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ASSESSMENT OF INFORMATION AND COMPUTER LITERACY SKILLS AMONG THE STUDENTS OF THE UNIVERSITY OF JAMMU: A CASE STUDY

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ABSTRACT

This study was organized to assess and have records about the information literacy and computer literacy skills among the students at the University of Jammu. To collect the data, a questionnaire was framed and distributed among 265 students studying at the University of Jammu. Out of 265 students, 243 questionnaires were received with responses being filed in them. Of the 243 students, there were 159 males and 84 females. The data revealed that the majority of the students 177 (72.84%) were familiar with the concept of computer and digital literacy and most of the students possess knowledge about the basic ICT skills such as Word Application software, Multimedia Applications, Spreadsheets Applications, and Communication Applications, etc. through which they can keep themselves abreast and updated with any sort of information required.

KEYWORDS: Information Literacy, Computer Literacy, Information and Computer literacy skills, University of Jammu, Library and Information Science

INTRODUCTION

Information literacy is regarded as the set of integrated abilities and skills which encompass the reflective discovery of information, the ability to understand and interpret how information is created, produced, and valued, and utilizing the information in creating new knowledge and also to participate accordingly in the communities of learning. Information literacy lays down the basis of the process called lifelong learning. Information literacy is common and neutral to all disciplines, all environments of learning, and all education levels. Information literacy also helps in enabling learners to master the matter and content and also to extend their investigations, become more and more self-directed, and also to gain much greater control over their learning.

Computer literacy generally means the process of understanding various concepts, functions, terminologies, methods, programs, operations, etc. that are concerning the general use of a computer. Computer literacy is regarded as the requisite intellect and knowledge to function

freely and independently with a computer. The functionality comprises being capable to solve and avert problems, to adapt new situations, keeping the information consolidated, and also conveying and communicating with people who are computer literate. In Computer literacy, a person can be called computer literate if he knows how to use and perform various ICT skills like basic hardware, the system, security, common GUI's, various applications like MS-OFFICE, HTML, CSS, SVG, etc., networking, internet, web, scripting, using Email, etc., So, we can say that computer literacy can be categorized and elaborated in a very broad sense which includes digital literacy, information literacy, Online media literacy, social network literacy, etc.

UNIVERSITY OF JAMMU

The University of Jammu is accredited as an A+ grade University by 'NAAC'. The University was established in 1969 vide Jammu and Kashmir Universities Act 1969 vide bifurcation of the erstwhile University of Jammu and Kashmir. In India, the University of Jammu was the first university to receive the ISO-9001 certification. The name of the central library of Jammu University is 'Dhanvantri Library'. The collection volume of the library is approximately 4,66,656 and there are 276 current periodicals. LCD projectors, INFLIBNET, photocopying service, CD- ROM databases, etc. are the services provided by the library to the users. RFID technology is also there through which automatic identification is done and the students can charge and discharge their desired materials and resources from the library. The library possesses various sections like the Acquisition section, Periodical section, a Reference section, private books section, Textbook section, technical section, Circulation section, and newspaper reading space, etc. for about 500 readers. Dhanvantri Library also has accessibility to DELNET which is a union catalog.

REVIEW OF LITERATURE

Singh et al. (2020) conducted and organized a study to examine and analyze the student's opinions regarding the information literacy program and areas where the program is required among the students at the Business School and School of Hospitality & Tourism Management at the University of Jammu. In the study, it was recorded that a total of 60.22% of males and 39.78% of females in The Business School and 52.31% of males and 47.69% of females in the School of Hospitality & Tourism Management respectively responded to the study conducted with their consent. The study came out to reveal and analyze that 72.04% of the total respondents of the business school were satisfied and 27.96% of the total respondents were unsatisfied with the information literacy-related services and facilities provided by the library whereas, in the School of Hospitality & Tourism Management, 83.08% of the students were satisfied, while on the other hand, 16.92% of the students were unsatisfied with the information literacy services and facilities provided by the library. In Business School, the sources consulted by the respondents in the library came out to be 20% using Library Catalogue, 24% by searching the racks personally, 18.67% with the assistance of library staff.

Shukla, Nisha, and Verma (2021) carried out a study to identify the level of computer literacy skills and frequent use of the Internet among the Library and Information Science Students of the University of Delhi. Of the total of 72 students in the department, it was revealed that 57 students used the computer regularly which was 79.17% of the total and only 15 students used the computer regularly which is 20.83% of the total. Also, 69 students were familiar with Word, 66 with Excel, 69 with PowerPoint, and 42 with Access respectively. Out of the total of 72 students in the library and information science department, 91.67% of the students used the internet every day which is the maximum, 4.17% were found to be always online, 0% used the internet once a month and 4.17% used the computer just a few times in a week. The information searched by using the internet was found and the percentage of databases (e-Shodhsindhu) was 16%, Websites 38%, Search Engines 38%, and Open access journal directories was 10% aggregately. The searching technique used for searching the required information on the Web came in as 14.63% using the Boolean Search and 56.1% using the Simple Search.

