computers with Internet facilities were inadequate. The paper by Genoni, et al. (2006) aimed to explore the way in which the Internet and e-research are changing the nature of scholarly communities. The finding indicated that research users were positive regarding the usefulness of the Internet for research purposes and for expanding their scholarly community. Hinson (2006) postulated on Internet Adoption Model for academics. The Internet Adoption Model for Academics (IAMA) was conceptualized as an abstract object with five main components: Internet for teaching, Internet for research, Internet for consultancy, Internet for administration, and Internet for policy making.

The use of Internet is inevitable part and the perceived usefulness was an important driver of Internet usage (Manimekailai, et al., 2006). The teachers, research scholars and students of higher education use Internet to keep themselves up to date (Mulla and Chandrashekara, 2006). In Indian University, traditional library and printed materials were still more effective to researchers than web-based Information and resources (Islam and Panda, 2007). The research scholars of Shivaji University, Kanpur use the Internet for their research and communication purposes and more awareness about Internet resources and training in use of the some needs to be provided by library professionals (Bansode and Pujar, 2008). Research scholars and students need to be provided the use of

significant electronic and need for academics to be provided with training kin using e-journals (Madhusudhan, 2008). Electronic resources are significant part of library collection(Haridasan and Kaur,2009).

Internet: Indian Initiative

Internet is a network of networks spread worldwide. It is referred to as the Information Superhighway, Cyberspace, the Global Information Infrastructure, etc. It is an open, non-proprietary, computer communication infrastructure of the world.

In the year 1986, the project “ERNET” was started. ERNET provides whole range of Internet services. Now over 200 Academic and R&D groups and over 8000 scientists and technologists have access to ERNET facilities. In India, before the introduction of ISP (Internet Service Provider) policy in 1998, the Internet services were provided solely by VSNL (Videsh Sanchar Nigam Limited). By the year 1999, many private as well as public companies were issued ISP licence. Information Technology Act 2000 has further

made some case in treating and governing the Internet World (Basin and Arora, 2003).

Data Analysis and Interpretation

The total number of Research Scholars of Manipur University are 644 (PhDs enrolled during 2000-2008). Out of this 154 Research Scholars in School of Humanities, 230 in School of Science and 260 Research Scholars are there in the school of Social Science.

All the respondents surveyed indicated that Internet is very useful in meeting some of their information requirements for the research purpose. All the respondents were found to have knowledge of Internet.

Age wise distribution of respondents

The table 1 indicated that almost half of the respondents were between 25-30 years. This means that most of the research scholars are in the age group who are eager to search the new innovative ideas or develop new technologies to be in the latest advancements.

Table 1: Age wise distribution of respondents

Age	Science	Social Science	Humanities	Total	Percentage
Below 25	4	5	1	10	12.20
25-30	25	19	10	54	65.85
30-35	7	8	3	18	21.95
Above 35	-	-	-	-	-
Total	36	32	14	82	100

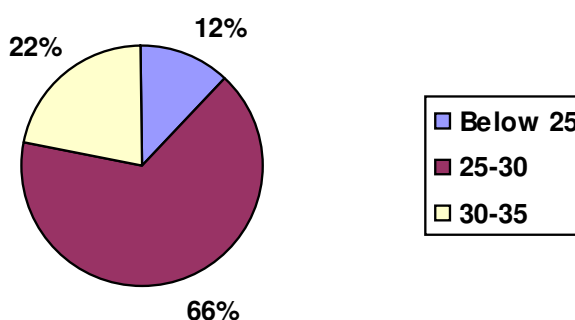


Fig. 1: Pie-chart showing age wise distribution of respondents

Access to Internet

Research scholars were asked to state whether they used the Internet or not, aiming at determining their level of access to Internet and cent per cent respondents replied that they were using the Internet.

