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# **Investigation of Undergraduate's Information Needs, Information Seeking Behaviour and Satisfaction with Library Resources and Services: A survey on Maharaja Bir Bikram College, Tripura, India**

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## **Abstract:**

Rapid growth of technology change the way of people to search, acquire, arrange and retrieve of information. The impact of technology has greatly affected on information searching pattern of college students. It's a high time for traditional libraries to change their approach as the availability of the digital resources is growing day by day. Librarian has the responsibility to identify what kind of information needed by the users and how it can be provide them effectively. Thus academic libraries need to upgrade their facilities to cope up with the changing needs of users. Library need to implement more technology-based infrastructure to fulfil the growing desires of user. The product of this study would be helpful to gain information seeking awareness among the college students and the study may motivate library professionals to know the existing scenario of college libraries and it may be supportive to implement suitable plan and policy to improve existing library systems in keeping with the changing desire of users.

**Purpose:** The main purpose of the study is to discover the information needs of Maharaja Bir Bikram college library users along with their information seeking behaviour and also establish the existing library scenario of the college.

**Objectives:** To identify the information needs and searching behaviour of concerned college library users. And to discover the obstacles faces by the users while seeking

information and provide appropriate suggestions to overcome the situation and to find out the level of user satisfaction.

**Methodology:** For the present study a survey was conducted on Maharaja Bir Bikram College library users by the use of simple random sampling method with a set of questionnaire includes 15 questions. The primary data were collected from 301 respondents and the secondary data were gathered from previously published relevant literature. Collected data were presented in tabular form and Microsoft excel was used to analysed the data.

**Findings:** The findings showed that maximum number of students visit library for access books to achieve academic success. It also discovered that most of the students are not aware about library collections and services as well as library e-resources therefore they preferred print materials as first choice. Problems faces by the respondents are non-availability of updated study materials, shortage of information searching skill, lack of cooperation from library staff, shortage of current information sources. The investigation enables that user are not more satisfied with their college library resources and services.

**Originality:** The study is an original innovative work which has been created independently and not published anywhere.

**Keywords:** Academic library; Academic Library user; Information needs; Information seeking behaviour; Library resources; Library services; Undergraduate Library user; User satisfaction; User studies; India.

## **1. Introduction:**

Now a day's most important vital resource for social enlargement of a country is information. It is the basic need to take the correct decision in every movement of life. Web resources and internet facility changed the concept of information and its significance in our dally life. Due to the development of Information Communication Technology (ICT) information pollution also increasing, for that reason users are puzzled about how to access accurate information. Thus, library and librarian must play an active role to identify the needs of users and satisfy them with providing effective services.

To develop library collections and facilities it is essential for librarians to understand the strength and weakness of users along with their information searching process and their requirements. Librarians should think of new techniques to attract users more towards the library. Hence, the present study emanates the awareness about Maharaja Bir Bikram (MBB) college student's information needs, their information seeking behaviour and their satisfaction with the library resources and services.

### **Background of the study:**

When an individual or group of people wants to search and obtain information for their personal satisfaction we can express the term as 'information need'. The method of information need analysis is used to identify the all relevant required information uses to achieve specific goal. Access of information varies person to person according to their individual needs.

Information seeking behaviour is a set of human actions to search, appraise and select information according to their own needs. The information seeking behaviour is considered as a human behaviour to search information in purposeful way to find the gap (El-Maamiry, 2017). A variety of factors determine the behaviour of information seeking as— purpose to search, user information skills, preferable source and obstacles in the way of searching process. Wilson (1999) defines information seeking behaviour as “those activities a person may engage in which identifying his or her own needs for information, searching for such information in any way, and using or transferring that information”.

How people find out information and uses it in their daily work has been a great interesting topic for library and information science scholars and is an area of research that has been extensively developed for several decades (Leckie et al., 1996). The present study formulated not only for this reason, it also helps to discover the existing scenario of college library with their collection of resources and providing facilities. Consequently the study may helpful for librarian to understand the student's requirement and therefore librarian may take some effectual actions with collaboration of administration to improve the existing system and provide more advanced facilities.

The present study reports on information needs and information searching pattern of undergraduates of MBB College. The college situated at Agartala, the capital city of Tripura, which is a North East state of India and the state shared its three sides of boundary with Bangladesh. This college established in 1947 after independence, it is the oldest Government general degree college of Tripura. The concerned college library has more than 70,000 print resources and 5,000 e-resources with various departments as-science, commerce and arts. Evaluation of plentifully available resources is highly important for designing, developing and maintaining effective information retrieval and information uses in a real-life operational environment (Barrett, 2005). The present study investigates, how user search information and which kind of problem they faces to meet their needs.

The topic information seeking process and its need still a most interesting research area because, user needs and nature of searching process of information changing day by day. Numerous articles already published on this topic internationally as well as nationally, although it has great desire to more implement in college library users. The study may effort to determine the characteristics and impact factors over the information searching behaviour of undergraduate student and how library can assist them to fulfil their needs. There is not a single study conducted on MBB college student's information needs and their seeking behaviour. As this college is an oldest and most reputed college in the state of Tripura and it holds an important role for providing higher education from the time of independence to make the state more developed. Subsequently this study may contribute to developments of academic library resources along with services. This reason prompts to carry out the study.