Verma and Shukla (2020) conducted a study to analyze the information literacy skills in accessing, searching, evaluating, and using the information by respondents among the master's students of Social Sciences Departments of Mizoram University and Tezpur University. The mode of preferences for the searching techniques in various departments of Mizoram University by title was maximum in the Social Work Department (48.15%) while in Tezpur University the mode of preferences for the searching techniques in various departments was maximum in the Education Department (50%). In the electronic environment, the preference for searching techniques in Mizoram University through the Truncation was maximum in the Sociology department (3.45%). The preference for searching techniques in the electronic environment in Tezpur University through Truncation was maximum in the Mass Communication Department (7.69%). In Mizoram University, the references given by the respondents when they reproduced other's work or ideas Occasionally was maximum in the Education Department (28.85%) whereas, in Tezpur University, the references given by the respondents when they reproduced others' work or ideas Occasionally was maximum in the Sociology Department (22.92%).

Ankamah, Gyesi, and Anaman (2021) organized a study for the evaluation of Information Literacy among Medical students at the College of Health Sciences, University of Ghana. Out of a total of 193 respondents, it was found that 69 were males and 124 were females. A maximum of 47 (24.4%) respondents of the total respondents who participated in the study were in the category of Level 300. A question was asked to have reliable knowledge and data about the information needs of the respondents. It was revealed in the findings that a maximum of 181 (93.8%) were in the category of 'To acquire new knowledge in a subject area'. A question was also put forward to the respondents about the information sources they needed, and it was found that the maximum and main type of information source needed by the students were 'Books' 170 (88.1%). Responding to the query about access to the information, an encouraging number of the respondents primarily used Internet sources 190 (98.4%). The prime reason used for selecting

information source was 'For faster information 170 (88.1%). The criteria for accessing information Sources were major in 'The author is known in the field' 112 (58%).

Gupta and Gupta (2021) organized a study to identify the information Literacy awareness among the research scholars in an electronic environment at the University of Jammu. Among a total of 236 total respondents, 90 (38%) were males and 146 (62%) were females. The science faculty was having a maximum number of respondents as compared to the other faculties 114 (48%). The maximum of the total respondents was those who visited the library 2-3 times a week 87 (36%). The respondents were also enquired about the awareness of services provided by their library. Most numbers of the respondents 181 (77%) were aware of the Current Awareness Service provided by the library. The respondents were also asked about the methods that they used for locating or searching the documents in the library. The highest number of respondents responded that they search the books in the library through the method of 'Physically verify the books on the racks' 133 (56%). The search engine used by the greatest number of the respondents was Google with 232 (98%) respondents.

OBJECTIVES OF THE STUDY

Following are the main objectives of the study:

1. To determine the information and computer literacy skills of the respondents
2. To identify the familiarity of the respondents with the concept of Computer and Digital literacy
3. To examine the level of the respondents with the basic ICT skills
4. To gain knowledge about the troubles faced by the respondents while seeking information
5. To know about the use of various social networking sites by the respondents

METHODOLOGY

The purpose of designing this study is to assess the information and computer literacy skills among the students studying at the University of Jammu. A survey is being conducted through online mode to retrieve and collect the data from the respondents studying at the University of Jammu. Google Form was utilized for the design of this online questionnaire and this questionnaire was further distributed through social media platforms like WhatsApp and Email. 243 persons responded to the framed questions and provided the entire information required regarding the survey. The primary data was collected in July 2022. The data received through the various respondents have been computed statistically and have been presented below in tabulated form through various tables, charts, graphs, explanations, etc.

DATA ANALYSIS AND INTERPRETATION

Characteristics of the respondents

Table 1 denotes various characteristics that are associated with the respondents studying at the University of Jammu. The categorization of these characteristics is according to the gender, age groups, and courses adopted by the respondents. According to the stats received from the study, the gender-wise segregation of the respondents gave the result that most of the respondents 159 (65.43%) were male while the remaining 84 (34.57%) were found to be females. In the age-wise distribution table of the respondents, the majority of the respondents 81 (33.33%) were falling in the age group of 26-30 years. After that, the age group of 23-26 years followed with 72 (29.63%) of the total respondents. This group was followed by those respondents who were between the age group of Above 30 years with 55 (22.63%) of the respondents whereas there were 35 (14.40%) respondents who were in the age group of 20-23 years. The course-wise classification of the respondents showed that the majority of the respondents 139 (57.20%) were enrolled in various postgraduate courses, then followed by those respondents who were enrolled in M.Phil./ Ph.D. with 76 (31.28%) the respondents and then there were those students who were having the lowest strength with 28 (11.52%) of the respondents and they were pursuing the Undergraduate courses in Jammu University. The consolidated data which was calculated revealed that the majority of the respondents in the study were males, a maximum number of the respondents were lying between the age group of 26-30 years, and the maximum number of the respondents in the University of Jammu were enrolled in various postgraduate programmes.

