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A Study on Awareness and Ease of Using E-Resources with Special Reference to Bengaluru City University Affiliated Colleges

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Abstract

The main purpose of the study is to investigate the awareness and use of electronic resources or e-resources among the faculty and students of Bengaluru City University (BCU). A questionnaire based survey method has been adopted and used in this research to collect the primary data from the respondents. The analysis of the collected data also covers the purpose of using e-resources, how users learned about the e-resources, method of access, frequency of the type of e-resources used, users preferred format, problems faced while using e-resources and satisfaction level of the users. In the study found that 89% of the respondents are aware of the e-resources, 52% of the users preferred print as well as the e-resources, 64% of the users satisfied with the available e-resources, low internet speed and the difficulty in finding the right information is the biggest barrier as reported by the respondents.

Key Words: *E-Resources, Information, E-Books, E-Journals, Bengaluru City University.*

Introduction

Advances in the field of Information and Communication Technologies (ICT) have made drastic changes in the libraries. It has changed the traditional libraries to digital and virtual libraries. Today's modern libraries are providing various services to their users from their digital or virtual library space, it also helps the users to access required information from their fingertips wherever they are. In this era of information explosion electronic resources or e-resources have become essential to the users as well as libraries. In this context this paper examined the awareness and use of electronic resources or e-resources by the students and faculty members of the Bengaluru City University (BCU) affiliated colleges.

Literature Review

Sharma (2018) conducted a survey on the use of electronic resources by the faculty members and students of Swami Shraddhanand College (SSC), New Delhi. The study found that the majority of users are aware of the availability of electronic resources. The results revealed that 47.78 % of respondents need to access only electronic resources whereas 32.78% users are interested to read the printed resources but 19.44% respondents want to use both electronic and printed resources. A majority of the faculties (76.66%) use e-resources for their teaching and research activities. The analysis reveals that 73.88 % of the respondents chose the Delhi University Library System followed by 50.55% who accessed the college library for electronic resources further followed by 37.77% who accessed the computer lab and 25% who approached other places where they got the facility to access electronic resources.

Jogan, (2015) conducted a study on the Access, Awareness and Use of Electronic Resources by Postgraduate Students in Gulbarga University. This study inspected the postgraduate students' views on the awareness, access and usage in facilitating their research and their satisfaction with the sources and services currently provided by the libraries. The findings of this study shows that 90.1% of respondents acknowledged the important role of libraries in facilitating research, and 72.5% of the respondents were satisfied with the current role being played by the libraries.

Sharad Kumar (2014) conducted a survey on the Use of E-Resources by Postgraduate Students and Research Scholars of the Banaras Hindu University. The study found that the majority of the users are frequently using e-resources for teaching and research purposes. The study reveals that 93.84% of users are aware about the electronic resources and most of them are aware through the internet. The study also highlighted that 57% of the users spend less than one hour accessing e-resources.

Vinod Kumar Singh (2013) conducted study on the use of e-resources and services by Indian Institute of Management, Bangalore (IIMB). The study found that the majority (94.74%) of the respondents reveals that they do not visit the library regularly because e-resources of library are accessible from their workstation through LAN. Majority of the respondents using e-resources for writing research articles (94.59%) and their research project (91.89%). The study also reveals that majority (78.38%) of the respondents stated that e-resources increase the productivity of their academic performance.

Thanuskodi, S (2012) shows in his study that choosing the e-resources by the users for their information needs is 47% compared to print 32%. He also observed that the majority 50% of respondents are highly satisfied with accessing the e-resources.

Kumar & Singh (2011) conducted a study on the Access and use of electronic information resources by scientists of National Physical Laboratory (NPL) in India. The purpose of this is to determine the usefulness of e-resources to the scientists of NPL, New Delhi, India and their skills in using various search methods and techniques to access and utilize these e-resources.

There are several studies conducted on awareness and usage of e-resources, the present study attempts to fill this gap by presenting the research on awareness and use of e-resources by the students and faculty members of Bengaluru City University affiliated colleges, Bengaluru.