Purpose of Surfing the Internet

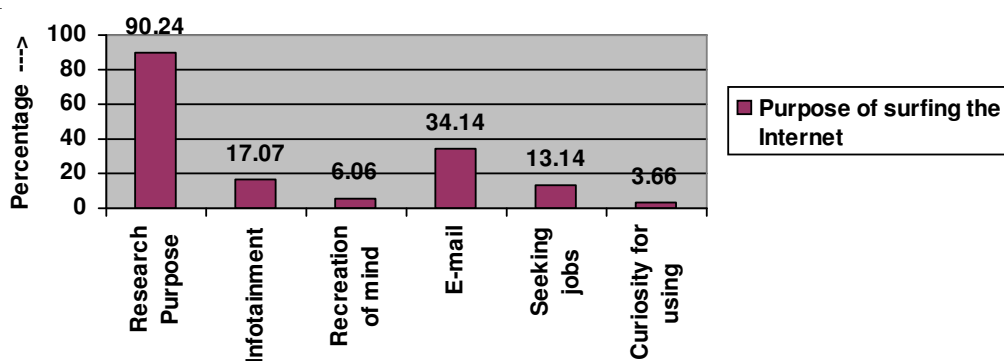
The Table 2 shows that nearly 90 per cent of the respondents use Internet for Research purposes. It is interesting to note from the table that 34.1 per cent of

researchers are using it for e-mail purpose too.

It is also interesting to note that the research scholars from Science are using Internet extensively for Research Purposes, followed by Social Science and to a lesser extend by the research scholars from Humanities. The main reason for this could be that may be there is lot of current literature available for the scientific community on the Internet as compared to the Social Science and Humanities.

Table 2: Purpose of Surfing the Internet

Sl.No.	Purpose	Science	S.Sc.	Humanities	Total	%
		Science				
1.	For Research Purpose	32	25	7	74	90.24
2.	Infotainment	4	7	3	14	17.07
3.	Recreation of Mind	2	3	-	5	6.09
4.	E-Mail	13	11	4	28	34.14
5.	For Seeking Tabs	7	4	-	11	13.14
6.	Curiosity for using	1	2	-	3	3.66
	TOTAL				82	

**Fig. 2: Column chart showing Purpose of surfing the Internet****Most visited website**

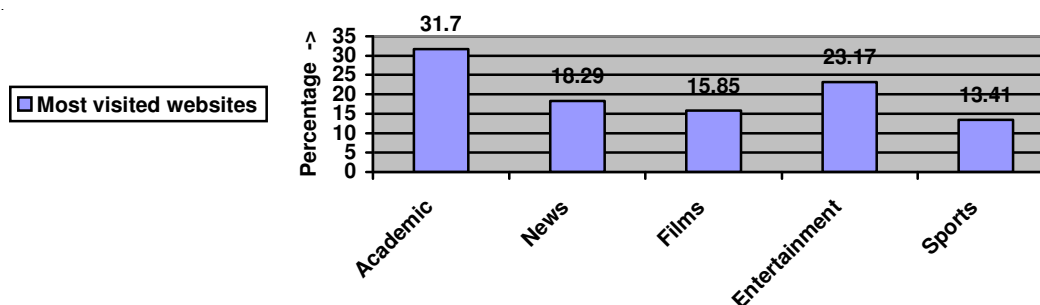
From the Table 3 we can conclude that for the entire school Academic website was the most visited website (31.70%) as compared to others such as Entertainment (23.17%), News (18.29%), Films (15.85%) and sports (13.41%).

Position of library users with the coming of Internet

When the respondents were asked to indicate their own knowledge about whether the library users decreases with the advent of Internet, almost 90.24 per cent of them answered "No" and a few (9.75%) of the respondents were of the answer "Yes".

Table 3: Most visited websites

Most visited site	Sc.	S.Sc.	Humanities	Total	Percentage
Academic website	12	8	6	26	31.70
News	6	7	2	15	18.29
Films	5	6	2	13	15.85
Entertainment	10	6	3	19	23.17
Sports	5	5	1	11	13.41

**Fig. 3: Chart showing most visited websites**

Internet is substitute for the library

Research scholars use Internet specifically for Academic and Research purposes and so the scholars were asked to state if they thought of Internet as substitute for the library. Most all the respondents 80 (97.56%) indicated that the answer was 'No' and only two respondents were thought of the Internet as a substitute for the library.

Satisfaction of information from Internet

From Table 4 we observe that more than 90 per cent of the respondents had satisfied with the information available on the Internet and only a few numbers didn't satisfied at all. Regarding the level of satisfaction 43 (52.44%) to great extend and 40 (48.78%) of the respondents indicated that the level of satisfaction was to some extend.