The main focus of the study is to identify the information needs and nature of information seeking behaviour of MBB College students. And to know the more usable information sources uses by the college student, they use e-resources or not, barriers to access information and their level of satisfaction.

## **2. Statement of the problem:**

In this technological age students desire more quantity of qualitative information within a minute. Therefore the library as information storehouse should be modifying its traditional practices to upgrade their resources and services. In meeting the needs of college students, the responsibility of libraries and librarians must be well investigated. To provide effective services librarians need to be aware about user's information skills. This knowledge may help in formulating an effective Information Literacy Skill course in support of students.

The study therefore evaluated:

- The nature of information seeking process of MBB college library users.
- The variety of information requirements of undergraduates of MBB College.
- The nature of concerned college library resources.
- The present scenario of MBB college libraries.
- The satisfaction level of Undergraduates.

## **3. Objectives of the study:**

Major objectives of the study are as following,

- i. To identify the nature of information requirement of MBB college students.
- ii. To identify the problem faces by the undergraduates while seeking information.
- iii. To know MBB college students are aware about electronic sources or not.
- iv. To find out which method used by the college students in library for searching information.
- v. To explore the user satisfaction level with the library resources and services.

## **4. Significance of the study:**

On the basis of above objectives, the study will play an important role to discover the undergraduate student's information needs and information seeking patterns as well as their satisfaction in relation to library facilities. Thus, the findings from this study could be helpful for library professionals to make suitable policy to upgrade their existing system to meet the needs of users. This study may also helpful for further related research.

## **5. Review of related literature:**

Review of related literature means to summarize previous published research work which must be related to the topic of current study under investigation. It is an essential part of any research work. It helps to identify the key studies and research gap of previous work to be filled with this research effort. It helps to frame new research ideas.

For construct this study some headings are used to reviewed the relevant literature. These are as:

- Information needs of academic library users.
- Information searching behaviour of academic library users.
- Satisfaction level of college library users.

Observed related literature reviews are as follows:

Chanda (2021) accomplished a survey on college students of Guwahati Metro to discover the providing facilities of college library to meet the need of users moreover to know their information searching pattern and to give suggestion for improve the existing library situation. Findings of the study showed that students seek information mainly for academic study and for competitive exam and students support Google search engine and OPAC for search information. Findings also stated shortage of study materials and information sources as well as low range of internet connectivity is the main barrier.

Garg, Singh & Sharma (2020) performed a survey-based study to know the information seeking behaviour of Jawaharlal Nehru University students. The findings showed 66.32%

respondents use library to acquire information for academic purpose whereas 50% search information for competitive exam preparation. Authors suggested that librarian should help users to search information and assist them to develop their information seeking skills.

Gyesi (2020) carried out a survey on the University of Professional Studies of 121 college students through questionnaire to examine the information requirement and sources, information searching behaviour and challenges faces by graduate students. The result encountered student use various sources and types of information and they mostly faces ICT based challenges.

Umar et al. (2020) investigated the required information of nursing college library users and their searching behaviour. Purpose of the study was determined the information seeking pattern, sources and problems faces by nursing students to acquire information. The result identified bulk of student seeks information from various sources and they face various problems while they try to search information. The result also revealed library should increase their budget to access technological support resources to provide ICT based facilities.

Howlader & Islam (2019) made an attempt to explore undergraduate student's information seeking behaviour of Dhaka University. The study conducted on 2017 through questionnaire method and rate of response was 75.33%. Which revealed majority of students have no idea about library resources and they have poor information skills.

Tetteh & Nyantakyi-Baah (2019) measured library value through the satisfaction of library user. Authors conducted survey on two academic library of Ghana with appliance of questionnaire and interview to discover user satisfaction on the basis of library resources and services. Findings established users were satisfied, however the study suggested that librarian should be well trained and library need to suitable infrastructure to provide online services.

Kadir et al. (2018) conducted a study on 274 students of SEGi University to investigate information requirement of private university library users and their information searching behaviour. The objective of the study was to evaluate the relationship between information needs of users with information types and sources, user education and awareness provided by the library. The findings revealed, for properly utilize library

resources and services more user awareness programs and training should be needed. Authors suggested that library should be upgrade and develop their facilities to fulfil the user needs. Manjunath & Babu (2018) carried out a survey on Bangalore university research scholar to scrutinize their information requirement and information seeking behaviour. Findings of the study revealed, major portion of respondent aware about e-resources, they uses internet for search database and access information for their research work and a number of scholar faces some problem due to the collection of old materials. El-Maamiry (2017) explored information searching behaviour of Dubai University students in respect of electronic resources. Purpose of the study was to investigate information-seeking behaviour and problems faced by the library users while they search e-resources. Result revealed, due to shortage of information skills students were unable to search information effectively.

Chinnasamy (2016) presented a case study by used snowball sampling technique to measure engineering college students require information, purpose and their information seeking behaviour. Result found that the majority of student uses library for prepare exam, access print materials and uses pen drive. Author suggested some measures to develop information skills of users.

