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# Information Need and Information-Seeking Behaviour of Tangkhul Naga Community in India

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## ABSTRACT

The main objective of this research is to study the information-seeking behaviour and need of the Tangkhul Naga community in the Ukhrul district of Manipur state in India. What are the various sources and channels used for seeking information, the purpose of information seeking, problems faced by the Tangkhul Naga community while seeking the information? The survey research was conducted using a questionnaire tool from the scattered population of the Tangkhul community. Total of 211 people were responded to the questionnaire. The respondent includes student, daily-wage worker, government-employee, retired people, self-employed and unemployed persons. The print media and the Internet are the most popular source for acquiring information through the outside world. The community faces many problems and challenges while seeking information like cost of information access, a library without essential collections, outdated nature of books, language barriers, scattered literature, and limited library hours, etc.

**Keywords:** Information needs, Information seeking behaviour, Information sources, Information society, Information access

## Introduction

Information leads a big role in today's world. Every human being depends on information where without information our life cannot survive. The competition is growing among the nations in a different field, such as education, technology, trade, etc. due to the tremendous increase of information. The works of our day-to-day life become easier because of the information. The libraries and information centers have played a big role in disseminating information across the world. As the use of information is increasing more and more the technology for managing the information has also increased more. We need information in our day-to-day life. Information can be accessed through formal channels like libraries, information centers, documentation centers, etc. (Nasreen, 2006). Information has become the basic needs of society (Wilson, 1981; Kuhlthau, 1993). There are many barriers to information needs e.g., illiteracy; poverty, efficient information delivery mechanism, ignorance, unawareness, inaccessibility, etc. (Sinha & Das, 2015).

Researchers have reviewed the related topics on information needs of the rural communities in various bibliographic and full-text databases. This kind of study in information-seeking behaviour has been done a lot at the national and international level, but in the North-East states of India, this kind of study has not been done so far. Many studies have been done on information-seeking behaviour of different professions e.g., students, doctors, lawyers, farmers, etc. Wilson (1999) defines the term information-seeking behaviour as "the totality of human behaviour in relation to sources and channels of information, including both active and passive information-seeking and information use". Another paper describes that information seeking behaviour as the purposive seeking for information as a consequence to satisfy some goals (Wilson, 2000). Information-seeking behaviour can be expressed in many forms like reading of printed materials, like books, newspapers, magazines, etc., or informal communication like talking to friends, colleagues, parents, teachers, etc. (Mooko & Aina, 2007). But there are three important communication media available for rural people viz. 1) Face-to-face media e.g., news or press conference; 2) Public meetings; and 3) Mass media like radio, television, magazine, etc. (Ukachi, 2007).

Islam and Ahmed (2012) did research on information-seeking behaviour of rural dwellers. They suggested that the access of the right to information by rural communities will help them to acquire skills, knowledge, and confidence to fully participate in community affairs. Moore et al. (2016) mentioned that “Information is a key contributor to the development of individuals and communities. People need the information to develop their potential through education and training, to succeed in business, to enrich their cultural experience, and to take control of their daily lives.” Many research studies have been done in different countries on information-seeking behaviour of students e.g., Nicholas et al. (2009) carried out a study to provide evidence on the actual information-seeking behaviour of students in a digital scholarly environment; Fidzani (1998) surveyed 144 students to determine the information seeking and use of information resources by graduate students at the University of Botswana. So, many factors act as a challenge to information accessibility and utilization which include the following; i) Language, ii) Illiteracy, iii) Geographical distance, iv) Lack of Infrastructure, and iv) Ignorance, etc. (Yusuf, 2012; Ugah, 2007; Uhegbu, 2001).

The information is nowadays changing due to the availability of a vast array of information resources on the web. Information and knowledge have become one of the most important commodities for development and growth. The information-seeking can be for personal reasons or to the subject related to what they need it. Information-seeking behaviour depends on the needs of the people. The information-seeking behaviour includes information searching and information gathering which identifies what type of information they need it and their goal of searching for information and gather it from different sources following the different techniques or processes of searching. Khongtim (2006) says that information-seeking behaviour is the relationship between human beings and sources of information that can be formal or informal sources of information. So, researchers in this survey investigated how the people of Tangkhul society seek the information and what are the problems faced by people while seeking the information.

But when we see in the context of Tangkhul society there needs to be lots of improvement. The library systems need to change with more resources, facilities, and infrastructure. There should be more information centers to provide reliable information in the community. While seeking the information they need to adopt latest technology having more library with proper maintenance to fulfill their needs as the Tangkhul people are still living in the digital divide arena where there are lots of problems exists.

