USE OF ELECTRONIC RESOURCES BY RESEARCH SCHOLARS OF SCHOOL OF SOCIAL SCIENCE AND SCHOOL OF HUMAN AND ENVIRONMENTAL SCIENCE IN NORTH EASTERN HILL UNIVERSITY (NEHU): A COMPARATIVE STUDY

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Abstract

The article was aimed to focus on the awareness about e-resources and their used among the research scholars from school of Social Science and school of Human and Environmental Science in North Eastern Hill University (NEHU), Shillong. The main objectives of the study are to find out the user awareness of e-resources of both the schools, the frequently and purpose of using e-resources by both the schools, the problems faced by the research scholars of the respective schools, to know the sources used for locating e-resources and to find out the user satisfaction on e-resources by the research scholars of the school of Social Science and school of Human and Environmental Studies. For the present study, a questionnaire method was adopted to collect all the necessary data from the research scholars of the school of Social Science and school of Human and Environmental Science in North Eastern Hill University. Both full-time and part-time research scholars working in these two schools under various departments were taken as samples for the survey study. Findings show that research scholars from both the schools spent only 5 hours per week for accessing e-resources in the library. In awareness of e-resources we see that research scholars from Human and Environmental Science were more aware of e-books in comparison to Social Science scholars and also an online database was the most frequently used e-resource by both the schools followed by e-mail, e-journals, e-books and e-newspaper. The main purpose of using e-resource was for research work thereafter for studying purpose, updating knowledge and preparing for assignment. The main problems faced by the research scholars of both the schools were internet access and technical problem. The main source used for locating information by research scholars was through Online Public Access Catalogue (OPAC). Most of the research scholars were neutral with the adequacy of e-resources in library. Very few scholars agree that the e-resources in the library were adequate.

Key Words: *User Studies, E-Resources, North-Eastern Hill University (NEHU), Researcher, University Libraries.*

Introduction

In today's world, the application of modern information technology and internet has resulted in the increased usage of e-resources and many libraries spend huge funds in acquiring all the valuable e-resources mainly for research and development programs. To justify their existence in an academic environment and to know user satisfaction and problems faced by the user are thus noble efforts.

North Eastern Hill University is an academic institution of national repute offering various courses to the students of the hill areas of the North-Eastern region. North-Eastern Hill University was set up by an Act of Parliament and notified on 19th July 1973. The objectives of the University, as laid down in the act, are "to disseminate and advance knowledge by providing

instructional and research facilities in such branches of learning as it may deem fit; to pay special attention to the improvement of the social and economic conditions and welfare of the people of the hill areas of the North-eastern region, and in particular, the intellectual, academic and cultural advancement" (NEHU). It has eight schools of studies, 34 departments and 2 centres of studies. 63 colleges are affiliated to it. All the academic departments have on-line, digital and multimedia class rooms and on-line access to over 3500 journals. Presently nearly 800 research scholars are spread across 34 departments and 2 centres of studies.

Literature Review:

A review of the literature is mandatory to know the real scene for the study undertaken. At the time of the study in spring 2000, Humanities scholars were categorized as low level users of electronic journals, while nursing students, scientists and ecological environmental studies were already high level users (Talja & Maula, 2003).

The usage frequencies of electronic and printed journals and monitored changes in behavior towards these formats by conducting a printed and online survey in 2003 among 161 faculty members and 238 doctoral candidates in a science library at the Hebrew University of Jerusalem. The response rate in the survey was 50.3 percent. The findings indicate that 80.9 percent of the respondents were very frequent or frequent users of electronic journals (Bar-Ilan & Fink's, 2005).

Mounissamy and Swaroop study found 25 percent of the respondents access electronic journals daily, 45.4 percent access once in a week, 14.8 percent access electronic journals once in a month and 14.8 percent access as and when they feel like it. Also 53.4 percent of the respondents access 1-3 electronic journals in a month, 26.1 percent access 3-6 electronic journals in a month, 12.5 percent access 6-10 electronic journals in a month and 8 percent access above 10 journals (Mounissamy's & Swaroop's, 2005).