Table 4: Satisfaction of information in Internet

Users Internet	Sc.	S.Sc.	Humanities	Total	Percentage
Information Satisfaction					
No	4	3	1	8	9.76
Yes	32	29	13	74	90.24
Total	36	30	14	82	100

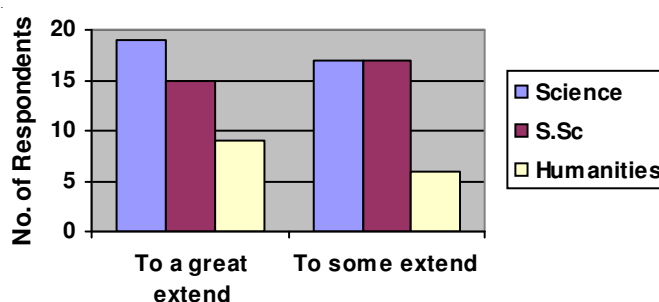


Fig.4: Chart showing satisfaction of information in Internet

Table 5: Level of satisfaction for information on Internet

Level of satisfaction	Sc.	S.Sc.	Humanities	Total	Percentage
To a great extend	19	15	9	43	52.44
To some extend	17	17	6	40	48.78
To a least extend	-	-	-	-	-

Users satisfaction with Internet facilities provided by Manipur University Library

Table 6 shows that only 43.90 per cent of the respondents feel fully satisfied with the service provided by the M.U. Library, 47.56 per cent partially satisfied and 8.54 per cent have not satisfactory at all.

Favourite Search Engines

Search engines are the medium through which searches are successfully conducted. So, it is necessary to identify the favorite search engine (or frequently used search engine). The respondents were provided with multiple choices and were asked to give

Table 6: Users satisfaction with Internet facilities

Satisfaction	Sc.	S.Sc.	Humanities	Total	Percentage
Fully satisfied	16	14	6	36	43.90
Partially satisfied	18	14	7	39	47.56
Not satisfactory at all	2	4	1	7	8.54

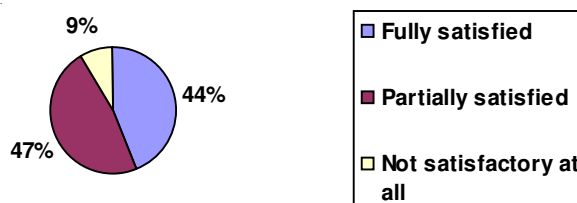


Fig. 5: Pie-chart showing Users satisfaction with Internet facilities provided by Manipur University

their search preferences. The responses received are presented in the Table 7.

The study shows that Google is the most preferred search engine with 79.27% response, followed by Yahoo and Rediff with 39.02% and 25.61% response respectively. Other search engines are gaining slowly but Google and yahoo are reigning in providing the information on Internet.

Difficulty in surfing the Internet

Table 8 shows the difficulty/problems faced by the users in surfing the Internet, 28 (34.15%) of the respondents find the allotted time for surfing the Internet as insufficient, 32 (39.02%) opinion that they face the problem of any others which are not mentioned

in the questionnaire such as electricity failure, frequent disconnection of Internet, etc., 15 (18.29%) of the users do not have knowledge of the important sites in their subject field and seven (8.54%) find it difficult to get the relevant information from the Internet.

Problem in the use of Internet at Manipur University Library

Respondents were asked whether they have problem in the use of Internet provided by the Manipur University Library. The responses reveal that almost all of them (97.56%) have problem while only two of the respondent indicated that they have no problem at all.

Further, respondents were asked what problems they

Table 7: Frequently used search engines

Search Engines	Sc.	S.Sc.	Humanities	Total	Percentage
Google	30	25	10	65	79.27
Yahoo	14	13	5	32	39.02
MSN	4	1	-	5	6.10
AltaVista	3	-	-	3	3.66
Lycos	-	4	-	4	4.88
Rediff	10	7	4	21	25.61
Hotbot	-	1	-	-	4.22
Khoj	-	-	2	2	2.44
AOL	2	1	-	1	1.22
Others	6	3	-	9	10.98