Due to the changing desire of library users with technological advancement, the topic information needs, information seeking behaviour and satisfaction level of academic library users still an interesting research area for researchers. The study may help to provide required information to the users and fulfil their desire. The analysis of literature review showed that numerous articles already published on this topic internationally as well as nationally, although it has great desire to more implement in college libraries. On the basis of previous study it was observed that not a single study focused on the information needs and it's seeking behaviour of MBB college students of Tripura, India. This reason motivated to perform the present study. The study may contribute to develop the existing traditional base academic library systems towards the modern way.

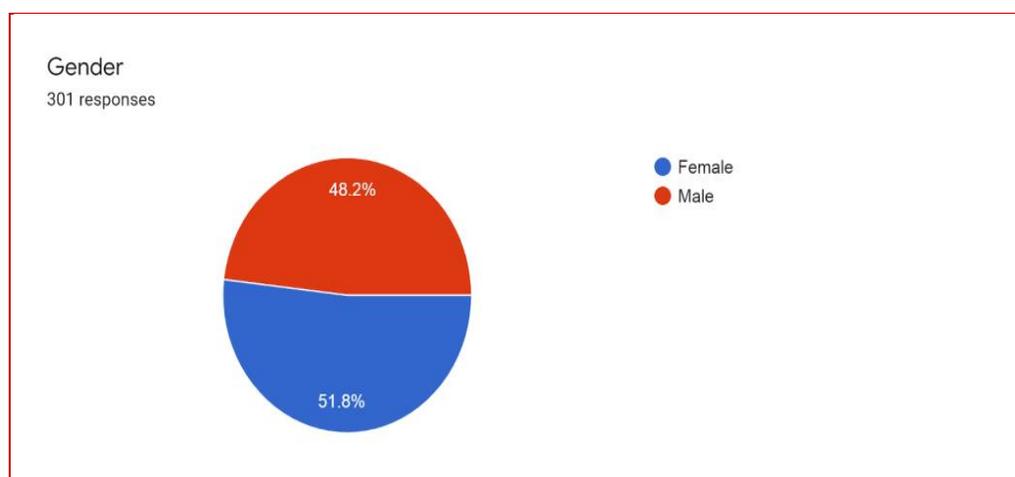
## **6. Methodology:**

The study is limited in the MBB College of Agartala, Tripura. All Semesters and all departments' undergraduate students are considered as the population of the study. In this present study simple random sampling method was used for primary data collection and as secondary method, related literature review also done to obtain the idea from previous relevant work .To retrieve the data survey method was conducted in MBB College central library with a set of questionnaire included 15 questions of different aspects. Total 301 students received questionnaire and they all sincerely respond and provided data. Received data were presented in tabular form and Microsoft excel was used to analysed the data.

## 7. Data analysis and interpretation:

After the collection of data and other necessary information it has been tabulated and discussed. Some of the important issues showed by the respondents provided noteworthy insight to the librarians for the future development of the college library.

**Figure 1: Gender wise distribution of respondents**



On the basis of figure 1 it is seen that, out of total 301 respondents 155(51.8%) belongs to female category and 146(48.2%) are male category. This indicates females are more use the library compares to male.

**Table 1: Department wise distribution of respondents**

Sl.No.	Department	Number	Percentage
1	B.A. pass course	100	33.22
2	B.Com pass	3	0.99
3	Bengali	6	1.99
4	Bio-Science	3	0.99
5	Botany	22	7.30
6	B.sc pass general	7	2.32
7	Chemistry	19	6.31
8	Education	20	6.64
9	English	10	3.32
10	Geography	20	6.64
11	Hindi	2	0.66
12	History	26	8.63
13	Human Physiology	9	2.99
14	Mathematics	10	3.32
15	Physical science general	5	1.66
16	Physics	18	5.98
17	Pol. Science	7	2.32
18	Psychology	8	2.65
19	Sanskrit	4	1.32
20	Zoology	2	0.66
	Total	301	100

The department wise distribution of respondents measured by number and percentage. The table showed highest no. of respondents are related to B.A pass course that is 100(33.22%) followed by History Honours 26(8.63%); Botany 22(7.30%); Education 20(6.64%); Geography 20(6.64%); Chemistry 19(6.31%); Physics 18(5.98); Mathematics 10(3.32); English 10(3.32); Human Physiology 9(2.99%); Psychology 8(2.65%); B.sc pass 7(2.32%); Pol. Science 7 (2.32%); Bengali 6(1.99%); Physical science general

5(1.66%); Sanskrit 4 (1.32%); B.com pass 3(0.99%); Bio-science 3(0.99%); Hindi 2(0.66%); Zoology 2(0.66%).