Madhusudhan in his study showed that most of the respondents used the UGC-Infonet e-journals more frequently. It was found that 47 percent (30) of the respondents made use of the same occasionally, 31 percent (20) 2-3 times in a week, 8 percent (5) of the respondents make use of the same daily and another 8 percent (5) once a week. Only 6 percent (4) use the UGC-infonet e-journals 2-3 times a month (Madhusudhan, 2008).

Kumbar and Hadagali showed that when faculty members and research scholars were asked about their frequency of use of full text electronic journals. Mean value for all full text electronic journals by faculty and research scholars is equal to 2 (where 2=once in a week) (Kumbar & Hadagali, 2009).

Khan and Ahmad reported that 55.69 percent of researchers at AMU and 47.84 percent at BHU used e-journals daily, while 20.33 percent of researcher of AMU and 26.72 percent of BHU used e-journals 2-3 times in a week. About a fifth of both AMU researchers (18.70 percent) and also BHU researchers (20.69 percent) used e-journals on a weekly basis (Khan & Ahmad, 2009).

Methodology

For the study, a questionnaire method was adopted to collect all the necessary data from the research scholars of the school of Social Science and school of Human and Environmental Science in North Eastern

Hill University. Both full-time and part-time research scholars working in these two schools under various departments were selected for the survey study.

Sample:

The research scholars from the schools of Social Science and Human and Environmental Science were selected as samples for the present study which comprises of 27 (Twenty-Seven) from the school of Social Science and 56 (Fifty-Six) from the school of Human and Environmental Science. A total of 83 (Eighty-Three) questionnaires were disbursed out to the respective schools. Out of which only 25 research scholars were taken as samples from each school in order to make a comparative study of the use of e-resources by both the schools.

Objective of the Study:

The main objectives of the study are as follows:

• To find out the user awareness of e-resources of both the schools.

• To find out the frequency and purpose of using e-resources by both the schools.

• To identify the problems faced by both the research scholars of these schools.

• To know the sources used for locating e-resources.

• To find out the users satisfaction of e-resources by both the schools.
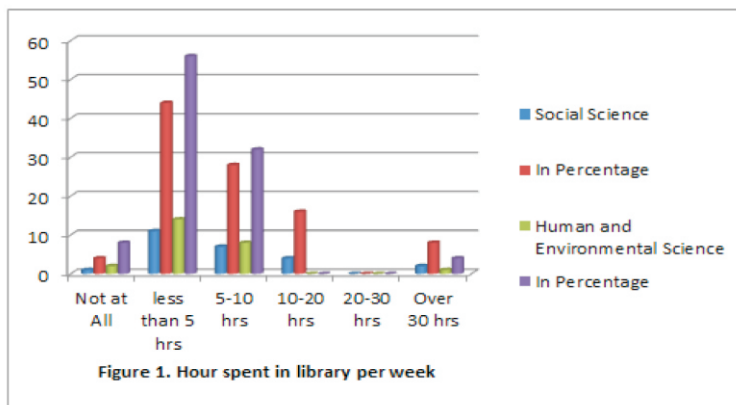
Data Analysis and Interpretation:

After the entire questionnaires were filled by the research scholars of the respective schools. The data were entered in excel sheet for analyzing and interpretation on the basis of the responses received from them, the data had been organized and tabulated by using some statistical methods.

Awareness of e-resources

From the **table 1**. We observe the maximum time spent by research scholars from both the schools is less than 5 hours per week, followed by 5-10 hours per week. The hours spent in library by research scholars from both the schools were more or less likely similar, except that the research scholars from school of Social Science spent 16 per cent of their time for 10 to 20 hours per week.

