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## USAGE OF WEB RESOURCES: LEARNING FROM THE COMMERCE RESEARCH SCHOLARS OF AUTONOMOUS COLLEGES IN COIMBATORE



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### ABSTRACT

Today accessibility of web resources in a autonomous college library is very familiar. But their appropriate and greatest use is a matter for discussion. The present paper study the existence of various web resource in autonomous college Library by the research scholars of commerce department. The study aimed to analysis the usage of web resource among the research scholars of the autonomous college of commerce students in Coimbatore district. The study had the primary objective of preference, purpose, benefits, difficulties and challenges faced by the respondents while using the web resource. This study adopted both quantitative and qualitative research approaches, which required the use of questionnaires. Questionnaires were distributed to 85 MPhil and PhD Scholars

among autonomous colleges.

The study highlighted usage of web resources among the research scholars of commerce students who studying in the autonomous colleges in the Coimbatore district was highly remarkable. But due to lack of skills, more number of scholars were facing problem to access the web resources. . Therefore, for best possible use of web resources in libraries, it is



necessary to bring changes in the academic management, curriculum planners and librarians.

**KEYWORDS** :Web Resources, User study .

### INTRODUCTION :

At the institutional level, use studies discover the differences in the nature of organizations and the patterns of user activity. User environments might constitute specific domains based on subject;

institutional subsets like university schools and campuses, or the institution as a whole. Studies beleaguered at this level constitute use studies and provide insights into how a specific environment might influence online use. Resources delivered online may be books, journals or other documents which have been digitised and are in a suitable format. These information artefacts have been referred to using a number of different terms e-Journals and e-books refer to a number of variations in online publishing. These resources may be online replicas of the print versions where the print pages are thoroughly reproduced in scanned images which are true to the pagination and layout. It is a well established fact that libraries and information resource centers play an important role in supporting research, education and learning activities of postgraduate students. However, in order to accomplish this task effectively, libraries need to have a thorough understanding of the information needs and information-seeking behavior of their users. In academic libraries, postgraduate students are among the major users of library resources and they use a variety of information sources to meet their diverse information needs. It is also necessary for them to consult a host of specialized information sources for different purposes such as writing assignments, term papers and project reports, preparing for class discussions, making presentations, and preparing for examinations and other learning activities. Business students usually need more focused and specialized information such as company profiles, competitive intelligence, market trends, market research, business news, financial and management reports, and expert analyses. In the recent past, there has been a proliferation of business information resources on the web and students now may become more inclined to use the web for meeting their study-related information needs. This is further accentuated by the fact that there are innumerable web resources that provide fast access to relevant and up-to-date information

## REVIEW OF LITERATURE

Okite-Amugboro, Faith Ashinedu (2014) used a structured questionnaire to investigate the usage of Electronic Information Resources (EIR) for academic research by 150 postgraduate students at Delta State University, Abraka, Nigeria. The author also stated the optimal use of these resources was hampered by limited access to some EIR due to lack of information searching skills, limited space, low bandwidth and erratic power supply and recommended that the institution should provide adequate space, enough power supply to access the EIR and should address some of the issues which able to access to these resources.

Adeniran, Pauline (2013) conducted a survey to study the usage of electronic resources by undergraduates at the Redeemer's University library, Mowe, Nigeria. Around 256 students in 200 levels formed the population for the study. The study showed the usage of electronic resources that made tremendous impact on the academic performances of the undergraduate students of Redeemer's University and however, there is requirement that they need to acquire more skills in the use of electronic resources.

Pratheepa A K (2013) studied to provide a comment and speculations as to the current MBA trends in usage of e-resources for the professional development and study purpose. The findings showed that all the students and users are willing and adapt the new services provided by the web world generation and accepted the digital transition. The study mentioned that the scenario had changed for the new dimension of comfortable and digital mode of devices than the traditional materials

Ziming, Liu(2006) mentioned about the arrival and proliferation of electronic resources and digital libraries have a number of significant impacts on the use of print resources and traditional libraries. It is noticed that reading preferences and use of print and electronic resources vary among

different disciplines. Circumstances that affect the selection of use between digital libraries and traditional libraries are also discussed.