Table 1: Characteristics of the Respondents

Gender-wise distribution of the Respondents		
Gender	Frequency	Percentage
Male	159	65.43%
Female	84	34.57%
Total	243	100%
Age group-wise distribution of the respondents		
Age group	Frequency	Percentage
20-23 years	35	14.40%
23-26 years	72	29.63%
26-30 years	81	33.33%
Above 30 years	55	22.63%
Total	243	100%
Course-wise classification of the respondents		
Courses	Frequency	Percentage
UG	28	11.52%
PG	139	57.20%
M.Phil./ Ph.D. Scholars	76	31.28%
Total	243	100%

Frequency of the students visiting the library

Table 2 and Figure 1 denote the frequency of students and their periodicity manner of visiting the library to meet and fulfill their information desires and needs. The frequency table is based on the daily, weekly, fortnightly, monthly, and occasional visits to the library by the students as per their requirements. The highest number of the students were in the category of visiting the library daily with 72 (29.63%) of the respondents, then there were those students who visit the library weekly with 69 (28.40%) of the total respondents, followed by 48 (19.75%) of the respondents who visit the library fortnightly, whereas 18 (7.41%) and 36 (14.81%) of the respondents visited the library monthly and occasionally respectively. The study in this table concluded that the major number of students are those who visit the library daily to utilize various resources available in the library to gain knowledge and enhance their studying and learning tendencies.

Table 2: Frequency of the students visiting the library

Frequency of the visits	Frequency	Percentage
Daily	72	29.63%
Weekly	69	28.40%
Fortnightly	48	19.75%
Monthly	18	7.41%
Occasionally	36	14.81%
Total	243	100%

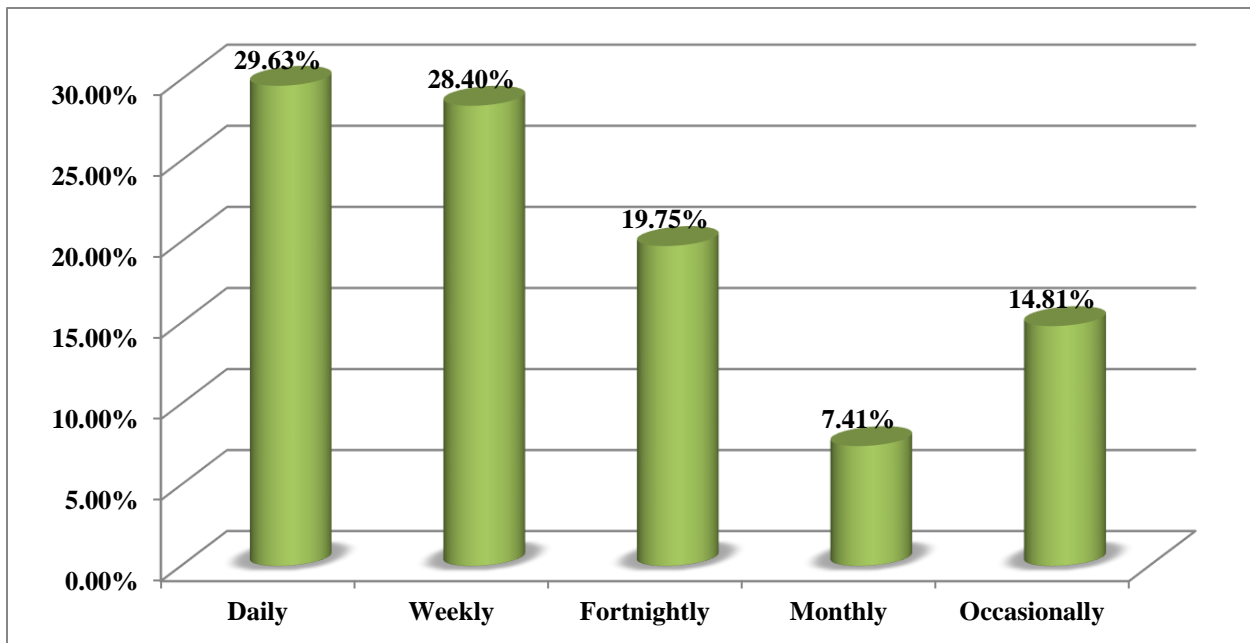


Figure 1: Frequency of the students visiting the library

Familiarity with the concept of Computer and Digital literacy

Table 3 and Figure 2 compromise the data which defines how many of the respondents under study are familiar with the concept of computer and digital literacy. Out of the total 243 respondents, it came out records that there are 177 (72.84%) respondents were familiar with the concept of computer literacy and digital literacy whereas contrary to it, whereas it was known that there were 66 (27.16%) of the respondents were unfamiliar with the concept of the computer literacy and digital literacy. So, through this data, it was found that there was a higher number of respondents who were familiar with the concept of computer and digital literacy whereas those respondents who were unfamiliar with the concept were less in number and percentage.