**Figure 2: Library visit frequency wise distribution**

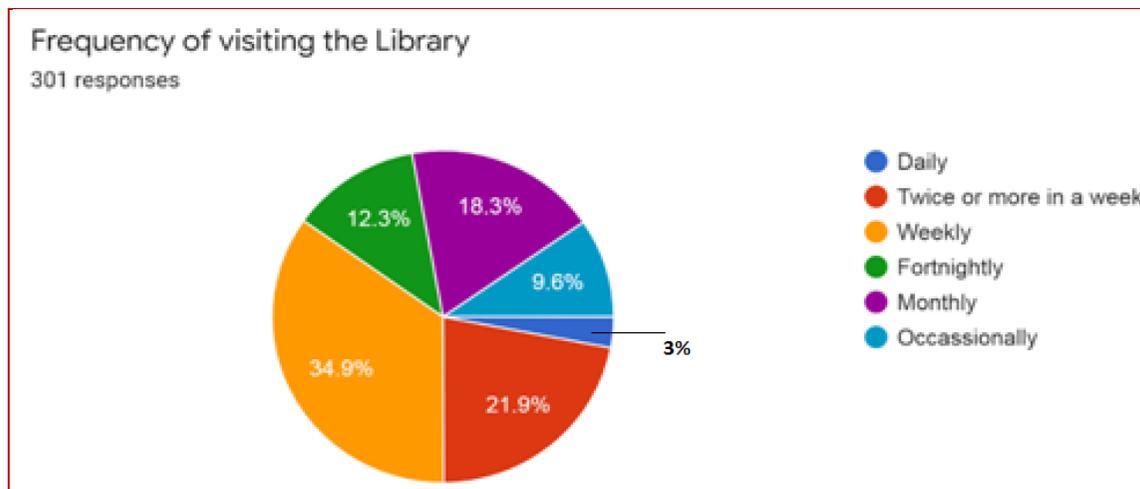
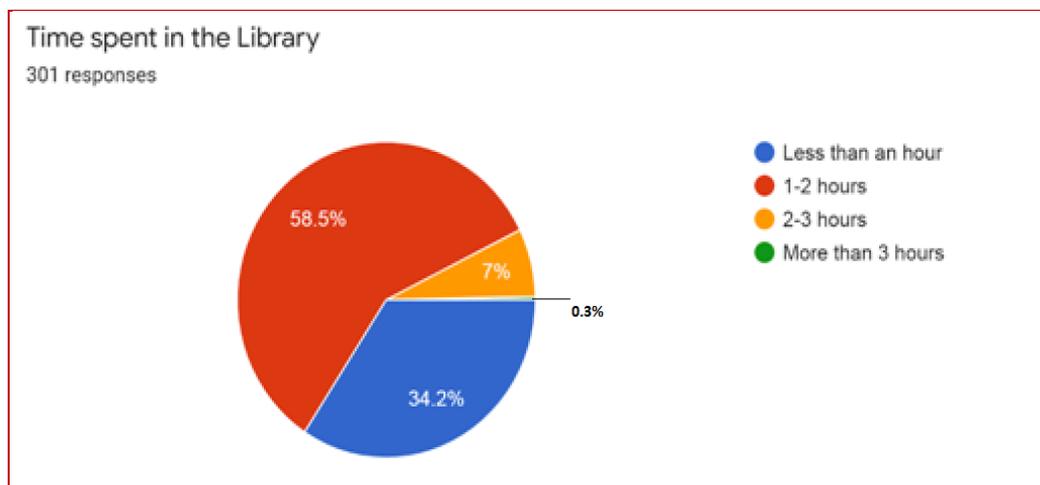


Figure 2 measure the frequency of visit library by percentage. It reveals, 34.9% respondents visit library weekly followed by 21.9% visit twice or more in a week; 18.3% visit monthly; 12.3% visit fortnightly; 9.6% visit occasionally and only 3% respondents visit library daily, which is not enough for library as well as for student development. Librarian needs to motivate students to visit library daily basis and properly use library resources to gain their knowledge.

**Figure 3: Time spent in the library**



On the basis of figure-3 it is clearly express that 58.5% respondent spent 1-2 hours in the library; 34.2% respondents uses the library less than an hour; 7% spent 2-3 hours and only 0.3% spent their time in the library more than 3 hours.