### **Research objectives**

The research study examines the information needs, media and source used to get information and frequencies of accessing information by the Tangkhul Naga communities. This survey research paves the way for knowing how the Tangkhul Naga communities are seeking the information. The main objectives of the survey study are:

- to study the information-seeking behaviour of Tangkhul Naga communities;
- to study the various sources and channels used for seeking information;
- to study the purpose of seeking information; and
- to study the problems faced by the Tangkhul Naga communities while seeking the information.

### **Research method**

This survey method was used to conduct the research study. The survey method is one of the research methods for researchers to study information-seeking behaviour especially when samples are collected from the respondents. Survey research is also very popular among library and information science researchers. The questionnaire tool was used to collect data from the scattered population of Tangkhul Naga communities in Ukhrul district. The questionnaire gives precise information for the researchers of his/her interest. The questionnaire was based on the research objectives. A total of 250 questionnaires were distributed among respondents and out of that total 211 questionnaires were received. Open and closed-ended type of questionnaire was framed because researchers wanted to know respondents' opinion on different aspects of information sources, availability, and their needs.

### Scope, coverage and limitations

The study was conducted among Tangkhul Naga communities in the Ukhrul district of Manipur state. The Tangkhuls reside in the North-Eastern Hill of the Ukhrul district of Manipur state. The Tangkhul Nagas are one of the Indigenous tribes of Manipur. They settled in the Ukhrul district of Manipur and the Somra tract in the Sagaing division of Manipur. Agriculture is the main occupation of the Tangkhul community (Thanmung, 2015). The entire Tangkhul community belongs to the Indo-Mongoloid ethnic race and follows the same culture, customs, and traditions, with slight variations here and there. They are bound by inseparable communal ties. In every village, they have their own dialect which is very unique in Naga society. "The Tangkhul Naga has been maintaining its traditional organizations, cultural behaviour, including languages, and local languages without any outside influences (Kharay, 2016)." This community is scattered and exhibits in every district of Manipur state but their population is clustered in the Ukhrul district. This is why researchers selected these communities for the research.

The researchers engaged in sample gathering covering respondents from age groups of 16 to 60. The survey group was comprised of students, the government employed, daily wage earner, retired, self-employed, others or unemployed. All respondents are part of Naga communities who reside in the Ukhrul district.

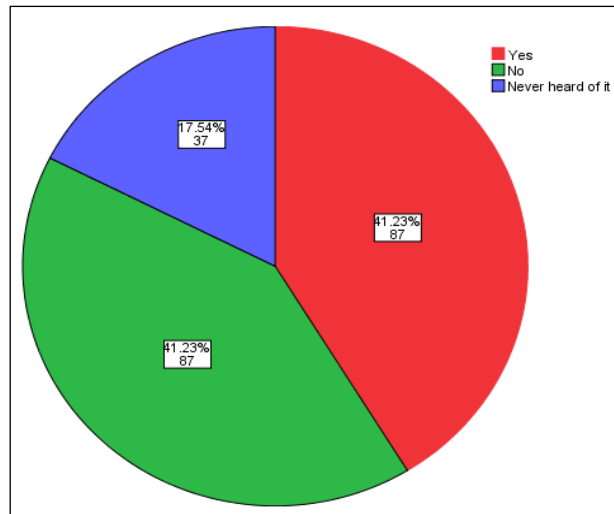
### Results and discussion

Table 1 shows the educational qualification and occupation of respondents. The educational status of the respondent includes illiterate, secondary, senior secondary, under-graduate, post-graduate, and others. And the respondent's occupation includes students, daily-wage workers, government-employees, retired, self-employed and unemployed people. A total of 250 respondents participated in the research study. Out of which 211 were responded to the questionnaire. The age group of the respondents is from 16 to 65. One male and seven females were responded who were illiterate. SSLC Male is 10, and the female is 8. HSLC Male is 11, and the Female is 21. Undergraduate Male is 24, and Female is 44. Postgraduate Male is 24, and Female is 30. Others Male is 11, and Female is 20. Under the respondents' Occupation of the student Male is 56, and Female is 87. The Government employee of Male is 14, and the female is 27. The retired Male is 3, and the female is 1. The self-employed male is 6, and the female is 4. Others/unemployed male is 2, and female is 10. The highest respondents of education qualification and occupation are student 248 and government employees are 47. The female respondent is 260, the male respondent is 162. The least respondent is a daily wage worker with only one female.