Table 3: Familiarity with the concept of Computer and Digital literacy

Familiarity	Frequency	Percentage
Familiar	177	72.84%
Not Familiar	66	27.16%
Total	243	100%

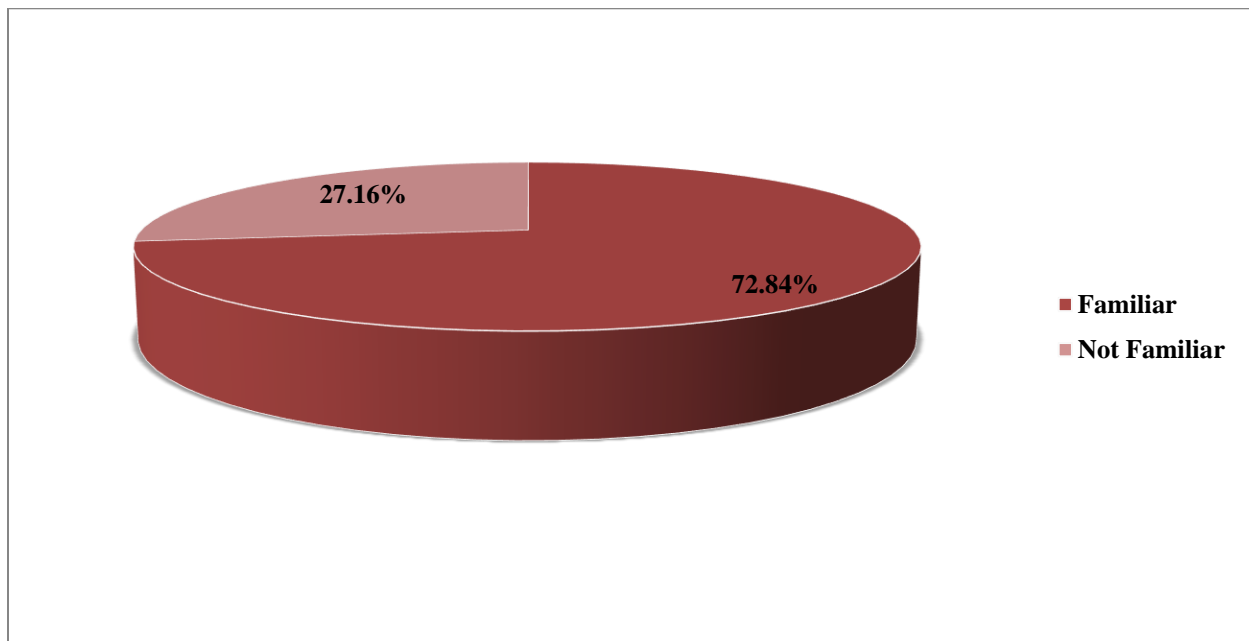


Figure 2: Familiarity with the concept of the computer and digital literacy

Sources consulted by the respondents in a library

Table 4 describes the various sources that are consulted by the respondents in a library at the University of Jammu to have access to the information that they need. In today's time, there is plenty of information that is available for the users at any time and at any place they need it. So, in response to this, the information seekers and information users consult more than one source to meet and satisfy their information needs. In our study, it was known that most numbers of the respondents 142 (33.02%) met their information needs with the assistance of the library staff,

then there were those students 116 (26.98%) who searched the library racks personally, followed by the students 106 (24.65%) who used OPAC search to fulfill their information needs, then there were some respondents 43 (10.00%) who took the assistance of their friends and lastly, there were those students who used the library catalogue 23 (5.35%). The study gave us data that the highest number of students were those who located the various sources with the assistance of the library staff because most of the respondents were not so much familiar with the technicalities and functions of the library and needed some sort of guidance to meet and satisfy their information needs.

Table 4: Sources consulted by the respondents in a library

Sources consulted	Frequency	Percentage
Library Catalogue	23	5.35%
Searching the racks personally	116	26.98%
With the assistance of library staff	142	33.02%
With the assistance of friends	43	10.00%
Through OPAC search	106	24.65%
Total	430	100%

(Frequency exceeded because respondents choose more than one option)

Various services provided by the library to the respondents

Table 5 and figure 3 puts forward the various kinds of services that are being provided by the library to the respondents at the University of Jammu. These services assist the users in locating, evaluating, and making use of the information for which they visited the library. In our conducted study, it was revealed that the highest frequency was 84 (21.27%) of all the services which was led by the internet services. After that, it was known that circulation services and reference services were being provided with an equal proportion of 58 (14.68%) each. Then, the services that followed were cataloguing services 53 (13.42%), Library Orientation Program 47 (11.90%), Current Awareness Services 39 (9.87%), Reprographic Services 35 (8.86%), and the service which was configured at the bottom place was Selective Dissemination of Information with 21 (5.32%) frequency. The study witnessed that the highest frequency of the library services provided to the respondents was the Internet service through which the maximum number of the students in the University of Jammu prefer to satisfy their information needs.