Objectives

The main Objectives of the present study are:

1. To find out the awareness about the e-resources
2. To study the purpose and frequency of use of e-resources
3. To find out the how users are learned to handle the e-resources
4. To know most preferred type of e-resources
5. To find out the most preferred format of the e-resources
6. To examine the purposes of accessing of e-resources
7. To give suitable suggestions to improve facilities and services related to the use of e-resources.

Limitations of the Study

The Study is strictly limited to the faculty members and students of the Government First Grade Colleges and the Government Aided Colleges affiliated to Bengaluru City University (BCU).

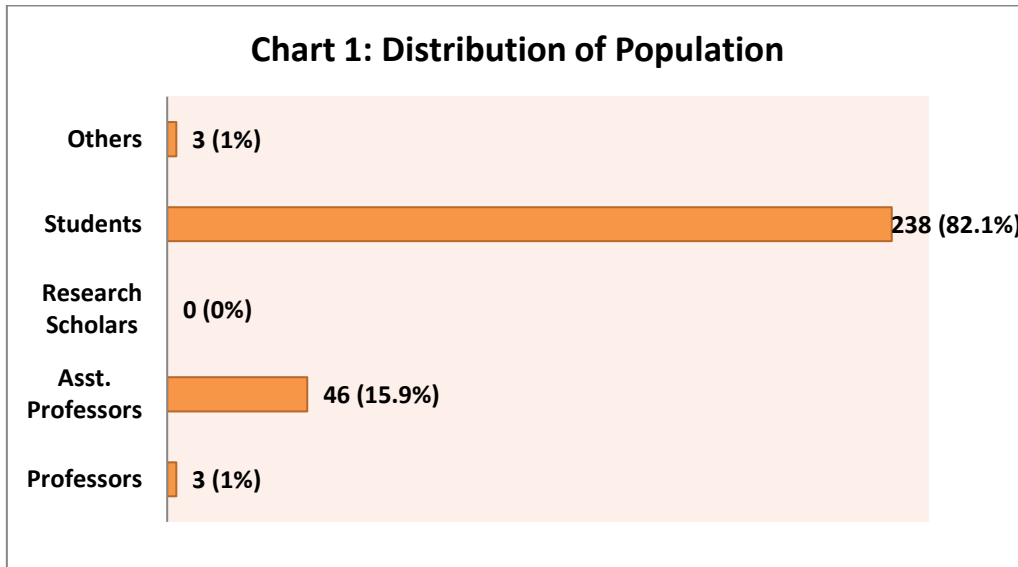
Methodology

Keeping in view the objectives of the study, a structured questionnaire was prepared to collect data from the users of e-resources at the Government First Grade Colleges affiliated to Bengaluru City University (BCU). To fulfill the objectives of the study, a survey was conducted with the help of the structured questionnaire containing various questions related to the awareness and use of e-resources. A total of 290 questionnaires were collected from the faculty members and students of various disciplines through Google forms and then the data was analysed, tabulated, interpreted and presented in this research paper.

Analysis and Discussion

1. Category

Chart 1 shows that out of 290 respondents 82.1% consisted of students, 15.9% consisted of Assistant Professors while the Professors and others each consisted of 1%.



2. Awareness of E-Resources

Table 2 represents the awareness about e-resources. It can be seen from the table that 260 (89.66%) of the respondents were aware of e-resources and 30 (10.34%) of the respondents were not aware of the e-resources. This shows the majority of the population is aware about the e-resources.