**Table 1: Respondent's educational qualification and occupation**

| Education Status | Gender | Age   |       |       |       |       | Total |
|------------------|--------|-------|-------|-------|-------|-------|-------|
|                  |        | 16-25 | 26-35 | 36-45 | 46-55 | 56-65 |       |
| Illiterate       | Male   | 0     | 0     | 1     | 0     | 0     | 1     |
|                  | Female | 2     | 0     | 0     | 4     | 1     | 7     |
| SSLC             | Male   | 10    | 0     | 0     | 0     | 0     | 10    |
|                  | Female | 6     | 2     | 0     | 0     | 0     | 8     |
| HSLC             | Male   | 6     | 1     | 2     | 1     | 1     | 11    |
|                  | Female | 18    | 0     | 1     | 2     | 0     | 21    |
| UG               | Male   | 19    | 1     | 3     | 0     | 1     | 24    |
|                  | Female | 38    | 4     | 0     | 0     | 2     | 44    |
| PG               | Male   | 11    | 6     | 4     | 2     | 1     | 24    |
|                  | Female | 13    | 11    | 4     | 2     | 0     | 30    |
| Others           | Male   | 7     | 1     | 0     | 3     | 0     | 11    |
|                  | Female | 5     | 7     | 6     | 2     | 0     | 20    |
|                  | Total  | 135   | 33    | 21    | 16    | 6     | 211   |

Out of total 211 respondents, 87 (41.23%) visit the library and equal numbers of respondents 87 (41.23%) did never visit the library. Around 37 (17.54%) of the respondents have never heard of library word because most of the respondents don't get time to visit the library (Figure 1).



**Figure 1: Respondents visit library**

Table 2 shows the different devices are used to access information. The respondents include the students, government-employees, daily-wage workers, and retired persons from jobs. The library computer system usages out of the total 211 respondents, 21 of them know how to use the computer system. And the remaining 190 respondents did not use the computer system. The personal laptop usage out of the total 211 respondents, 113 of them used to access the information. And the remaining 98 respondents who did not use the laptop to access the information. A total of 94 respondents use smartphone to access the information and out of the total 211, 117 did not use the smartphone for accessing the information. A total of 13 respondents used other devices for accessing the information and the remaining 198 did not use it for accessing the information. The highest usage of accessing the information is through a personal laptop, and the least one for accessing the information is others kind of sources and it is the highest respondents to that, the number is 198.

**Table 2: System used to access information**

|                 |     | Illiterate | SSLC     | HSLC     | UG       | PG       | Others   | Total |
|-----------------|-----|------------|----------|----------|----------|----------|----------|-------|
| Computer system | Yes | 4(19.0)    | 3(14.3)  | 4(19.0)  | 4(19.0)  | 3(14.3)  | 3(14.3)  | 21    |
|                 | No  | 4(2.1)     | 15(7.9)  | 28(14.7) | 64(33.7) | 51(26.8) | 28(14.7) | 190   |
| Personal laptop | Yes | 1(.9)      | 12(10.6) | 10(8.8)  | 41(36.3) | 35(31.0) | 14(12.4) | 113   |
|                 | No  | 7(7.1)     | 6(6.1)   | 22(22.4) | 27(27.6) | 19(19.4) | 17(17.3) | 98    |
| Smartphone      | Yes | 1(1.1)     | 5(5.3)   | 15(16.0) | 32(34.0) | 19(20.2) | 22(23.4) | 94    |
|                 | No  | 7(6.0)     | 13(11.1) | 17(14.5) | 36(30.8) | 35(29.9) | 9(7.7)   | 117   |
| Others          | Yes | 2(15.4)    | 0        | 5(38.5)  | 2(15.4)  | 2(15.4)  | 2(15.4)  | 13    |
|                 | No  | 6(3.0)     | 18(9.1)  | 27(13.6) | 66(33.3) | 52(26.3) | 29(14.6) | 198   |

Table 3 shows the result of different media and channels are used to get the information of the outside world. The respondents get the information from the Internet is 139. The respondents getting the information from the newspaper are 100 and 111 respondents do not get it. The respondents getting the information from Radio are 33, from magazines is 23. The respondents getting the information from television are 58. The respondents who are getting from Oral information through interaction chit chat etc. are 53 respondents, and the remaining 158 respondents do not get the information from oral information. The most popular media is the Internet through which respondents get the information of the outside world and the least popular source for getting the information is magazine and radio.