Table 5: Various services provided by the library to the respondents

Services	Frequency	Percentage
Cataloguing Services	53	13.42%
Reference Services	58	14.68%
Reprographic Services	35	8.86%
Internet Services	84	21.27%

Current Awareness Services	39	9.87%
Selective Dissemination of Information	21	5.32%
Library Orientation Program	47	11.90%
Circulation services	58	14.68%
Total	395	100%

(Frequency exceeded because respondents choose more than one option)

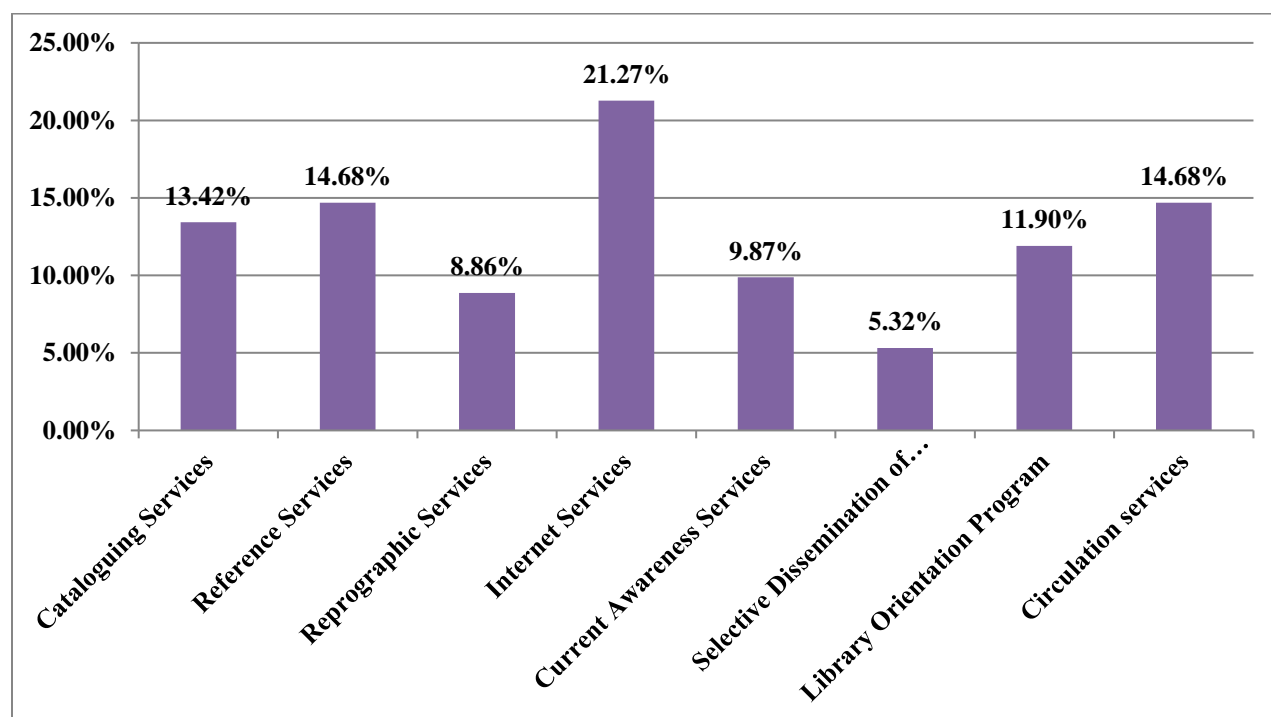


Figure 3: Various services provided by the library to the respondents

The proficiency level of the respondents with the basic ICT skills

Table 6 presents the proficiency level of the respondents possessing basic ICT skills. There is variously modified form of ICT skills that are required to be adopted by the respondents in this drastically changing time and technology. The users who possess optimum and efficient ICT skills are always bound to have better advancement towards seeking the knowledge and information they require for their well-being the data being collected from the respondents was based on the proportion of the 5 points continuous scale in which 5 for Excellent, 4 for Good, 3 for Average, 2 for Fair and 1 for Poor respectively. In the Word Application skills like MS-Word, Libre, etc., the largest number of the respondents 63 (25.93%) rated their skills as 3, then followed by 2, 5, 4, and 1 with 58 (23.87%), 44 (18.11%), 42 (17.28%), 36 (14.81%) of the respondents respectively. In Multimedia Application, the highest number of the respondents 74 (30.45%) rated their skills as 3, followed by 2, 5, 1, and 4 with 59 (24.28%), 46 (18.93%), 37 (15.23%), 27 (11.11%) of the respondents respectively. In Spreadsheet Applications such MS-Excel, Libre, Calc, etc., the greatest number of the respondents 94 (38.68%) rated their skill as 1,

then followed by 4, 2, 5, 3 with 51 (20.99%), 37 (15.23%), 33 (13.58%) and 28 (11.52%) of the respondents respectively. In Communication Applications like Email, blogging, etc., the maximum number of respondents 83 (34.16%) rated their skills as 1, then followed by 3, 2, 4, 5 with 63 (25.93%), 52 (21.40%), 27 (11.11%), and 18 (7.41%) of the total respondents respectively. In Content Access Software skills, the largest number of the respondents 82 (33.74%), rated their skills as 5, after that the followers are 3, 2, 1, and 4 with 64 (26.34%), 47 (19.34%), 26 (10.70%) and 24 (9.88%) of the total respondents respectively. The result showed us that the maximum number of the respondents were rating their skills 3 (Average), and 1 (Excellent) equally.