Table 2: Awareness of E-Resources

Response	No. of Responses	Percentage
Yes	260	89.66
No	30	10.34
Total	290	100

3. Preferred format of Resources

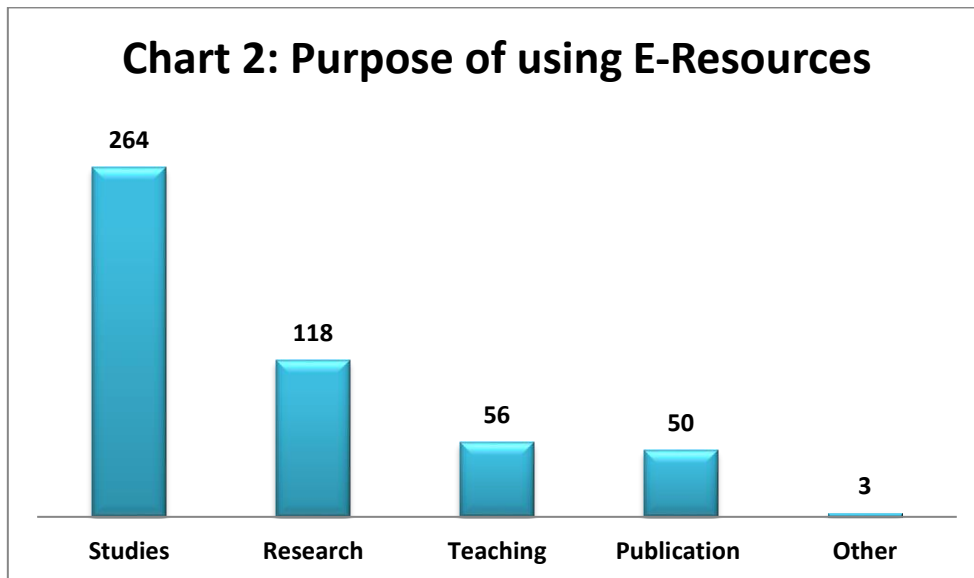
The below table 1 shows the preferred format of the resources by the respondents. 84 respondents corresponding 29% preferred print format, 53 respondents corresponding 18.2% preferred electronic or e-resources and the majority of the respondents 153 corresponding 52.8% preferred both the formats print as well as electronic.

Table 1: Preferred format of Resources

Response	No. of Responses	Percentage
Print	84	29
Electronic	53	18.2
Both	153	52.8
Total	290	100

4. Purpose of using E-Resources

Chart 2 shows the purpose of using e-resources by the faculty members and students. It can be seen from the table 264 responses for their studies, 118 responses for research purpose, 56 responses were recorded for teaching, 50 responses recorded for the publication purpose and the 3 responses recorded for other purposes.

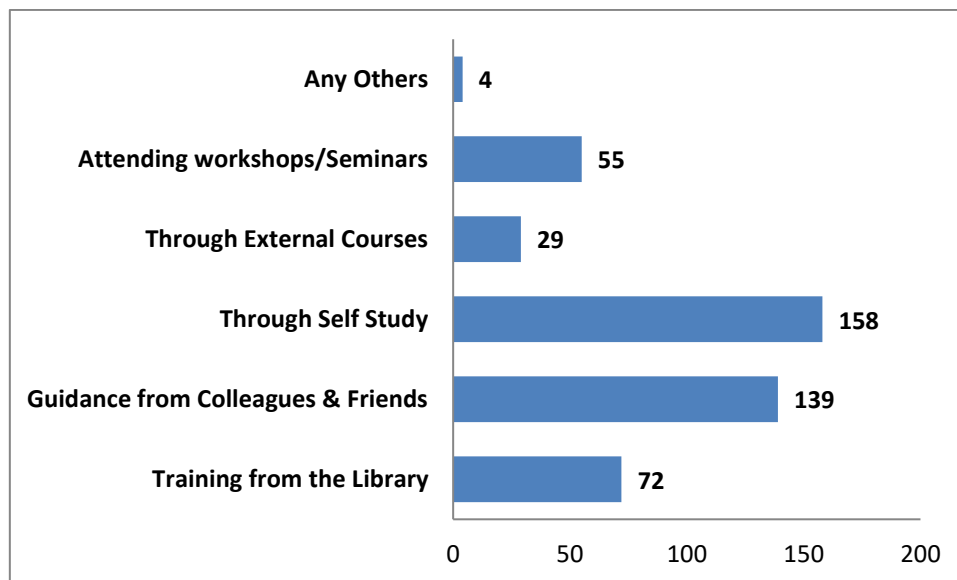


*multiple responses were provided

5. Way of learning to handle E-Resources

The below chart shows the faculty members and students' way of learning to handle e-resources from various kinds of resources, events and persons. It can be found that the majority of the respondents learned to handle e-resources through self study and the guidance from colleagues and friends and training from the library.