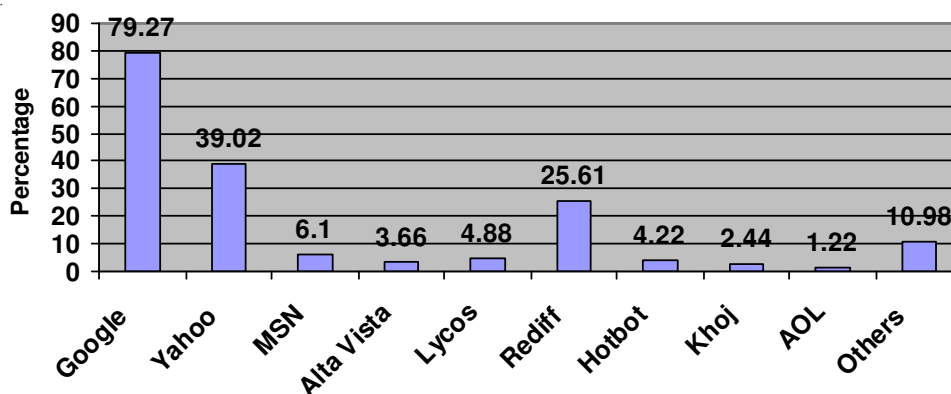


Fig. 6: Chart showing frequently use search engines

Table 8: Difficulty in surfing the Internet

Difficulty in surfing the Internet	Sc.	S.Sc.	Humanities	Total	Percentage
Important sites in the subject field are not known	5	7	3	15	18.29
Difficulty in finding relevant information	2	3	2	7	8.54
The allotted time slot is Insufficient	14	10	4	28	34.15
Any other (if any)	15	12	5	32	39.02

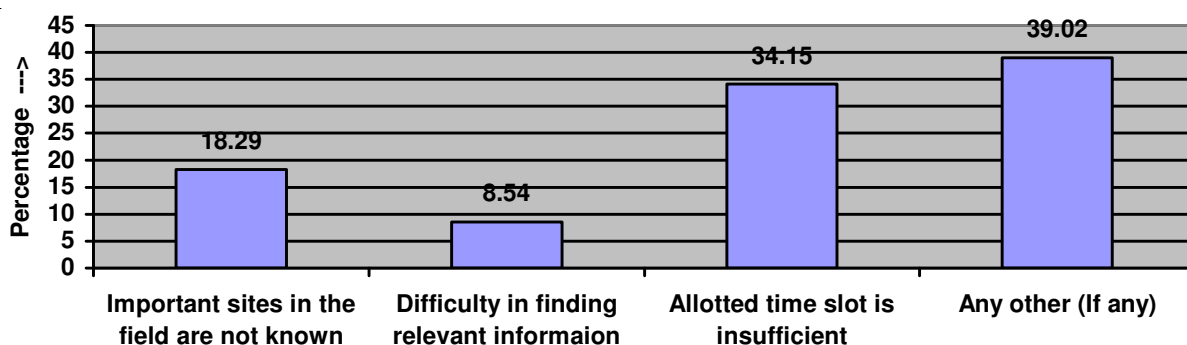


Fig. 7: Chart showing Difficulty in surfing the Internet

Table 9: Problem in the use of Internet

Problems in the use of Internet at Library	Sc.	S.Sc.	Humanities	Total	Percentage
Lack of uninterrupted power supply	3	4	1	8	9.76
Limited number of computers	10	10	3	23	28.05
Internet speed is very slow	14	11	7	32	39.02
Time Lag	3	2	1	6	7.32
Any others (please Specify) <i>Frequently disconnection</i>	6	5	2	13	22.41

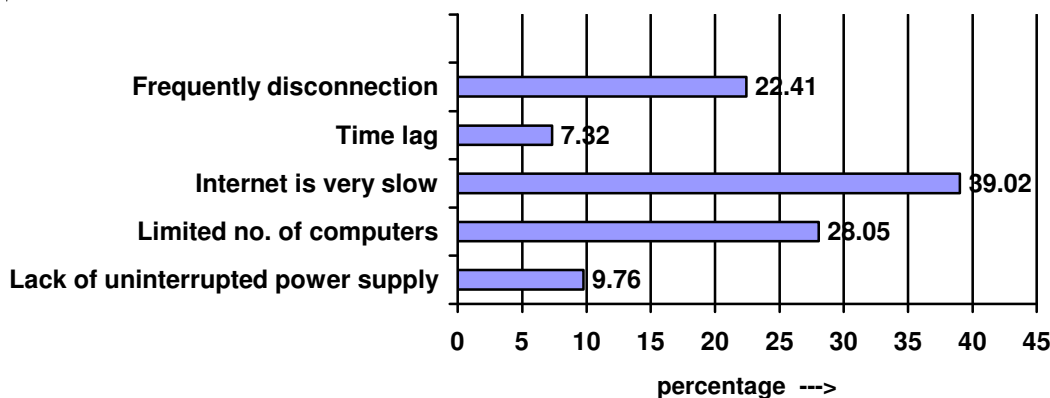


Fig. 8: Bar chart showing problems in the use of Internet provided by the Manipur University