The Tangkhul Naga communities give more preference to the Internet for accessing information. The next most preferable source is Newspaper then Television. The Internet has become one of the most popular sources for accessing multimedia information throughout the world. The Tangkhul Naga community has also become familiar with the Internet recently and slowly they are adopting Internet technology in their everyday life. Internet is very popular among literate people in the Thankgal community.

**Table 3: Media through getting information of the outside world**

| Mode/Media/<br>Channel   |     | Education Status |          |          |          |          |          | Total |
|--|-----|------------------|----------|----------|----------|----------|----------|-------|
|  |     | Illiterate       | SSLC     | HSLC     | UG       | PG       | Others   |       |
| Internet   | Yes | 1(.7)            | 16(11.5) | 18(12.9) | 44(31.7) | 38(27.3) | 22(15.8) | 139   |
|  | No  | 7(9.7)           | 2(2.8)   | 14(19.4) | 24(33.3) | 16(22.2) | 9(12.5)  | 72    |
| Newspaper  | Yes | 1(1.0)           | 6(6.0)   | 14(14.0) | 28(28.0) | 24(24.0) | 27(27.0) | 100   |
|  | No  | 7(6.3)           | 12(10.8) | 18(16.2) | 40(36.0) | 30(27.0) | 4(3.6)   | 111   |
| Radio  | Yes | 6(18.2)          | 0        | 3(9.1)   | 8(24.2)  | 4(12.1)  | 12(36.4) | 33    |
|  | No  | 2(1.1)           | 18(10.1) | 29(16.3) | 60(33.7) | 50(28.1) | 19(10.7) | 178   |
| Magazine   | Yes | 0                | 2(8.7)   | 3(13.0)  | 9(39.1)  | 2(8.7)   | 7(30.4)  | 23    |
|  | No  | 8(4.3)           | 16(8.5)  | 29(15.4) | 59(31.4) | 52(27.7) | 24(12.8) | 188   |
| Television   | Yes | 0                | 3(5.2)   | 7(12.1)  | 20(34.5) | 12(20.7) | 16(27.6) | 58    |
|  | No  | 8(5.2)           | 15(9.8)  | 25(16.3) | 48(31.4) | 42(27.5) | 15(9.8)  | 153   |
| Oral<br>information<br>through<br>interaction,<br>chit chat etc. | Yes | 2(3.8)           | 2(3.8)   | 4(7.5)   | 26(49.1) | 7(13.2)  | 12(22.6) | 53    |
|  | No  | 6(3.8)           | 16(10.1) | 28(17.7) | 42(26.6) | 47(29.7) | 19(12.0) | 158   |

Among the 211 respondents, 151 respondents needed information for their educational purposes. A total of 32 respondents needs the information about leisure and recreation-related and the remaining 179 did not need information related to leisure and recreation. A total of 52 respondents needs information related to health care and the total 60 respondents need information of welfare benefits. The total 26 people need information related to legal. Total 211 people have responded to the question of employment and job opportunities so only 67 respondents have the need for the information. Only 45 people need the information related to financial matters and only 5 respondents need the information related to housing and agriculture-related respectively (Table 4).

**Table 4: Purpose of the need of information**

| Purpose                      | Education Status |         |          |          |          |          | Total |
|------------------------------|------------------|---------|----------|----------|----------|----------|-------|
|                              | Illiterate       | SSLC    | HSLC     | UG       | PG       | Others   |       |
| Education Related            | 0                | 15(9.9) | 21(13.9) | 57(37.7) | 36(23.8) | 22(14.6) | 151   |
| Leisure and Recreation       | 0                | 3(9.4)  | 1(3.1)   | 10(31.2) | 5(15.6)  | 13(40.6) | 32    |
| Health Care                  | 1                | 2(3.8)  | 4(7.7)   | 17(32.7) | 11(21.2) | 17(32.7) | 52    |
| Welfare Benefits             | 2(3.3)           | 3(5.0)  | 8(13.3)  | 23(38.3) | 9(15.0)  | 15(25.0) | 60    |
| Legal Information            | 0                | 1(3.8)  | 2(7.7)   | 2(7.7)   | 9(34.6)  | 12(46.2) | 26    |
| Employment job opportunities | 1(1.5)           | 6(9.0)  | 8(11.9)  | 23(34.3) | 14(20.9) | 15(22.4) | 67    |
| Financial Matters            | 4(8.9)           | 2(4.4)  | 4(8.9)   | 15(3.3)  | 10(22.2) | 10(22.2) | 45    |
| Housing                      | 0                | 0       | 0        | 2(40.0)  | 0        | 3(60.0)  | 5     |
| Agriculture                  | 0                | 0       | 1(20.0)  | 0        | 0        | 4(80)    | 5     |
| Business Information         | 0                | 0       | 1(10.0)  | 2(20.0)  | 3(30.0)  | 4(40.0)  | 10    |
| Others                       | 0                | 0       | 0        | 1(20.0)  | 2(40.0)  | 2(40.0)  | 5     |