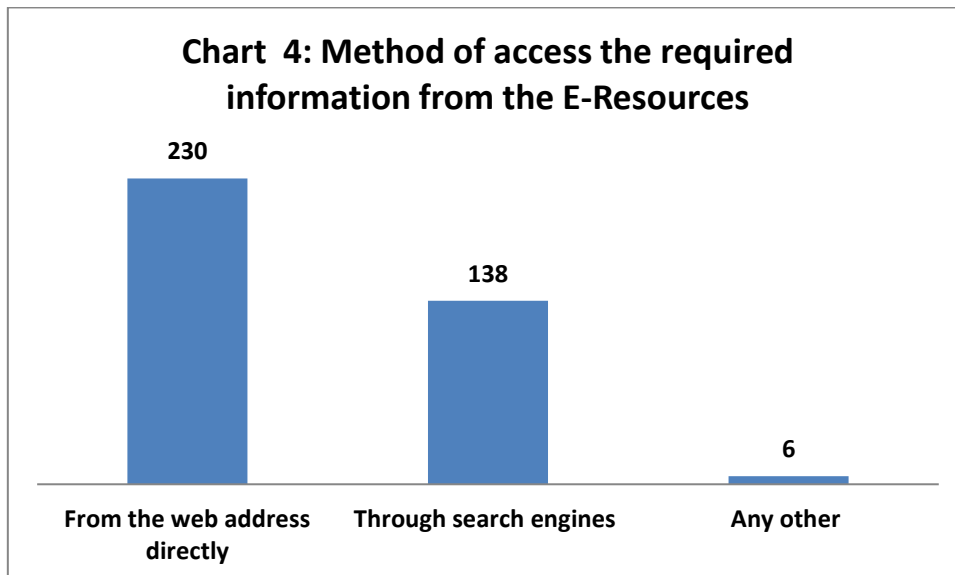
Chart 3: Way of learning to handle E-Resources



*multiple responses were provided

6. Method of access the required information from the E-Resources

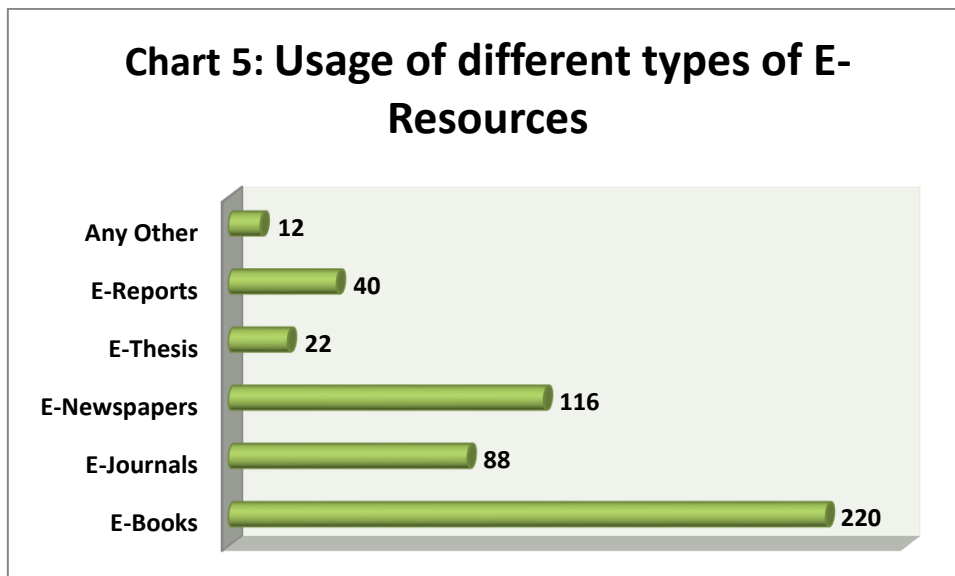
The chart 4 shows how the users access the required information from the e-resources. The result has shown that the majority of the respondents 79.3% access directly from the web address and 47.5% accessing through search engines.