Prabakaran, T (2012) studied about the web-resources usage among the engineering faculty members of Annamalai University. A total of 110 faculty members data were analyzed. The study indicated about the role of libraries in the age of web-resources will increase tremendously, particularly in providing training and guidance to use authentic and relevant information to certain extent the libraries will develop necessary tools to provide such services to their users satisfactorily.

Majid , Shaheen (2012) was to investigate information needs, information seeking behaviour and usage of different information sources by MBA students in Singapore. Mostly students were looking for information about market research, financial information, economic news, and industry trends. Electronic information sources were considered more important than printed sources and suggested certain measures for improving information literacy skills of students to make them more competent information users.

#### **AIM AND OBJECTIVES THE STUDY:**

The study aimed to analysis the usage of web resource among the research scholars of the autonomous college of commerce students in Coimbatore district.

#### **The study has the following objectives**

- + To find the frequency of the library visit and hours spends in the library
- + To study the preference of using the web resources
- + To study the purpose of using the web resources
- + To analysis the benefits of using the web resources
- + To find out the difficulties and challenges faced by the respondents while using the web resource
- + To provide the suggestion to make the effective usage of web resources

#### **METHODOLOGY**

This study adopted both quantitative and qualitative research approaches, which required the use of questionnaires. Questionnaires were distributed to 85 MPhil and PhD Scholars among autonomous colleges in Coimbatore those who offers commerce course in their campus. Simple frequency, percentage analysis, weighted average mean (WAM) and ranking method were used to analysis the collected data.

#### **LIMITATIONS OF THE STUDY**

This research study was limited based on the autonomous colleges in Coimbatore those who offers commerce course in their campus, further research is required to investigate. The scope of this study does not encompass how students search information and which type of search strategies students' use and analyse whether student information needs are satisfied.

**RESULTS AND DISCUSSION**

**TABLE NO: 1  
DISTRIBUTION OF THE RESPONDENTS BY GENDER**

Sl. No	Gender	No	Percentage
1	Male	52	61.2
2	Female	33	38.8
	Total	85	100

The table no shows the distribution of the respondents by their gender. It inferred that majorities (61%) of the respondents were male and 39% of the respondents were female.

**TABLE NO: 2  
DISTRIBUTION OF THE RESPONDENTS BY AGE**

Sl. No	Age	No	Percentage
1	Below 23	3	3.5
2	24- 25	32	37.6
3	26- 27	34	40.0
4	Above 27	16	18.8
	Total	85	100

The table no 2 shows the age wise distribution of the respondents. it is inferred from the table that majorities (40%) of the respondents were belongs to 26-27. Around 38% of the respondents were belongs to the age group of 24-25 and 19% of the respondents were belongs to the age group of above 27. Only 4% of the respondents was below 23 age.

**TABLE NO: 3  
DISTRIBUTION OF THE RESPONDENTS BY COURSE**

Sl. No	Course	No	Percentage
1	MPhil	48	56.5
2	PhD	37	43.5
	Total	85	100

The table no 3 shows the category of the respondents. Majorities (57%) of the respondents were studying in MPhil (Commerce) and 44% of the respondents were studying in PhD (Commerce).