Most of the respondents trust the information provided by government sources. So, a question was asked to the respondents that what are different sources they prefer to use. The respondents include students, daily wage workers, government employees, retired person from government jobs, self-employed, others. Most of the respondents prefer to access information through government websites and they like to access government orders for more authentic information. But, few respondents (84) were not able to access the website because they are not computer literate. A very few respondents have approached the social welfare department to get the information for their needs.

**Table 5: Government's sources of information**

|                           | Illiterate | SSLC     | HSLC     | UG       | PG       | Others   | Total |
|---------------------------|------------|----------|----------|----------|----------|----------|-------|
| Government Orders         | 4(5.3)     | 2(2.6)   | 11(14.5) | 20(26.3) | 20(26.3) | 19(25.0) | 76    |
| Government websites       | 4(3.1)     | 16(12.6) | 19(15.0) | 47(37.0) | 26(20.5) | 15(11.8) | 127   |
| Government Pamphlets      | 0          | 0        | 1(20.0)  | 3(60.0)  | 1(20.0)  | 0        | 5     |
| Social Welfare Department | 0          | 0        | 2(11.1)  | 5(27.8)  | 9(50.0)  | 2(11.1)  | 18    |

There are many sources of information in the Tangkhul community e.g., parents, relatives, friends, and teachers. So, a question was asked that who do they approach for the information or what is the best source of information for their needs. Out of the total 211 respondents, 137 respondents get the information from their friends which is the highest rank amongst sources. The second most preferable source of information are parents and then teachers and the least rank source of information are relatives. So, relatives are the least reliable source of information (Table 6).

**Table 6: Sources of information received by family and relative**

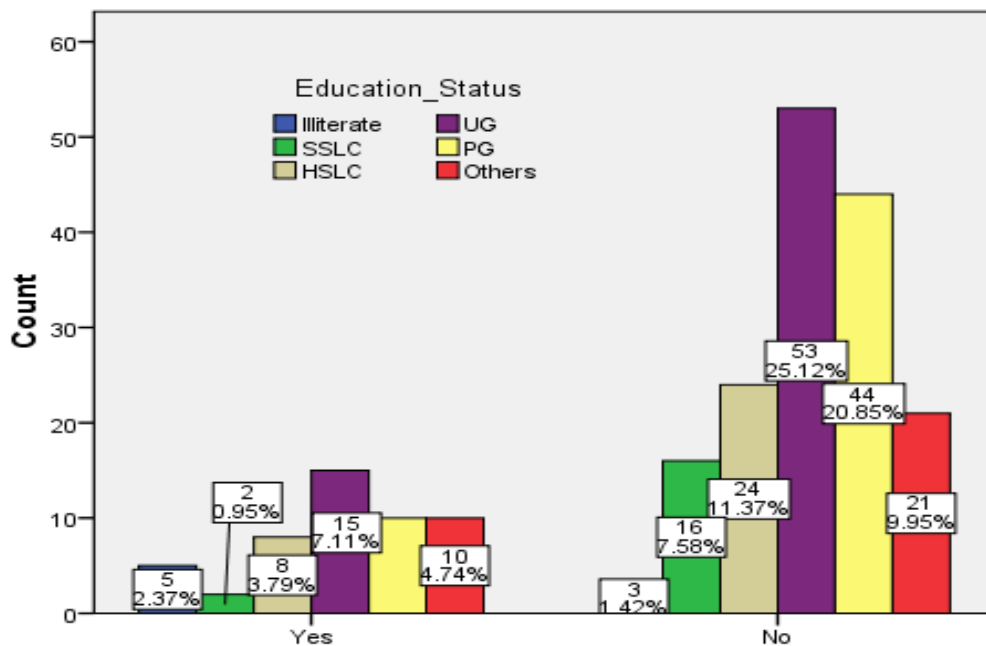
|           |     | Illiterate | SSLC     | HSLC     | UG       | PG       | Others   | Total |
|-----------|-----|------------|----------|----------|----------|----------|----------|-------|
| Parents   | Yes | 2(2.4)     | 5(6.1)   | 13(15.9) | 29(35.4) | 13(15.9) | 20(24.4) | 82    |
|           | No  | 6(4.7)     | 13(10.1) | 19(14.7) | 39(30.2) | 41(31.8) | 11(8.5)  | 129   |
| Relatives | Yes | 2(3.3)     | 3(5.0)   | 8(13.3)  | 17(28.3) | 13(21.7) | 17(28.3) | 60    |
|           | No  | 6(4.0)     | 15(9.9)  | 24(15.9) | 51(33.8) | 41(27.2) | 14(9.3)  | 151   |
| Friends   | Yes | 8(5.8)     | 11(8.0)  | 17(12.4) | 42(30.7) | 37(27.0) | 22(16.1) | 137   |
|           | No  | 0          | 7(9.5)   | 15(20.3) | 26(35.1) | 17(23.0) | 9(12.2)  | 74    |
| Teachers  | Yes | 2(3.2)     | 5(8.1)   | 6(9.7)   | 18(29.0) | 12(19.4) | 19(30.6) | 62    |
|           | No  | 6(4.0)     | 13(8.7)  | 26(17.4) | 50(33.6) | 42(28.2) | 12(8.1)  | 149   |