**Figure 4: Library visiting purpose wise division**

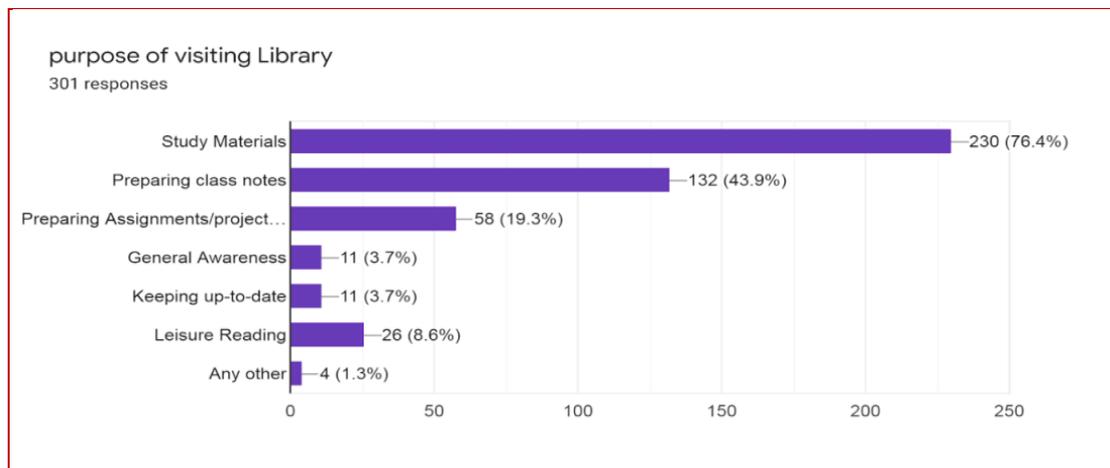
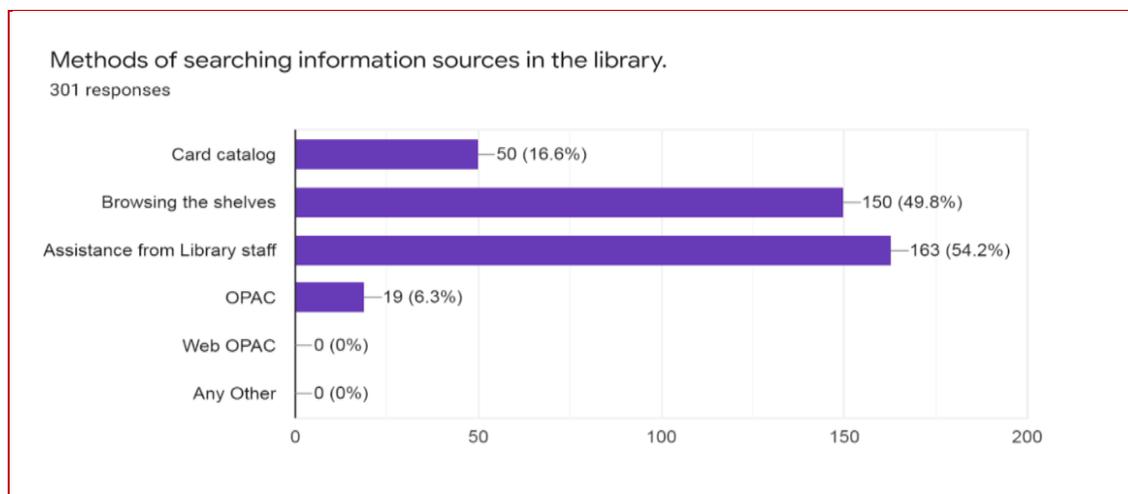


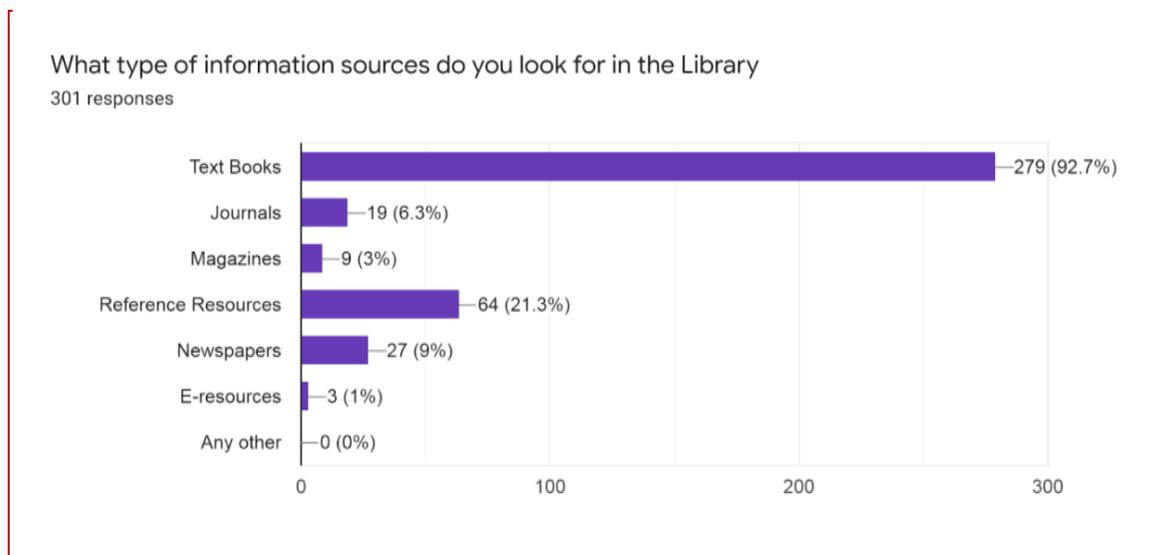
Figure-4 displayed the reason to visit library by the user. For this evaluation multiple choice of answers process was used. It presented highest no. of respondents visit library for study materials 230(76.4%) after that 132(43.9%) visit for preparing class notes; 58(19.3%) for preparing assignment/project; 26 (8.6%) for spent leisure time and reading; 11(3.7%) for general awareness; and another 11(3.7%) for keeping up-to-date and 4(1.3%) respondents visit library for other purpose.