**TABLE NO: 4  
FREQUENCY OF VISITING THE LIBRARY**

Sl. No	Opinion	M. Phil		PhD		Total	
		No	%	No	%	No	%
1	Daily	8	16.7	11	29.7	19	23.2
2	weekly	18	37.5	14	37.8	32	37.7
3	fortnightly	16	33.3	7	18.9	23	26.1
4	Monthly	6	12.5	5	13.5	11	13.0
	<b>Total</b>	<b>48</b>	<b>100</b>	<b>37</b>	<b>100</b>	<b>85</b>	<b>100</b>

The table no 4 shows the frequency of visiting the library by the respondents. It is noticed that 38% of the MPhil Scholars were visiting the library weekly once, 33% of the MPhil Scholars were visiting the library fortnightly. Around 17% of the MPhil Scholars were visiting the library daily and 13% of the MPhil Scholars were visiting the library monthly once. It is understand from the table that majorities (38%) of the PhD scholars were visiting the library weekly once and 30% of the PhD Scholars were visiting the library daily. Around 19% of the PhD Scholars were visiting the library fortnightly and 14% of the PhD scholars were visiting the library monthly once.

**TABLE NO: 5**  
**TIME SPEND IN THE LIBRARY**

Sl. No	Opinion	M. Phil		PhD		Total	
		No	%	No	%	No	%
1	Less than 1 hr	27	56.3	8	21.6	35	38.9
2	1 to 2 hrs	12	25.0	22	59.5	34	42.2
3	More than 2 hrs	9	18.8	7	18.9	16	18.8
	<b>Total</b>	<b>48</b>	<b>100</b>	<b>37</b>	<b>100</b>	<b>85</b>	<b>100</b>

The table no 5 shows the time spend in the library by the respondents. It is inferred that among the MPhil Scholars, majorities (56%) of them were spending less than one hour in the library. Around 25% of the MPhil Scholars were spending 1-2 hours and 19% of the MPhil scholars were spending more than 2 hours in the library. Among the PhD scholars, majorities (60%) of the PhD scholars were spending 1 to 2 hours in the library. Around 22% of the PhD scholars were spending less than one hour and 19% of the PhD Scholars were spending more than 2 hours in the library.

**TABLE NO: 6**  
**PREFERENCE OF WEB RESOURCES BY THE RESPONDENTS**

Sl. No	Type of Resources		Always	Often	Sometimes	Rarely	Never	Total	WAM	Rank
1	OPAC	N	39	18	12	3	13	85	3.79	6
		%	45.9	21.2	14.1	3.5	15.3	100		
2	E-journals	N	67	9	7	2		85	4.66	1
		%	78.8	10.6	8.2	2.4		100		
3	E-Books	N	35	17	20	8	5	85	3.81	5
		%	41.2	20.0	23.5	9.4	5.9	100		
4	Online Databases	N	48	17	10	7	3	85	4.18	3
		%	56.5	20.0	11.8	8.2	3.5	100		
5	Digital archives	N	51	18	11	3	2	85	4.33	2
		%	60.0	21.2	12.9	3.5	2.4	100		
6	E-theses	N	40	11	15	5	14	85	3.68	7
		%	47.1	12.9	17.6	5.9	16.5	100		
7	Mailing lists	N	39	12	34			85	4.06	4
		%	45.9	14.1	40.0			100		

The table no 6 shows the type of resources preferred to use by the respondents. It is noticed that majorities of respondents preferred to use, E-Journals (WMA- 4.66), Digital archives (WAM-4.33) and online databases (WAM-4.18). More number of respondents preferred to use the mailing list (WAM- 4.06) d e-books (WMA - 3.81). Least preference was given to OPAC (WAM-3.79) and e-theses (WMA-3.68) materials.