Table 6: Proficiency level of Respondents with basic ICT Skills

ICT SKILLS	Excellent	Good	Average	Fair	Poor	Total
Word Applications (MS-Word, Libre Writer)	36 (14.81%)	58 (23.87%)	63 (25.93%)	42 (17.28%)	44 (18.11%)	243 (100%)
Multimedia Application	37 (15.23%)	59 (24.28%)	74 (30.45%)	27 (11.11%)	46(18.93%)	243 (100%)
Spreadsheet Applications (MS-Excel, Libre Calc)	94 (38.68%)	37 (15.23%)	28 (11.52%)	51 (20.99%)	33 (13.58%)	243 (100%)
Communication Applications (email, blogging, video conferencing, etc.)	83 (34.16%)	52 (21.40%)	63 (25.93%)	27 (11.11%)	18 (7.41%)	243 (100%)
Content Access Software	26 (10.70%)	47 (19.34%)	64 (26.34%)	24 (9.88%)	82 (33.74%)	243 (100%)

Preferred Search Engines by the respondents

Table 7 and Figure 4 present the different search engines through which the respondents search for their desired information on the internet at the University of Jammu. It was found that the majority of the respondents 187 (49.34%) were using Google as their primary search engine for finding information on the internet, followed by 79 (20.84%) of the respondents using Yahoo, 58 (15.30%) using Bling, then 32 (8.44%) using DuckDuckgo and 23 (6.07%) of the respondents were using other search engines to search their required information on the internet.

Table 7: Preferred Search Engines by the respondents

Search Engines	Frequency	Percentage
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Google	187	49.34%
Yahoo	79	20.84%
Bling	58	15.30%
DuckDuckgo	32	8.44%
Any other	23	6.07%
Total	379	100%

(Frequency exceeded because respondents choose more than one option)

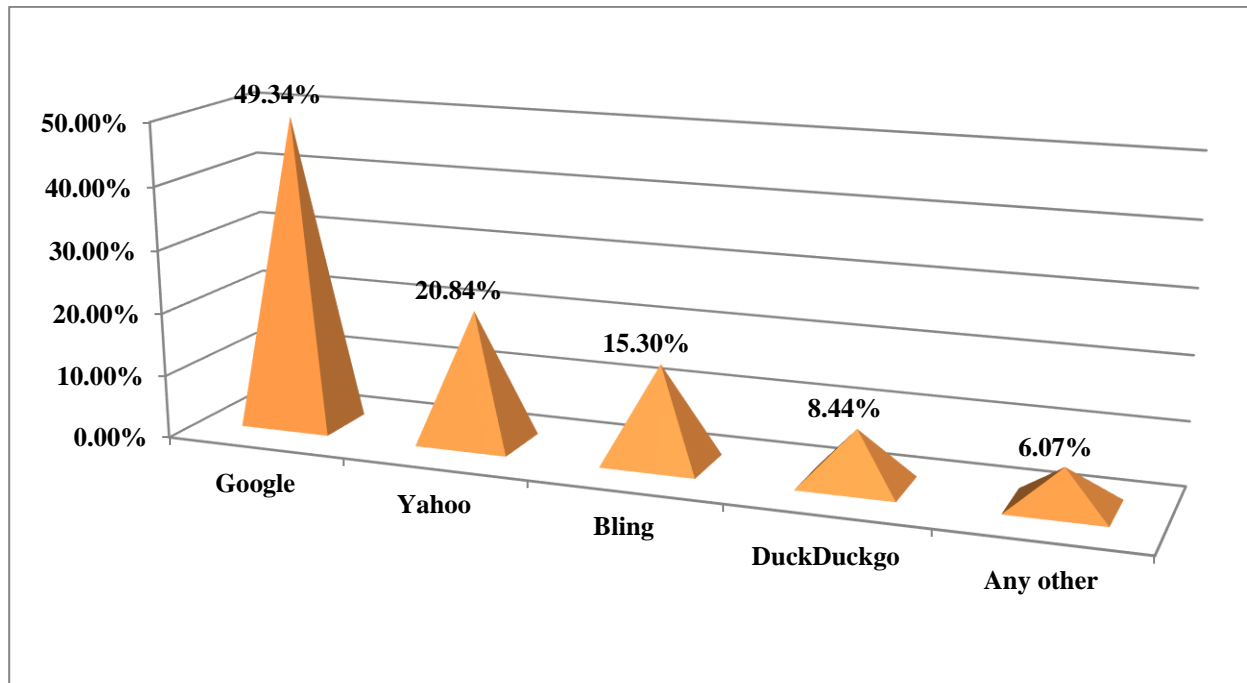


Figure 4: Preferred search engines by the respondents

Students preferred browsers used for accessing the information on the internet

Table 8 illustrates all different types of web browsers through which the respondents in the University of Jammu prefer to access and retrieve information on the internet. These web browsers are of the prime necessity to search the information in a consolidated form. Out of a total number of 384 responses, it was filtered that the greatest number of the respondents 193 (50.26%) used Google Chrome. There were about 76 (19.79%) out of the total respondents used Internet Explorer, followed by 46 (11.98%) of the respondents who used Mozilla Firefox. UC Browser was used by 45 (11.72%) of the total respondents. The minimum number of respondents were found to use Netscape 24 (6.25%) respondents. Our study cleared that Google Chrome was used by the maximum number of the respondents while Netscape was used by the least number of the respondents.