As many NGOs are working with the Thangal Naga Community for their betterment of life. So, most of the respondents prefer to get information from the Non-Government Organization (NGO). Most of the under-graduates and post-graduates also get important information from NGOs. The second and third most preferable source of information is a self-help group and library respectively. Government officials are not the preferred source of information, but very few illiterate persons approach to get some important information from the government officials (Table 7).

**Table 7: Popularity of other sources among community**

|                             |     | Illiterate | SSLC    | HSLC     | UG       | PG       | Others   | Total |
|-----------------------------|-----|------------|---------|----------|----------|----------|----------|-------|
| Library                     | Yes | 1(2.27)    | 4(10.8) | 7(18.9)  | 7(18.9)  | 14(37.8) | 4(10.8)  | 37    |
|                             | No  | 7(4.0)     | 14(8.0) | 25(14.4) | 61(35.1) | 40(23.0) | 27(15.5) | 174   |
| Non-Government Organization | Yes | 7(4.7)     | 13(8.7) | 22(14.7) | 48(32.0) | 36(24.0) | 24(16.0) | 150   |
|                             | No  | 1(1.6)     | 5(8.2)  | 10(16.4) | 20(32.8) | 18(29.5) | 7(11.5)  | 61    |
| Self Help Group             | Yes | 0          | 1(4.5)  | 4(18.2)  | 11(50.0) | 3(13.6)  | 3(13.6)  | 22    |
|                             | No  | 8(4.2)     | 17(9.0) | 28(14.8) | 57(30.2) | 51(27.0) | 28(14.8) | 189   |
| Government officials        | Yes | 2(100)     | 0       | 0        | 0        | 0        | 0        | 2     |
|                             | No  | 8(3.38)    | 18(8.6) | 32(15.3) | 66(31.6) | 54(25.8) | 31(14.8) | 209   |