**TABLE NO: 7  
PURPOSE OF USING WEB RESOURCES**

Sl. No	Purpose of Using Web Resources		Always	Often	Sometimes	Rarely	Never	Total	WAM	Rank
1	Additional information for class notes	N	60	12	7	3	3	85	4.45	3
		%	70.6	14.1	8.2	3.5	3.5	100		
2	For Preparation of research Projects	N	55	20	9	1		85	4.52	1
		%	64.7	23.5	10.6	1.2		100		
3	Experts Seminar/Workshop presentations	N	34	42	5	2	2	85	4.22	5
		%	40.0	49.4	5.9	2.4	2.4	100		
4	For preparing assignments	N	55	20	8	2		85	4.51	2
		%	64.7	23.5	9.4	2.4		100		
5	To write research articles	N	39	30	16			85	4.27	4
		%	45.9	35.3	18.8			100		
6	To prepare for Competitions	N	39	6	32	2	6	85	3.82	7
		%	45.9	7.1	37.6	2.4	7.1	100		
7	To prepare for seminars or conferences	N	30	11	39	5		85	3.78	8
		%	35.3	12.9	45.9	5.9		100		
8	To obtain general knowledge	N	37	16	26	6		85	3.99	6
		%	43.5	18.8	30.6	7.1		100		

The table no 7 shows the purpose of using the web resources by the respondents. It is noticed that majorities of the respondents using the web resources for preparing their research projects (WAM- 4.52), assignments (WAM- 4.51) and additional information for the class notes (WAM-4.45). A certain respondents were using the web resources for writing the research articles (WAM-4.27), for presentations of the experts’ seminars/workshop presentations (WAM-4.22), and for obtaining general knowledge (WAM-3.99). Lesser importance was given for preparing for competitions (WAM- 3.82) and preparing seminars and conferences.

**TABLE NO: 8**  
**BENEFITS OF USING WEB RESOURCES**

Sl. No	Benefits of using Web Resources		Always	Often	Sometimes	Rarely	Never	Total	WAM	Rank
1	Better access to information	N	29	14	12	18	12	85	3.35	4
		%	34.1	16.5	14.1	21.2	14.1	100		
2	Time saving	N	22	33	20	9	1	85	3.78	2
		%	25.9	38.8	23.5	10.6	1.2	100		
3	Access to current data/information	N	37	5	20	6	17	85	3.46	3
		%	43.5	5.9	23.5	7.1	20.0	100		
4	Access to comprehensive with distant social group	N	21	2	33	6	23	85	2.91	5
		%	24.7	2.4	38.8	7.1	27.1	100		
5	Various Seminar /Conference proceedings	N	44	4	31	6		85	4.01	1
		%	51.8	4.7	36.5	7.1		100		

The table no 8 shows respondents opinion on various benefits of using the web resources. It is inferred from the table that one third of the respondents always having the benefit of better access to information from the web resources. Around 17% of the respondents had the benefit of better access to the information. It is noticed that one third of the respondents often and one fourth of them always using the web resources for time saving. It is clear the one out of two of the respondents using the web resources for the benefit of access to current data and information. One fourth of the respondents were using the web resources for the benefit of access to comprehensive with distant social group. It is clear that one out of two respondents had a benefit of using the web resources for the purpose of various seminars / conference proceedings.



**TABLE NO: 9**  
**DIFFICULTIES FACED BY WHILE USING WEB RESOURCES**

Sl. No	Difficulties		Always	Often	Sometimes	Rarely	Never	Total	WAM	Rank
1	Available e-resources not sufficient/appropriate	N	29	27	19	2	8	85	3.79	6
		%	34.1	31.8	22.4	2.4	9.4	100		
2	Time slots are not sufficient	N	25	39	14	6	1	85	3.95	3
		%	29.4	45.9	16.5	7.1	1.2	100		
3	Unfamiliarity with search method	N	39	16	27	3		85	4.07	2
		%	45.9	18.8	31.8	3.5		100		
4	Lack of online help	N	36	38	11			85	4.29	1
		%	42.4	44.7	12.9			100		
5	Number of terminals are not sufficient	N	28	17	40			85	3.86	5
		%	32.9	20.0	47.1			100		
6	Connection speed is very slow	N	26	28	28	3		85	3.91	4
		%	30.6	32.9	32.9	3.5		100		

The table no 9 shows the difficulties faced by the respondents while using the web resources. it is inferred from the table that 60% of the respondents were frequency facing the problem of available e-resources which not sufficient and appropriate for the respondents requirements. It is clear from the table that 75% of the respondents had the problems of time slots are not sufficient. 60% of the respondents express that they faced unfamiliarly with the search methods. It is clear that 85% of the respondents were faced the lack of online help. 52% of the respondents were said the numbers of terminals are not sufficient. it is inferred that 63% of the respondents mentioned about the slow internet connection.