**Figure 5: Information searching method wise distribution**



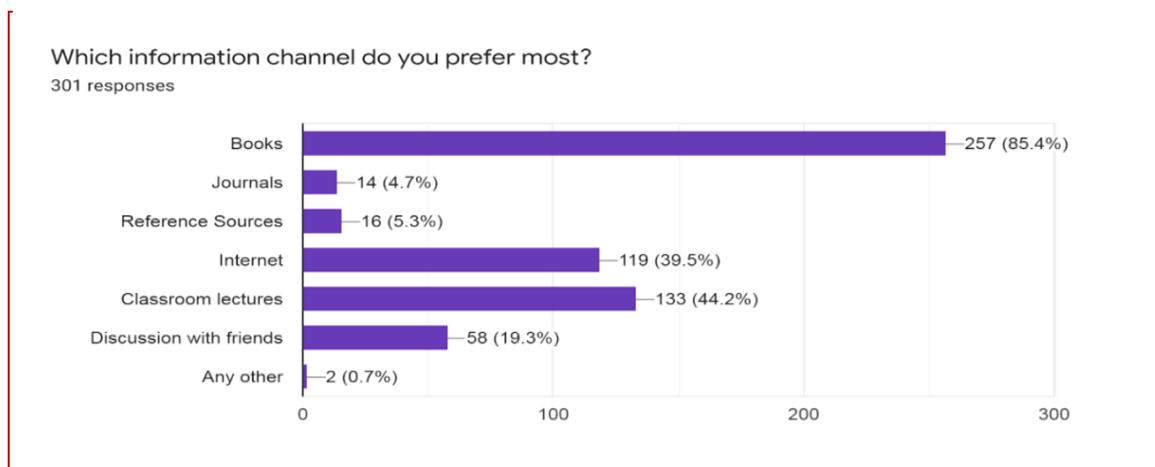
It is ascertained from the figure 5 maximum no. of respondents that is 163(54.2%) search their information with the help of library staff after that 150(49.8%) use the method as browsing the shelves; 50(16.6%) use card catalogue for search information and 19(6.3%) use OPAC to search information. Here also used multiple choice of answers process.

**Figure 6: Most preferred information sources**



Multiple choice of question answer procedure used in figure 6 which put on show what types of information sources preferred by respondents. It revealed highest no. that is 279(92.7%) preferred text book followed by 64(21.3%) preferred reference resources; 27(9%) preferred newspaper as information source; 19(6.3%) preferred journals; 9(3%) preferred magazines and 3(1%) preferred e-resources as information sources.

**Figure 7: Most preferred information channel**



It is revealed from the figure-7 that out of 301 respondents 257(85.4%) give preference on books as information channel; 133(44.2%) preferred classroom lectures; 119(39.5%) choose internet; 58(19.3%) preferred discussion with friend; 16(5.3%) preferred reference sources; 4(4.7%) preferred journal and 2(0.7%) preferred any other as information channel. For this section data were collected through the process of choosing more than one option.

**Figure 8: Problems faces by undergraduates**

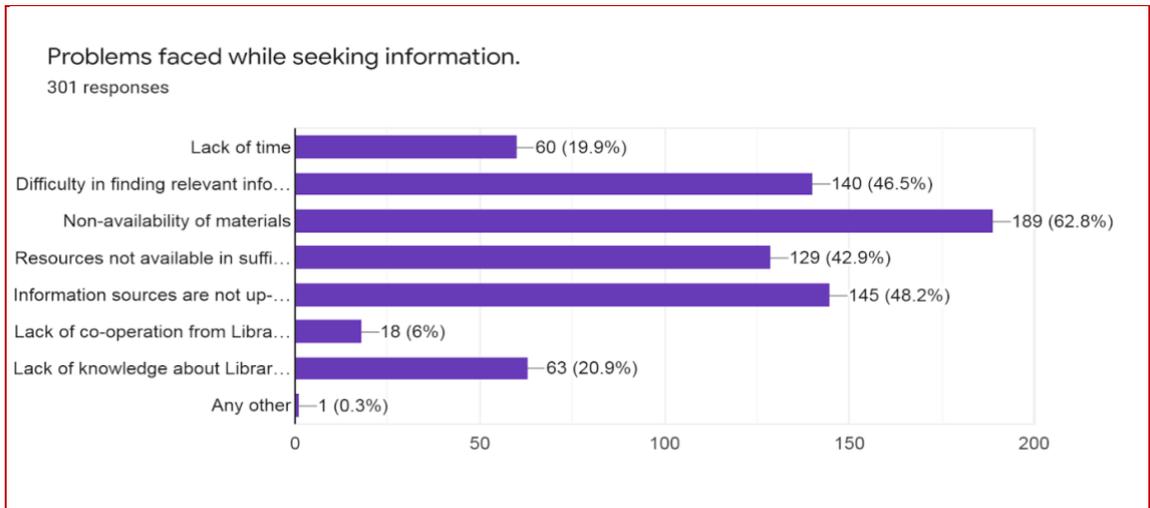
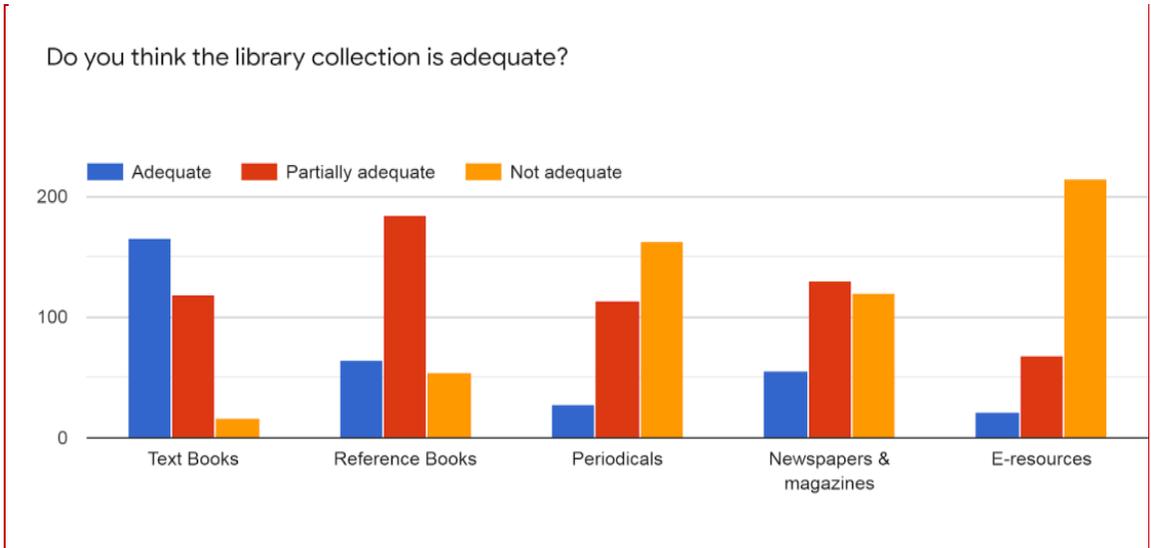