*multiple responses were provided

7. Usage of different types of E-Resources

E-Resources are available in different forms i.e. e-books, e-journals, e-newspapers, e-thesis, e-reports etc. The chart 5 shows the results of the responses about the different types of e-resources they preferred and used most of the time. 75.8% used e-books, 40% used e-newspapers, and 30.3% preferred using e-journals.



*multiple responses were provided

8. Frequency of using E-Resources

To users asked about the frequency of using e-resources, the results are shown in table 3. 52.1% of the users said they are using e-resources 2-3 times in a month, 27.2% of the respondents using e-resources daily, 10.3% of the respondents using e-resources 2-3 times a week and 1.4% of the respondents said they are not at all using e-resources.

Table 3: Frequency of using E-Resources

Response	No. of Responses	Percentage
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Daily	79	27.2
2-3 Times is a week	30	10.3
2-3 Times in a month	151	52.1
Whenever required	26	9
Not at all	4	1.4
Total	290	100

9. Time frame of using E-Resources

The question asked to the respondents, how long have you been using e-resources. The responses are recorded in table 4. Results have shown 31% of the respondents using e-resources since less than 6 months, 23.4% of the respondents using e-resources in between 6 to 12 months, 17.6% respondents using 1-2 years and since 2-4 years using 13.7% of the respondents.

Table 4: Time frame of using E-Resources

Response	No. of Responses	Percentage
Less than 6 months	90	31
6 months to 1 year	68	23.4
1-2 years	51	17.6
2-4 years	40	13.7
More than 4 years	41	14.1
Total	290	100

10. Relevance of E-Resources

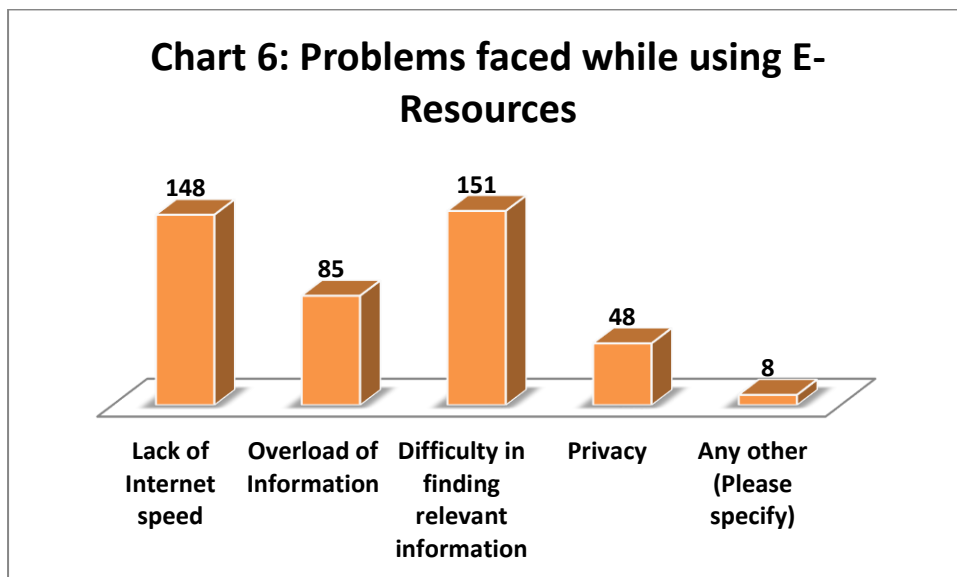
The researcher asked about the relevance of the information available in electronic form. The user's responses are recorded in the below table 5. 44.8% of the respondents said they always get relevant information, 41.7% of the respondents said sometimes they get relevant information, 6.2% respondents said they sometimes get irrelevant information and the 7.3% of the respondents said they always get irrelevant information in electronic form.