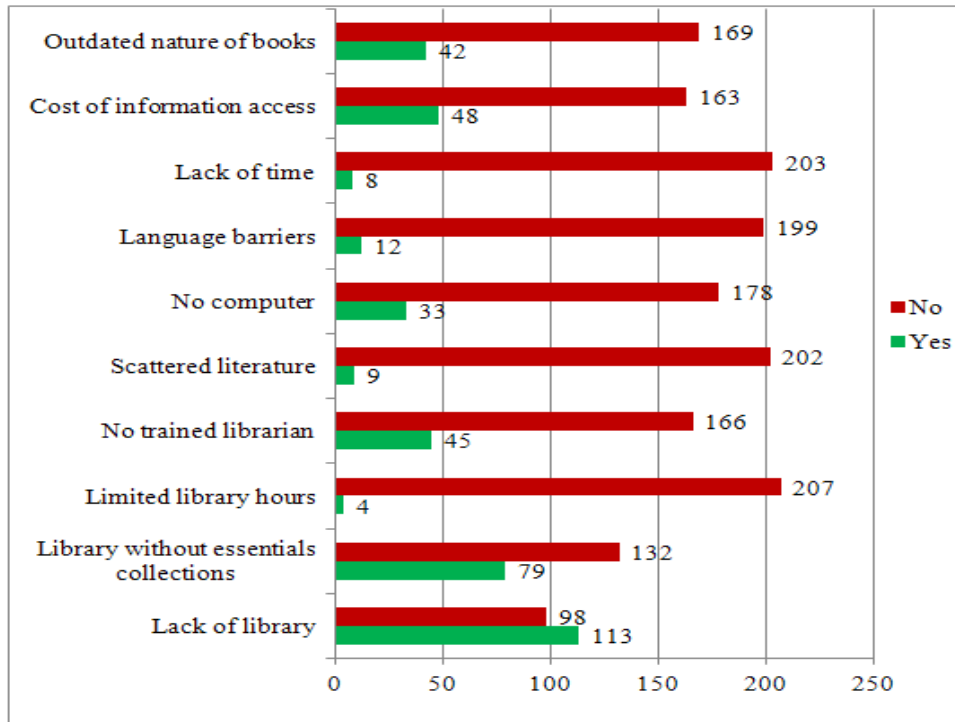
Figure 2 shows the respondents' satisfaction with the obtained information from various sources. So, to get the response on satisfaction with the obtained information, respondents were asked to provide their feedback in assertive and negative. It is found that those who are literate or highly educated are more satisfied than illiterate respondents.



**Figure 2: Satisfaction with the obtained information**

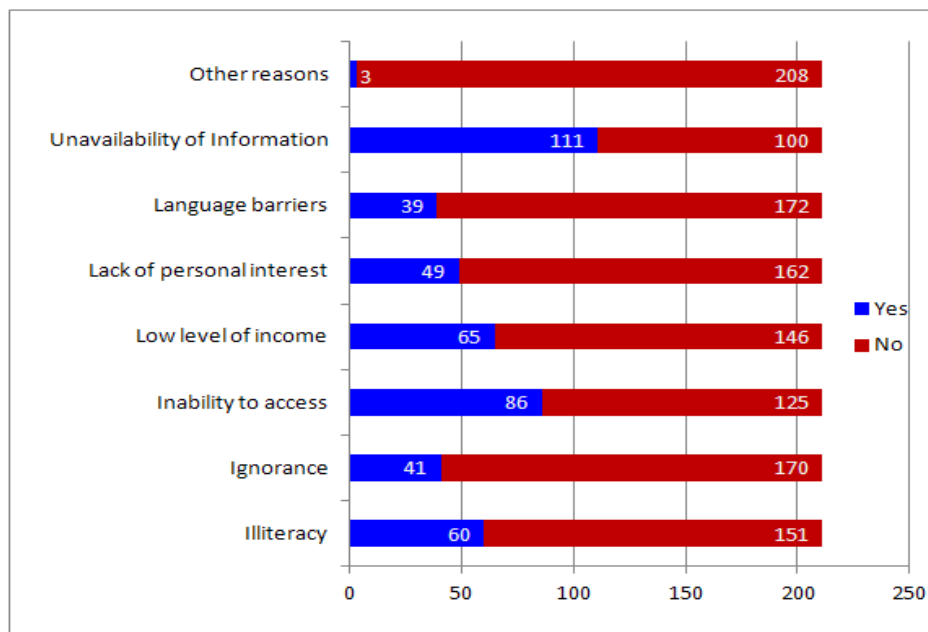
The next question was asked about what are the major problems faced by respondents while accessing the information in the library. The respondents include the student, daily-wage worker, government employee, retired, self-employed, and others. The main problems faced by the respondents while seeking the information from the library are scattered literature, lack of time, a library without essential collections, language barriers, limited hours, etc. (Figure 3).





**Figure 3: Problems faced by respondents during access to information**

What are the major issues faced by society while seeking information? Most of the respondents have faced major issues while seeking the information from various sources, media and channels e.g., unavailability of information; inability to access the information due to lack of awareness, low level of income. Illiteracy, lack of personal interests, and ignorance are also major issues with respondents and they face these challenges while accessing information (Figure 4). When we see the barriers to information needs for the community. The first major barrier is the high rate of illiteracy and ignorance in the community. The availability of the resources is very much limited. The language is also a barrier for the community. Some illiterate people are facing problems with language while seeking information. Illiteracy, ignorance, and lack of facilities have become major issues while seeking information.