Figure- 8 showed various problems faces by the user while they try to seek information. According to the figure, highest position hold non-availability of materials as 62.8% followed by information sources are not up-to-date 48.2% then difficulty in finding relevant information 46.5%; insufficient resources 42.9%; lack of library resources knowledge 20.9%; shortage of time 19.9%; lack of cooperation from library staff 6% and 0.3% choose any other. Here also respondents have the freedom to choose more than one options.

**Figure 9: Library collection is sufficient or not**



This figure showed the investigation about various kinds of library materials which are adequate, partially adequate or not. Maximum respondent support book are adequate; reference book are partially adequate and e-resources are not adequate; newspaper and magazines are partially adequate and majority of respondent showed periodicals are not adequate.

**Figure 10: Electronic resources uses or not**

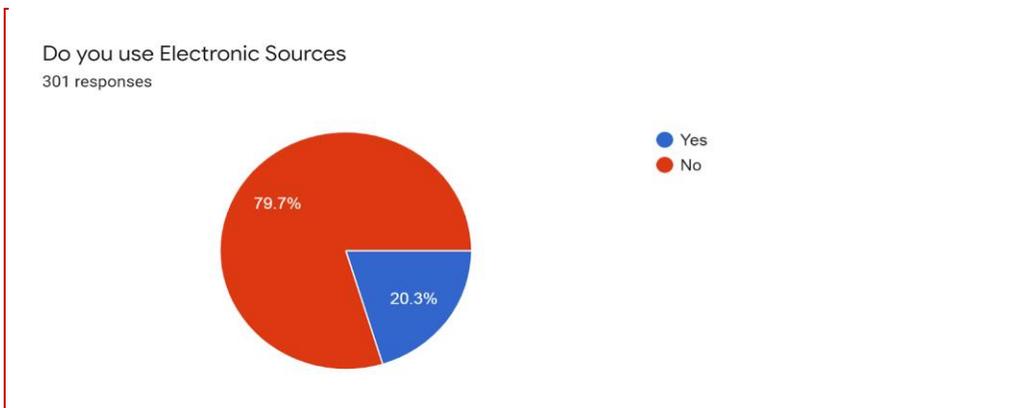
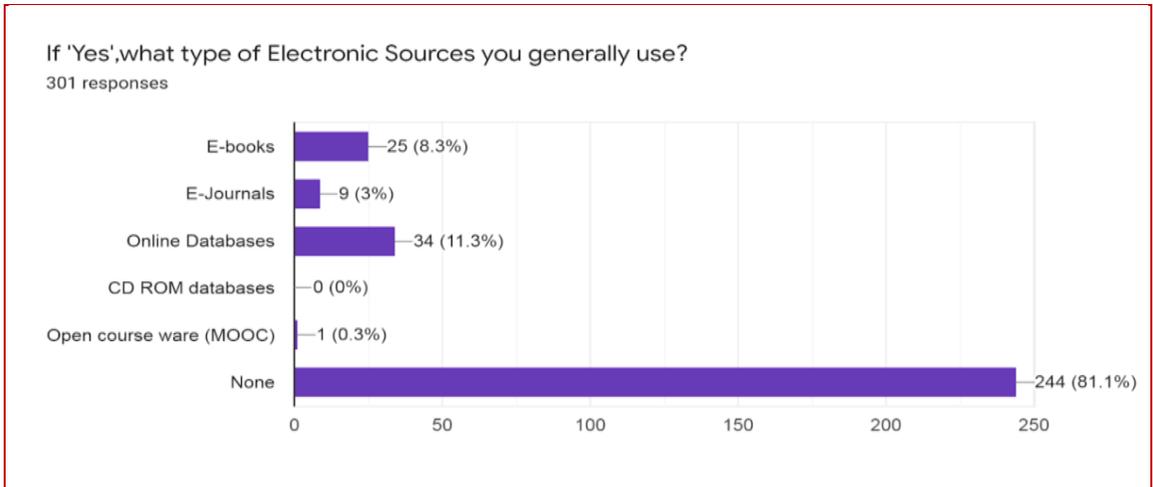