Table 1. Hour spent in library per week

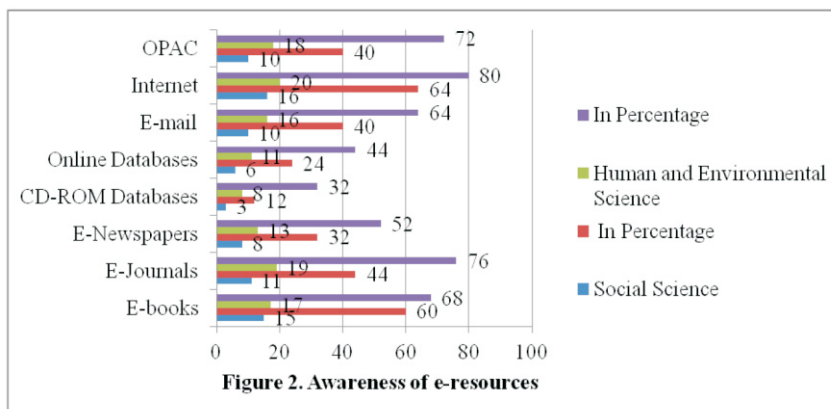| Hour Spent	Social Science	In Percentage	Human and Environmental Science	In Percentage
Not at All	1	4	2	8
less than 5 hrs	11	44	14	56
5-10 hrs	7	28	8	32
10-20 hrs	4	16	0	0
20-30 hrs	0	0	0	0
Over 30 hrs	2	8	1	4

Figure 1. Hour spent in library per week

Here in **table 2**, we see that research scholars from the school Human and Environmental Science were more aware of e-books in comparison to research scholars of the school of Social Science, as 68 per cent of scholars from Human and Environmental Science were aware of e-books in comparison to 60 per cent of research scholars from Social Science. Over all when we compare user awareness of e-resources from both the schools we find that scholars from Human and Environmental Science were more aware of all the e-resources available within North Eastern Hill University library.

Table 2. Awareness of e-resources

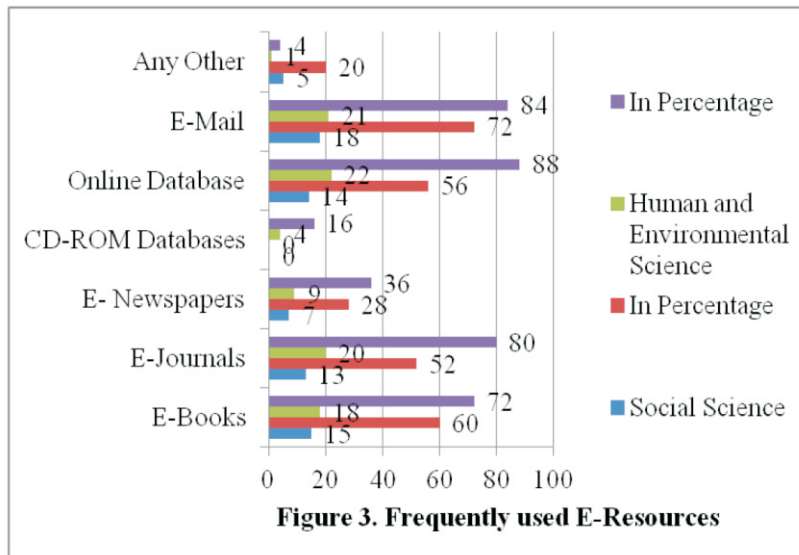| E-Resources	Social Science	In Percentage	Human and Environmental Science	In Percentage
E-books	15	60	17	68
E-Journals	11	44	19	76
E-Newspapers	8	32	13	52
CD-ROM Databases	3	12	8	32
Online Databases	6	24	11	44
E-mail	10	40	16	64
Internet	16	64	20	80
OPAC	10	40	18	72

Figure 2. Awareness of e-resources

Frequently used E-Resources

We observe from **table 3** the most frequently used e-resources were online databases followed by e-mail, e-journals, e-books and e-newspaper. When comparison was made between the two schools we find that 88 per cent of online database were used by Human and Environmental Science and only 56 per cent from the school of Social Science. Similarly, 84 per cent from the school of Human and Environmental Science for e-mail and 72 per cent from the school of Social Science and 80 per cent for e-journals by Human and Environmental Science and 52 per cent by Social Science.