Table 8: Students preferred browsers used for accessing the information on the internet

Browsers	Frequency	Percentage
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Google Chrome	193	50.26%
Internet Explorer	76	19.79%
Mozilla Firefox	46	11.98%
Netscape	24	6.25%
UC Browser	45	11.72%
Total	384	100%

(Frequency exceeded because respondents choose more than one option)

Use of Social Networking Sites by the Respondents

Table 9 and Figure 5 depict that the most influential tools available in today's time that is social networking sites and social media applications that are utilized and consumed by the students in the University of Jammu to gain and share information knowledge. A total of 417 responses were received with the highest number of responses being those who were using WhatsApp with 95 (22.78%) of the total responses. Of the respondents who prefer to use Instagram 94 (22.54%) of the total respondents. This was followed by the respondents 76 (18.23%) who use Facebook, then consecutively followed by Twitter 56 (13.43%), Skype 34 (8.15%), Google Meet 29 (6.95%), Google Talk 21 (5.04%), and lastly, We Chat 12 (2.88%) respectively. It was filtered in our study that most of the respondents use WhatsApp while the least number of the respondents used, We Chat to gain and share information through various Social Networking sites.

Table 9: Use of Social Networking Sites by the Respondents

Social Network Sites	Frequency	Percentage
Facebook	76	18.23%
Twitter	56	13.43%
Instagram	94	22.54%
WhatsApp	95	22.78%
Google Talk	21	5.04%
We Chat	12	2.88%
Google Meet	29	6.95%
Skype	34	8.15%
Total	417	100%

(Frequency exceeded because respondents choose more than one option)

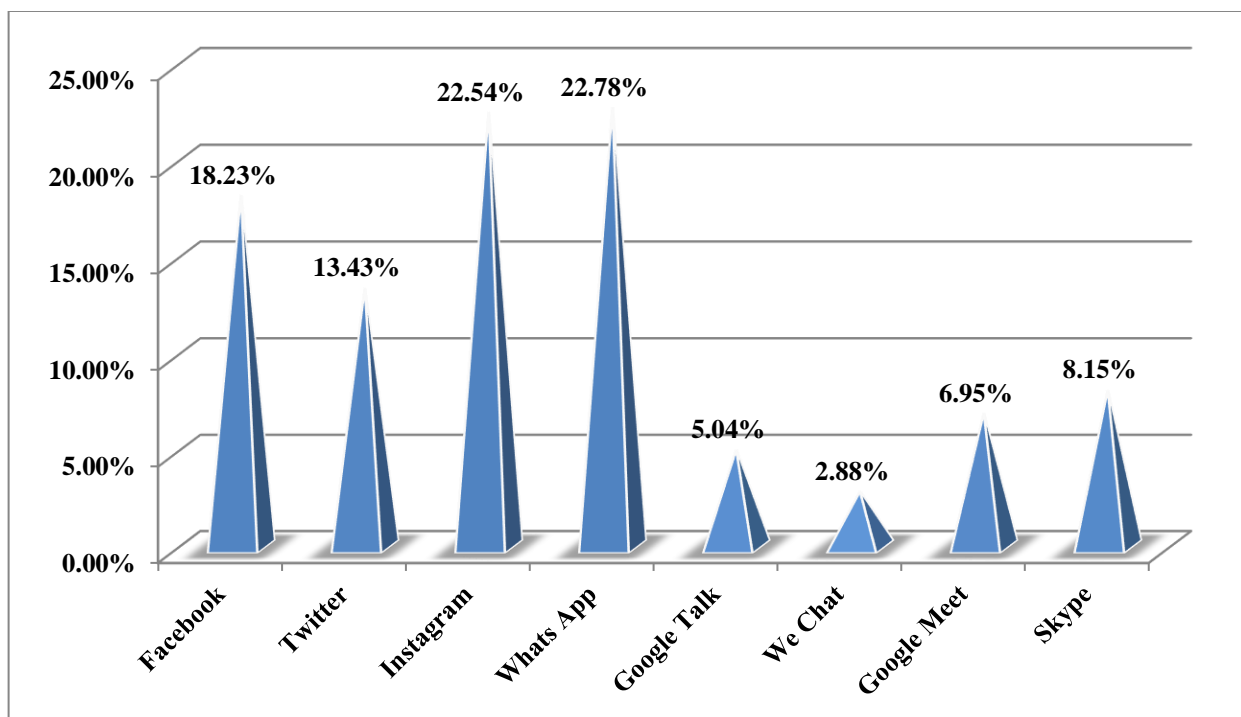


Figure 5: Use of social networking sites by the respondents

Different techniques used by the respondents for searching

In Table 10 it was observed that the respondents preferred to use various searching techniques to search the electronic information. It was recorded that the maximum number of the respondents 135 (34.97%) were using the Simple keywords techniques, then the technique followed was Boolean Operators (AND, OR, NOT) which was used by 96 (24.87%) of the respondents, followed by Field Search (Title, Author, URL, etc.) used by 69 (17.88%) of the respondents, followed by 52 (13.47%) of the respondents using the Truncation technique and lastly there were 34 (8.81%) respondents who don't know about any of the searching technique in the University of Jammu.