faced in the use of Internet and enumerate them. Of the five choices provided by the questionnaire the most common problem cited was slow Internet speed (39.02%), followed by Limited number of computers (28.05%), Lack of uninterrupted power supply (9.76%) and Time lag (7.32%). Surprisingly, high proportion of respondents, 13 (22.41%) reported they have problem of frequent disconnection of Internet in the any other (if any) choice.

Connectivity is the critical technical factor for Internet browsing. The problem of slow access to the Internet also affects research scholars' access and use of the Internet. The major contributory factor is very low

bandwidths. It is a problem that affects Internet access in many university libraries in India.

Summary of Findings

On the basis of responses received from research scholars of the three school of study at Manipur University on the topic “ *Internet users: A study of Manipur University Library*”, the followings are the findings of the study :

1. Most of the research scholars (65.85%) are in the age 25-30 years.
2. A large number of research scholars were using the Internet for their research work.

3. Academic related websites were the most visited website and sports related website was the least.
 4. Almost 90.24% of the respondents not agreed that with the advent of Internet, library users decreased and only a few agreed that.
 5. Almost all the respondents (97.56%) except two are not in favour of the Internet is not the substitute for the library.
 6. 52 per cent respondent thinks that Internet is useful to them
 7. The study also reveals that the majority of users are satisfied with the availability of information on the Internet.
 8. A majority of the respondents (47.56%) are partially satisfied with the service provided by the MU Library and 43.90 per cent are fully satisfied.
 9. A search engine is responsible to locate the relevant information in bushes of information. So, most of the users prefer 'Google' search engine to search information followed by 'Yahoo' and 'Rediff'.
 10. A majority of the respondents faced the difficulty of insufficient time slot devoted to the use of Internet.
 11. The most common problems faced by the majority of the respondents are slow Internet speed (39.02%), limited number of computer system (28.05%) and (22.41%) of respondents reported frequent disconnection of Internet.
- iv) Printing facility should be provided in the Library Internet Centre so that the users can take print outs of important documents at nominal rates.
 - v) At regular intervals, the University Library should organized Information Literacy programme/ Network Literacy so that maximum number of users can learn how to use Internet for academic or research purposes.
 - vi) A powerful generator should also be kept so that maximum power supply should be ensured to optimize the benefits of Internet services.
 - vii) Band widths should be increased in order to provide faster access..
 - viii) Need to provide training on the use of Internet.

Conclusion

Internet is a vast ocean of information pertaining to almost all subjects. The present study indicates that a majority of users use Internet as their sources of information. The study also indicates that most of the users are satisfied with the information available on Internet. It has been established that Internet serves as an important tool in the world of information. However, to utilize the resources of Internet to its maximum, it is necessary to make the users (research scholars) well-versed in the surfing and browsing on the Net.

From the analysis it has been found that Internet is being widely used by the researchers of Manipur University. The researchers in the science (90%) are making maximum use of Internet facility provided by the university to meet their information requirements. However researchers in Social Science (80%) and Humanities (70%) are relying less on Internet. The reason for this may be lack of awareness about the availability of resources on the Internet or not having proper ICT infrastructure. Research scholars should be motivated to use the Internet resources for their research purposes. Supervisors should also encourage their research scholars to use Internet sources rather than relying on printed sources alone.

Testing of Hypotheses

The present study made an attempt to understand the use of the Internet by Research scholars of Manipur University and the key observation of the above analysis confirmed that:

- Internet is not a substitute for the library.
- Research Scholars are not fully satisfied with the Internet facilities provided by Manipur University library; and
- Research scholars have aware of the Information Resources in the Internet for their research work.

Suggestions

Based on the findings of the study, the following suggestions are put forward to improve the use of Internet among the Research scholars.

- i) The number of the computer system that connected to the Internet should be increased.
- ii) Internet facility should also be extended to the hostels.
- iii) Information regarding popular and latest websites with their addresses should be displayed on the places where users could easily be seen.

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