**Table no: 10**  
**Challenges in Using Web Resources**

	Challenges		Always	Often	Sometimes	Rarely	Never	Total	WAM	Rank
1	Insufficient computers with Internet facilities	N	22	8	43	12		85	3.47	6
		%	25.9	9.4	50.6	14.1		100		
2	Incessant power outage	N	16	25	35	9		85	3.56	5
		%	18.8	29.4	41.2	10.6		100		
3	Slow Internet connectivity	N	52	23	7	3		85	4.46	1
		%	61.2	27.1	8.2	3.5		100		
4	Lack of ICT skills	N	18	27	40			85	3.74	4
		%	21.2	31.8	47.1			100		
5	Difficulty in finding relevant information	N	42	29	14			85	4.33	2
		%	49.4	34.1	16.5			100		
6	Inadequate IT Infrastructure	N	20	37	28			85	3.91	3
		%	23.5	43.5	32.9			100		



The table no 10 shoes the respondents opinion about challenges in using the web resources. It is inferred from the table that one third of the respondents stated that insufficient of computer with internet facilities always having challenges to use the web resources. One out of two of the respondents sometimes they mentioned this. One out of two of the respondents mentioned about the incessant power outage were one of the challenges. More number of respondents mentioned about slow internet connectivity was the biggest challenge to use the web resources. One out of two of the respondents mentioned about the lack of ICT skills were the one of challenging factor to use the web resources. Three four of the respondents stated that difficulty in finding the relevant information from the web resources were the challenges. Two third of the respondents quoted that inadequate IT infrastructure was the challenges to the web resources.

**TABLE NO: 11**  
**SUGGESTION TO IMPROVE THE USAGE OF WEB RESOURCES**

Sl. No	Suggestions		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	WAM	Rank
1	Provision of more computer systems	N	35	15	5	11	19	85	3.42	6
		%	41.2	17.6	5.9	12.9	22.4	100		
2	Improve Internet Connectivity (bandwidth)	N	49	16	13	3	4	85	4.21	1
		%	57.6	18.8	15.3	3.5	4.7	100		
3	Increase ICT infrastructure/facilities	N	34	9	29	7	6	85	3.68	2
		%	40.0	10.6	34.1	8.2	7.1	100		
4	Have stable electrical backup	N	23	11	30	15	6	85	3.35	7
		%	27.1	12.9	35.3	17.6	7.1	100		
5	Create awareness on available e-resources	N	35	10	20	17	3	85	3.67	3
		%	41.2	11.8	23.5	20.0	3.5	100		
6	Subscribe to more online resources	N	35	10	22	6	12	85	3.59	4
		%	41.2	11.8	25.9	7.1	14.1	100		
7	Information Literacy Training for users	N	32	14	13	15	11	85	3.48	5
		%	37.6	16.5	15.3	17.6	12.9	100		

The table no 11 shows the respondents opinion about suggestion to improve the usage of web resources. It is inferred that four out of ten of the respondents were strongly agree for provision of more computers system may improve the usage of web resources. Around 18% of the respondents agree and 6% of the respondents were in neutral for providing more number of computers. It is noticed that one out of two of the respondents were strongly agree to improve the internet connectivity. Around 19% of the respondents were agree and 15% of the respondents were in neutral stand. It is noticed from the table that one out of two of the respondents agree to increase the ICT infrastructure and its facilities. One third of the respondents were in neutral stand. It is inferred that four out of ten of the respondents were agreed to have stable electrical backup. One third of the respondents were in neutral stand. It is clear from the table that one out two respondents agreed to create awareness on available e-resources. It is noticed that one out of two of the respondents agreed to subscribe to more online resources. It is clear that one third of the respondents strongly agree to give training on information literacy to the users.