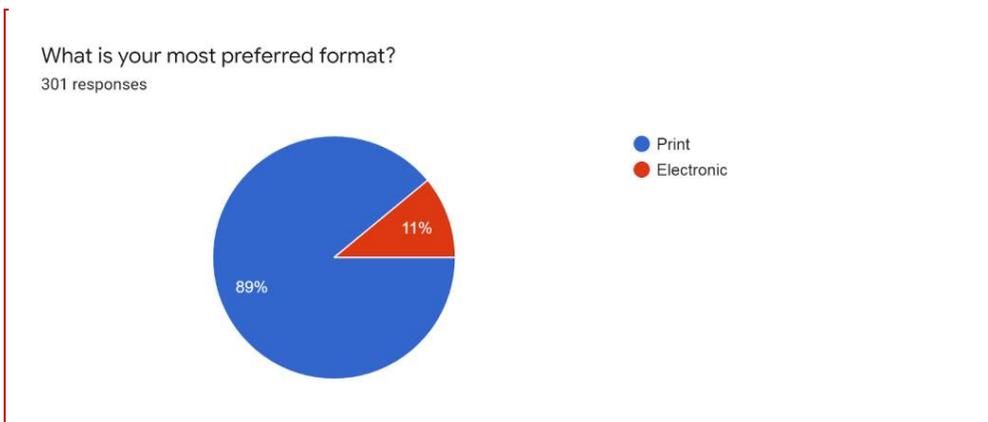
Figure 10 revealed that only 20.3% respondent use electronic resources and remaining 79.7% are not use e-resources.

**Figure 11: Types of useful electronic resources**



From the figure-11 it is stated that maximum respondents are not use any kind of e-resources; only 11.3% use online database; 8.3% use e-books and only 3% use e-journal and 0.3% use MOOC.

**Figure 12: Most preferred material wise distribution**



According to figure-12 it is clear that 89% respondents preferred print materials and 11% preferred electronic materials to collect information from the library for their academic success and to gain their knowledge.

**Findings of the study:**

The findings draw from the study is based on a sample of 301 undergraduates of MBB College. These findings provide some significant topic as follows:

Major Findings are as follows:

- 51.8% respondents belong to the category of female and 48.2% belongs to male. This indicates females are more use the library comparison to male.
- Majority of the respondents 33.22% belong to the discipline of BA pass course.
- 34.9% respondents are visit the library weekly followed by 21.9% visit twice or more in a week, only 3% respondent visit library daily.
- 58.5% respondents spent 1-2 hours in the library.
- Highest no. of respondents visit library for study materials i.e. 76.4%.
- Maximum no. of respondents i.e. 54.2% searches their information with the help of library staff.
- Majority of respondents i.e. 92.7% preferred text book as information sources.
- Undergraduate students faces various kinds of problems while seeking information as- non-availability of library materials, shortage of current information sources, unable to find relevant information, insufficient resources, lack of knowledge about library resources, shortage of time and lack of cooperation from library staff.
- Maximum respondents supported books are as adequate; reference books are partially adequate and e-resources are not adequate.
- Only 20.3% respondent use electronic resources and remaining 79.7% are not use e-resources.
- 11.3% respondents are using online databases as electronic source.
- 89% respondent preferred print materials and remaining 11% preferred electronic materials for access information.
- Feedback section of the questionnaire enables that users are not more satisfy with their library facilities.

## **8. Conclusion:**

This survey based study had set out to investigate information needs and seeking behaviour of MBB College students, to know user awareness about library resources and facilities moreover to identify user's satisfaction level. The outcomes of the study showed that most of the students are not aware about library services and resources. They preferred traditional material as books, study materials compare to electronic material. Majority of the students do not know how to use Catalogue Card or OPAC so they take assistance from library staffs. The study determined that the library has no facility to provide user training for effectively use the library resources.

It is seen from the above analysis that 92.7% users came to the library for access books as information source, so it revealed that books are the most important need of college students. Respondents suggested if college access more updated books then it will be very helpful for them. From this survey we found that female users are more uses the library compares to male. Which is very good sign for the development of our society. As we all are knows an educated women can make an educated society. The analysis reveals that, internet facility and collection of electronic resources are not sufficient in MBB college libraries. The survey found that computer facilities are not enough and many computers are not functioning properly and users also unable to use e-resources due to shortage of training. Thus user expressed their dissatisfaction on e-resources.

The feedback given by the respondents need to be taken earnestly for the improvement of the library. Some suggestions from library users are stated, as – reference and text book should be related to latest syllabus, bring more number of books, keep all previous year question paper systematically, need more information sources, number of library staffs are less for this reason not getting books in time, library staff should be co-operative, collection of periodicals need increase, improvement of e-resources, library staff should be helpful, need more scientific and technological updated journals and magazines, library staffs are not aware about their resources, need competitive exam books, electricity facility is not good. On the basis of the above feedback it may conclude that users are not more satisfied with their library collections and services.

### **Suggestions:**

These suggested studies could provide more valuable data which may be helpful for librarians to extend their resources and facilities to the users to use the library effectively. As,

- Library should be technologically improved.
- More trained library staff should be hired and they must be user friendly in nature.
- Library collections- print as well as electronic resources must be increase and updated.
- More current periodicals should be access.
- Librarians must be arranging user awareness programs and information searching skill training programs for the users to upgrade their information searching skill.
- More technology based suitable infrastructure should be needed to provide sufficient e-resources.
- Library should be increasing their budget.

### **Acknowledgement:**

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