Table 5: Relevance of E-Resources

Response	No. of Responses	Percentage
Always relevant	130	44.8
Sometimes relevant	121	41.7
Sometimes irrelevant	18	6.2
Always irrelevant	21	7.3
Total	290	100

11. Problems faced while using E-Resources

There are many problems reported while using e-resources. Table 6 reveals 52% face difficulty in finding relevant information from the e-resources, 51% reported lack of internet speed, 29.3% reported overload of information available in the form of e-resources that is also a major problem while accessing the required information.



*multiple responses were provided

12. Satisfaction with the E-Resources facility provided by the library

A question was asked to know the level of satisfaction of the e-resources facility provided by the respective libraries of the institutions among the users. It was observed that 40.7% of the respondents partially satisfied with the e-resources facilities, 24.1% are fully satisfied with the facility provided by the libraries, and 21.4% of the respondents are not willing to comment on the question and 13.8% of the respondents least satisfied with the e-resources facility provided by their respective libraries.

Table 6: Satisfaction with the E-Resources facility provided by the library

Response	No. of Responses	Percentage
Fully	70	24.1
Partially	118	40.7
Least	40	13.8
No Comment	62	21.4
Total	290	100

Findings

- Out of 290 respondents, 238 (82.1%) were students, 46 (15.9%) were Assistant Professors and Professors and others were each 3 (1%).
- It was found from the study that 260 (89.66%) of respondents were aware about the e-resources and 30 (10.34%) of the respondents were not aware about the e-resources.
- 52.8% of the respondents preferred to use both print and electronic format of the resources, while 18.2% preferred electronic format.

- It was found that most of the respondents (264) use e-resources for their studies following their research (118).
- Majority of the respondents learned to handle e-resources through self study, following guidance from colleagues and friends.
- Majority of the users accessing the e-resources through the web address directly following the search engines.
- It was found from the study 220 (44.1%) using e-books following e-newspapers (23.3%) and e-journals (17.7%).
- About 52.1% of the respondents used e-resources 2-3 times in a month following 27.2% of the respondents using daily.
- Found from the study 31% of the respondents using e-resources since less than 6 months, 23.4% of the respondents using e-resources in between 6 to 12 months.
- About 44.8% of the respondents were always getting relevant information while browsing the e-resources while 41.7% sometimes relevant and 7.3% always irrelevant.
- While addressing the problems faced while accessing e-resources 34.3% faced difficulty in finding relevant information, 33.6% face lack of internet speed and 19.3% facing the overload of information available in electronic form.
- 40.7% of the users were partially satisfied with the e-resources and 24.1% of the respondents were fully satisfied.

Conclusion and suggestions

This study investigated the awareness and use of electronic resources among the faculty members and students of Bengaluru City University (BCU). Libraries play a vital role in academic institutions as they acquire process, preserve and disseminate various kinds of resources. In this technological era many of the library services are moving from traditional services to electronic services. Nowadays library users largely depend on e-resources based on their information needs. The use of e-resources has also improved their academic performance in many cases. So, libraries also need to update with the current trend and fulfil the needs of the users. Based on the findings of this study we have made some suggestions to improve the usefulness of e-resources and satisfy the user needs on the same.

- Orientation programmes should be organised on a regular basis for the students and for faculty members.
- Need to conduct training programmes on information literacy skills as well as information retrieval skills.

- Provide infrastructure facilities for accessing electronic resources by the users within the library premises.
- According to the current situation libraries need to subscribe to more e-books and e-journals or e-databases.
- The speed of the Internet needs to be increased for access to the available e-resources.
- Need to conduct a periodical survey about the e-resources subscribed by the institutions and if any problems occur while using.

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