### **FINDINGS OF THE STUDY**

- ✦ The study indicates that six out of ten respondents were male and four out of ten respondents were female.
- ✦ The study indicates that four out of ten respondents were belongs to 26-27 and one third of the respondents were belongs to the age group of 24-25
- ✦ Majorities (57%) of the respondents were studying in MPhil (Commerce) and 44% of the respondents were studying in PhD (Commerce).
- ✦ The study evident that one third of the respondents were visiting the library weekly once and one four of the respondents were visiting the library fortnightly.
- ✦ It is noticed that one third of the MPhil Scholars were visiting the library weekly once and 30% of the PhD Scholars were visiting the library daily.
- ✦ It is clear from the study that four out of ten respondents were spending 1 to 2 hours in the library. One out of two MPhil Scholars were spending less than one hour in the library and six out of ten PhD scholars 1 to 2 hours in the library.
- ✦ The study noticed that majorities of the respondents preferred to use, E-Journals (WAM- 4.66), Digital archives (WAM-4.33) ranked second online databases (WAM-4.18). Lesser preference given to OPAC (WAM-3.79) and e-theses (WAM-3.68) based web resources.
- ✦ The study pointed the preference of using the web resources for preparing the research projects (WAM-4.52), preparing for assignments (WAM-4.51), additional information for the class notes (WAM- 4.45).
- ✦ The study listed the priority of benefited while using the web resources such as seminars and conference proceedings (WAM-4.01), time saving benefit (WAM-3.78), benefit of access to current data and information (WAM-3.46)

### **DIFFICULTIES FACED WHILE ACCESSING THE WEB RESOURCES**

- ✦ The study indicated that six out of ten of respondents expressed that existing available e-resources were not sufficient and appropriate for their requirements.
- ✦ It is understand that three fourth of the respondents said that given time slots was not sufficient and six out ten respondents faced the problem of unfamiliarly with the search methods.
- ✦ It is realized that more than eight out of ten respondents were faced the lack of online help and one out of two of them said the numbers of terminals are not sufficient and the slow internet connection.

### **CHALLENGES WHILE USING THE WEB RESOURCES**

- ✦ It is understand that one third of the respondents mentioned about the insufficient of computer with internet facilities and one out of two of the respondents mentioned about the incessant power outage were one of the challenges.
- ✦ More number of respondents mentioned about slow internet connectivity was the biggest challenge to use the web resources. One out of two of the respondents mentioned about the lack of ICT skills were the one of challenging factor to use the web resources.
- ✦ Three four of the respondents stated about the difficulty in finding the relevant information and two third of the respondents quoted that inadequate IT infrastructure was the challenges to the web resources.

### **SUGGESTION TO IMPROVE THE USAGE OF WEB RESOURCES:**

- ✦ The study given the following suggestion to increase the effective usage of web resources such as to increase the speed of internet connectivity and the ICT infrastructure and its facilities.
- ✦ Majorities of the respondents mentioned to creation of awareness among the users on available e-resources and to subscribe to more online resources,
- ✦ A group of respondents given suggestion for providing training on information literacy and providing more number of computers to access the web resources.
- ✦ Some respondents express to have the stable electrical backup ranked seventh.

### **CONCLUSION:**

It is evident from the study that usage of web resources among the research scholars of commerce students who studying in the autonomous colleges in the Coimbatore district was highly remarkable. Also electronic resources are provided in the libraries for accurate and fast retrieval of information but it is also remarkable that due to lack of skills. The e-resources provided in the libraries were frequently used by the research scholars. Therefore, for best possible use of web resources in libraries, it is necessary for academic management, curriculum planners and librarians to settle some of these issues as this will equip research scholars with lifelong skills. It is observed that the availability of e-resources was sufficient but the infrastructure to use these web resources is not adequate and can encumber the ability to meet the desires of users.

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