Table 10: Different techniques used by the respondents for searching

Different techniques	Frequency	Percentage
Simple Keywords	135	34.97%
Boolean Operators (AND, OR, NOT)	96	24.87%
Field Search (Title, Author, URL, etc.)	69	17.88%
Truncation	52	13.47%
Don't know	34	8.81%
Total	386	100%

(Frequency exceeded because respondents choose more than one option)

Troubles faced by the respondents while seeking information

Table 11 illustrates that while searching and accessing the information, there are certain troubles and hindrances which arise. In our study, it was found that 352 total respondents were kind enough to share all those troubles and challenges which they faced while seeking the information while they are on the library premises. Out of the total number of respondents, the maximum number of respondents 95 (26.99%) were in the category of those who 'Don't know how to use a resource, followed by the respondents 93 (26.42%), who possessed the 'Lack of awareness about information resources. Then there were those respondents 63 (17.90%) who were facing troubles due to the 'Lack of Internet access followed by the respondents 57 (16.19%) who were facing problems due to 'Lack of Information searching skills. There were those respondents 44 (12.50%) who were challenged due to the 'Overload of information. The study showed that the maximum number of the respondents were those who faced trouble because they did not know how to use a resource in the library due to which they were deprived of the information for which they visited the library.

Table 11: Troubles faced by the respondents while seeking information

Troubles	Frequency	Percentage
Lack of Internet access	63	17.90%
Overload of Information	44	12.50%
Lack of Information searching skills	57	16.19%
Don't know how to use a resource	95	26.99%
Lack of awareness about information resources	93	26.42%
Total	352	100%

(Frequency exceeded because respondents choose more than one option)

Areas where the Information Literacy Program is required

Table 12 of our study depicts the areas where there is a scope and requirement of the information literacy program to fulfill the information needs and demands of the respondents at the University of Jammu. There were a total 356 total number of the responses which was given to us by the respondents of the University. The highest frequency 157 (44.10%) was found in the category of 'Use of library resources, then followed by 68 (19.10%) in the 'Use of internet. After that, 51 (14.33%) of the respondents were in the favor of 'Use of e-resources', followed by 'Use of OPAC' with 44 (12.36%) frequency and percentage. The least number of the responses 36 (10.11%) were found to be under 'Formulating search strategies. It was clear in our study that the maximum frequency and percentage was falling in the category of 'Use of library resources'' and the least frequency and percentage were under 'Formulating search strategies'.

Table 12: Areas where the Information Literacy Program is required

Areas	Frequency	Percentage
Use of library resources	157	44.10%
Use of e-resources	51	14.33%
Use of OPAC	44	12.36%
Use of Internet	68	19.10%
Formulating search strategies	36	10.11%
Total	356	100%

(Frequency exceeded because respondents choose more than one option)

CONCLUSION AND DISCUSSION

In our study, it was fairly observed that the greatest number of the respondents were males 159 (65.43%) in Jammu University. The majority of the students 81 (33.33%) were in the 26-30 years age group. The maximum number of the respondents preferred to visit the library daily to cater to their information and knowledge needs. The source which was highly consulted by the respondents in the library was manual through the assistance of the library staff. Most numbers of the students were in the category of Good and Excellent when the query was put forward relating to their proficiency level of ICT skills. A major number of the students (50.26%) primarily used Google Chrome as a Web browser to access the information on the internet at the University. Social networking applications and sites like WhatsApp (22.78%), and Instagram (22.54%) are utilized in abundance by the respondents to retrieve and share informational content. So, it can be concluded that the maximum number of the respondents are satisfied with their information and literacy skills but on the contrary side, it can also be seen that there is still a scope of pieces of training regarding various information literacy programs, sources, and services related to information and computer literacy in the University of Jammu.

SUGGESTIONS

Some of the suggestions are mentioned below through which the students can have better assessment and understanding of various information and computer literacy skills which are very significant in this modern and competitive era:

- There should be timely organizing of various courses, training camps, orientation programmes, etc. through which the students can attend them and can gain the optimum level of skills and knowledge required.
- More and better sources and services should be provided to the authorities which can reach the domain of the maximum number of students studying at the University.
- All those areas and sectors where there is any scope for improvement regarding information literacy should be identified and proper and adequate actions should be taken for their betterment.

- A target-based approach should be inherited through which it can be assured possible that most of the students should be familiar with various ICT skills.

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