Table 3. Frequently Used E-Resources

Frequently Used E-Resources	Social Science	In Percentage	Human and Environmental Science	In Percentage
E-Books	15	60	18	72
E-Journals	13	52	20	80
E- Newspapers	7	28	9	36
CD-ROM Databases	0	0	4	16
Online Database	14	56	22	88
E-Mail	18	72	21	84
Any Other	5	20	1	4

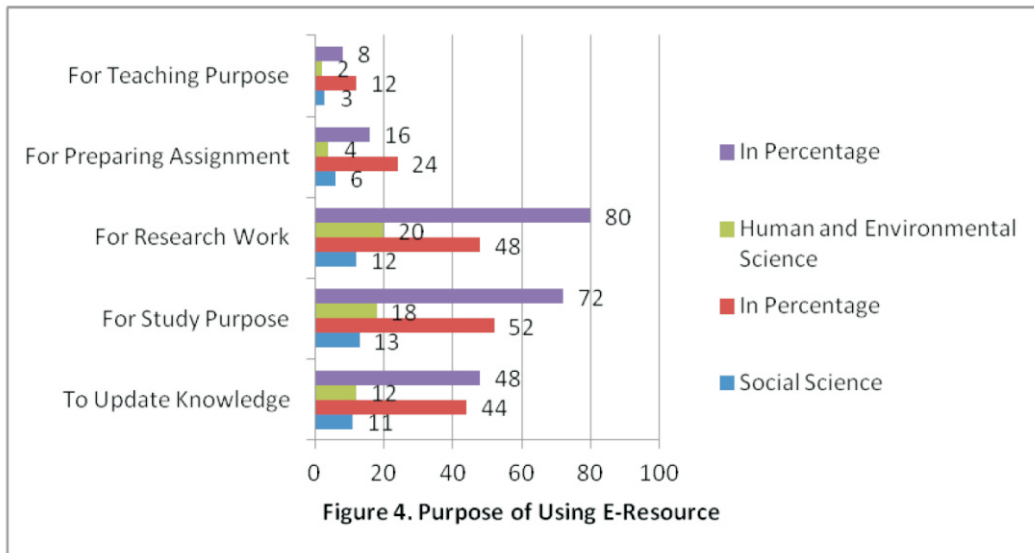Figure 3. Frequently used E-Resources

Purposing of Using E-resources

Table 4 shows that the main purpose of using e-resource was for research work followed by studying purpose, updating knowledge and preparing for assignment. When comparison was made between the schools we observe that Human and Environmental Science used 80 per cent of e-resource mainly for research purpose and only 48 per cent was used by Social Science scholars for research purpose.

Table 4. Purpose of Using E-Resources

Purpose	Social Science	In Percentage	Human and Environmental Science	In Percentage
To Update Knowledge	11	44	12	48
For Study Purpose	13	52	18	72
For Research Work	12	48	20	80
For Preparing Assignment	6	24	4	16
For Teaching Purpose	3	12	2	8

Figure 4. Purpose of Using E-Resource

Problems faced in Accessing Online Database

As shown in **table 5,** the main problems faced by the research scholars of both the schools were Internet access and technical problem. We observe that the main barrier for Human and Environmental Science scholars was internet access as 56 per cent points out its lapsed and 36 per cent by Social Science scholars. Followed by technical problem with 44 per cent from Human and Environmental Science and 28 per cent by Social Science scholars.