**Figure 4: Potential problems faced by Society when seeking information**

Surprisingly, respondents are not satisfied with the library services. Their satisfaction level is very low concerning information available in the library (mean=1.68, SD=.724). Respondents were asked to give their opinion on how the library is helping them to get information and for this statement; almost all respondents are highly dissatisfied (mean=1.82, SD=1.004). A similar question was asked whether available resources in the library are updated. So, this statement also users responded that resources are not up-to-date. It is revealed from this research survey that respondents don't use or get any information from the library. So, there must be a collection development policy for the libraries to provide up-to-date information and good service to the Tangkhul Naga communities (Table 8).

**Table 8: Satisfaction level of respondents with the library services**

| Descriptive Statistics  |     |     |      |                |
|---|-----|-----|------|----------------|
| Statement   | N   | Sum | Mean | Std. Deviation |
| It is very helpful  | 211 | 383 | 1.82 | 1.004          |
| Information is up-to-date   | 211 | 369 | 1.75 | .839           |
| Good numbers of resources   | 211 | 354 | 1.68 | .724           |
| Satisfaction with services  | 211 | 346 | 1.64 | .836           |
| 5=Highly Satisfied, 4=Satisfied, 3=Just OK, 2=Dissatisfied, 1=Highly Dissatisfied |     |     |      |                |

Table 9 shows the preference in accessing the information. The electronic resources are highly used by students and government employees. The reason behind the popularity of electronic resources among students and government employees is that they are provided training. Most of the respondents were agreed that they learned about these electronic resources through the Internet and social media. Almost all students know the importance of electronic resources for their education. Government employees become aware of electronic resources through training and workshop. Most of the respondents prefer to access and use the information in printed form like books, newspapers, and magazines, etc. Respondents prefer to use the printed forms of reading materials rather than electronic format.

**Table 9: Preference in accessing information**

| Resource                                  |           | Student   | Daily wage worker | Government Employee | Retired | Self-Employed | Others  | Total |
|---|-----------|-----------|-------------------|---------------------|---------|---------------|---------|-------|
| Electronic resources                      | Yes often | 107(75.4) | 1(.7)             | 24(16.9)            | 1(.7)   | 6(4.2)        | 3(2.1)  | 142   |
|   | Seldom    | 36(52.2)  | 0                 | 17(24.6)            | 3(4.3)  | 4(5.8)        | 9(13.0) | 69    |
| Printed forms like books, magazines, etc. | Yes often | 36(53.7)  | 0                 | 17(25.4)            | 3(4.5)  | 2(3.0)        | 9(13.4) | 67    |
|   | Seldom    | 107(74.3) | 1(.7)             | 24(16.7)            | 1(.7)   | 8(5.6)        | 3(2.1)  | 144   |

The Tangkhul communities face lots of problems while seeking information. There is no facility in the Tangkhul community to get information e.g., proper infrastructure, information centers, library, etc. The whole community is suffering a lot due to low internet speed, irregular electricity supply. The information that is available to them is not up-to-date. When we see the perspectives of students in the Tangkhul community most of the students prefer the Internet to fulfill their information need. The people living in the Tangkhul community should adopt to new technology and online resources while seeking information instead of print resources. So, the Tangkhul people need fast and good Internet service to access up-to-date information.

## Conclusion

The main objective of this research is to study the information-seeking behaviour of the Tangkhul community. When we see the perspectives of the Tangkhul community in the digital environment especially in the Ukhrul District, most of the students prefer to seek any kind of information online. It is more comfortable for them and easy to get the information. The students go for online resources instead of print resources and the information they get is more up-to-date and can be easily accessible wherever they go like workplace, classes, etc. The government employee, the daily wage worker, retired, and illiterate people don't prefer much of online resources because they are not comfortable so much and more or less, they lack the skills to use them. So, they prefer using print resources. If there is the better facility in the community it will be better for society. The students who are living in the community tend to use online resources, but there are limited resources and unavailability of information centers and cybercafé in the community.

The community is lacking behind in terms of everything but the major problem is the lack of a library with good resources and services for the community people. It is found that the community is still lacking everything in terms of infrastructure, lack of proper maintenance, lack of resources, unavailability of information centers, etc. The people living in the community struggle to seek the updated information about day-to-day life. One of the most needed information for them is education-related. Most people prefer the printed information like newspapers, books, or any other kind of printed information. The majority of the people living in the Ukhrul district prefer the printed form like books, newspaper, etc. instead of reading online resources. The results show that the rural community has lacks of awareness with modern technological advancements. The community people are aware of their information needs. The main problems faced by them are irregularity of electricity, slow network, limited cybercafé, etc.

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