Table 5. Problems Faces in Accessing Online Databases

Barrier	Social Science	In Percentage	Human and Environmental Science	In Percentage
Language	1	4	1	4
Command	3	12	1	4
Technical	7	28	11	44
Internet Access	9	36	14	56

Sources used for locating information

In **Table 6**, the main source used for locating information by research scholars was OPAC. Human and Environmental Science scholars accounted for 56 per cent and Social Science scholars for 44 per cent followed by library databases for 48 per cent to Human and Environmental Science and 36 per cent by Social Science Scholars. A directory was the last source used by research scholars for locating information in both the schools.

Table 6. Sources Used for Locating E-Information

Sources Used	Social Science	In Percentage	Human and Environmental Science	In Percentage
Library Databases	9	36	12	48
Directories	1	4	3	12
Indexes	2	8	4	16
Bibliographies	7	28	11	44
OPAC	11	44	14	56

User Satisfaction

Table 7, shows that 56 per cent were neutral with the adequacy of e-resources in library for Human and Environmental Science scholars and 48 per cent remain neutral with the sources available for Social Science scholars. Eight (32 per cent) scholars from Social Science agreed that e-resource was adequate and only 5 (20 per cent) from Human and Environmental Science.

Table 7. E-Resources are Adequate

Adequacy	Social Science	In Percentage	Human and Environmental Science	In Percentage
Strongly Disagree	0	0	1	4
Disagree	3	12	5	20
Neutral	12	48	14	56
Agree	8	32	5	20
Strongly Agree	2	8	1	4

Table 8, shows that the research scholars from both the schools were moderately satisfied as 18 (72 per cent) accounted for Human and Environmental Science and only 14 (56 per cent) for Social Science scholars. Just 10 (40 per cent) from Human and Environmental Science and 8 (32 per cent) from Social Science scholars were satisfied and only 3 (12 per cent) from Social Science and 1 (4 per cent) from Human and Environmental Science were strongly satisfied.

Table 8. Satisfied with E-Resources

	Social Science	In Percentage	Human and Environmental	In Percentage
Strongly Dissatisfied	0	0	0	0
Dissatisfied	0	0	0	0
Moderately Satisfied	14	56	18	72
Satisfied	8	32	10	40
Strongly Satisfied	3	12	1	4

Conclusion

Research Scholars spent only 5 hours per week for accessing e-resources in library. We observed that research scholars from both the schools spent less time in library for accessing e-resources. The hours spent in library by the research scholars from both the schools were more or less likely similar, except that the research scholar from school of Social Science spent 16 per cent of their time for 10 to 20 hours per week. In awareness of e-resources we see that research scholars from Human and Environmental Science were more aware of e-books in comparison to Social Science scholars, Over all when we compare user awareness of e-resources from both the schools we find that scholars from Human and Environmental Science were more aware of all the e-resources available within North Eastern Hill University library. An online database was the most frequently used e-resource by both the schools followed by used by e-mail, e-journals, e-books and e-newspaper. The main purpose of using e-resource was for research work followed by studying purpose, updating knowledge and preparing for assignment.

The problems faced by both the research scholars were Internet access and technical problem. The main source used for locating information by research scholars was OPAC. Most of the research scholars were neutral with the adequacy of e-resources in library. Very few scholars agree that e-resource was adequate.

Suggestions:

1) A user awareness program of e-resources should be conducted for schools of Social Science research scholars as awareness in e-resources by the scholars is minimal.

2) A special program on the availability of all types of e-journals and e-books should be conducted and all services provided by the library for research scholars through document delivery service (DDS) should be conducted.

3) Internet connectivity and technical problems should be address from time to time with latest update of all software and hardware to optimize the usage of the e-resources available in NEHU library.

4) Various sources of information use for locating information should be taught to both the research scholars of both the schools.

5) In order to know the adequacy of e-resources avail in NEHU library. Research scholars must be made known the various e-resources avail to them.

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