Information Seeking Behaviour of Faculties and Students of Department of Pharmacy, Govt Girls Polytechnic, Raipur: A Study

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Abstract: *The study analyzed the information seeking behaviour of the faculties and students of Department of Pharmacy, Govt Girls Polytechnic, Raipur Chhattisgarh. In this* **study***, data collected from 50 faculties and students by administering questionnaires on their information seeking and requirements of the Department of Pharmacy, indicates that guidance in the use of library resources and services is necessary to help faculties and students to meet their information requirements. Found that textbooks, journals, magazines and electronic information sources are the most popular sources of information for the students' course work but students and faculties have been shown more affection to formal collection in libraries. The paper presents the various attitudes and behaviour in seeking information from polytechnic libraries by pharmacy users. Recommends that more latest edition of books and reference materials should add to the library collections. Suggests that library staff should be more cooperative with students and users should be guided to use the resources of the library.*

Keywords: Information, Information Seeking, Information Retrieval, Users Studies, formal resources, Informal resources, Pharmacy, Raipur.

1. Introduction

"The greatest wealth is health" a baseline statement adopted by most of the governing bodies of the countries. In the health care system, medicine plays an important role, an investigation of new medicine, development of this medicine into acceptable form, and its application by the human being are three basic steps of the strong health care system. The readymade format of medicine is called as Pharmaceuticals. In an education system, a field that is involved in all aspects of pharmaceutical is known as Pharmaceutical Science. Now, Pharmacy term is often used as the same for Pharmaceutical Science.

In the initial stage of development of pharmacy education, it was considered as a branch of chemical science but due to its importance in economy and role in the health care system, now it's established as a well identical and separate education stream. As usual, it's having three distinguishes levels, initial stage or bottom is diploma in pharmacy, the middle is a bachelor in Pharmacy and top-level is a postgraduate degree in Pharmacy. The top-level is dedicated to developing a competent human resource, later who plays a role in research and development (R&D) of pharmaceuticals. The syllabus of bachelor's degree focused to generate manpower for our industrial needs. The bottom level e.g. Diploma in Pharmacy acts as a bridge between pharmaceuticals and its actual users because they are directly involved in the dispensing of pharmaceuticals. They provide counseling service about use, handling and storage of pharmaceuticals so also receive feedback about efficacy, adverse event, toxicity and any other issue raised by patients. This information is applicable to strengthen health care system.

In the view of above functions and duties a mental ability, communication, behavior, problem-solving skill, stress handling ability need to be development in Diploma in pharmacy students. The present case study tries to find out the above ability development in the diploma in Pharmacy student, studying in the Department of Pharmacy, Government Girls Polytechnic, Chhattisgarh, Raipur, India. It is an assessment of student how they handle their information need though web and library resources available in institute library.

2. Objectives of the study

The objectives of the study are:
1) Identify the frequency and purpose of use of library by pharmacy students.
2) Know the awareness about formal and informal source of information among the students.
3) Identify the frequency and purpose of use of internet and e-resources.
4) Find out the usage of pharmacy resources by the students of Govt Girls Polytechnic, Raipur.
5) To discover the patterns information usage.
6) To discover the most the most frequently used information search option.
7) To find out the user satisfaction with the services provided by the library.

3. Scope of Study

In this study analyzed the information seeking behaviour of the faculties and students of Department of Pharmacy, Govt Girls Polytechnic, Raipur Chhattisgarh. To find out their information needs, know the methods of information usage and user satisfaction with the services provided by the library. In this study, 50 faculties and students are selected from Diploma in Pharmacy Department, Govt Polytechnic, Raipur (C.G.)

4. Research Methodology

The closed-ended questionnaires were personally distributed to the faculties and students of Diploma in Pharmacy, Govt Girls Polytechnic, Raipur (C.G.). The questionnaires had 10 genral questions was designed to capture some of the main dimensions of information seeking behaviour. The researchers distributed 55 closed-ended questionnaires to the randomly selected sample. In that 50 filled in questionnaires were received from the faculties as well as students. All 50 (100%) questionnaire were selected for examining the data. The data obtained under various research headings were analyzed and are interpreted as below.

5. Data Analysis and Interpretation

The data collected by questionnaire methods were examined and interpreted here in tables and figures.

5.1. The sample

A sample from all users was taken to find out their opinion about the information seeking behavior and services provided by the GGPR library. The table below gives the categories of users and the size of sample of the study.

The table 1 shows that 50(100%) of the total population under study consists of Faculties 3 (6%) and 47 (94%) students. The size of the sample has chosen for the study.

Table 1: Size of the Sample

Status	No. of Respondents	Percentage
Faculties	3	6%
Students	47	96%
Total	50	100

5.2. Frequency of visitor to the library

In order to assess the frequency of faculties and students to visit the library, the time gap has classified into four different categories as shown in Table 2. A good majority of users i.e. 32 (64%) of users are visiting the library 2-3 times in week, followed by weekly i.e. 17 (34.00%). The result shows that the majority of the teachers and students are visiting the library 2-3 times in week.

Table 2: Frequency of visitor to the library

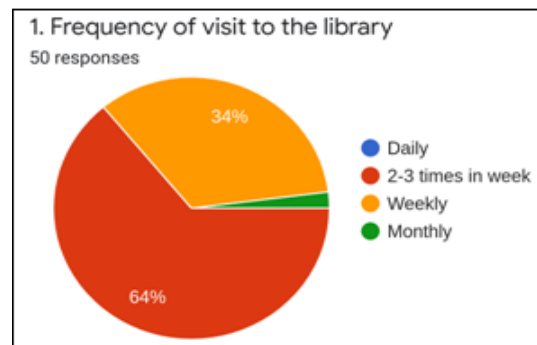| S. No.	Frequency	No. of user	%age
1	Daily	0	0%
2	2-3 times in a week	32	64%
3	Weekly	17	34%
4	Monthly	1	2%
	Total	50	100%

Figure 1: Frequency of visitor to the library

5.3. Purpose of visit to the Library

The table 3 shows that the maximum percentage of users both faculties and students are visit to the library for study purpose while faculties and students were go to the library for borrow books. This table further reveals that 38(76%) respondent use the library for study purpose, followed by 33(66%) users for borrow books in the library, further 30(60%) for to collect course materials, and only 20 (40%) users go to the library to read journals.

Table 3: Purpose of visit to the library

S.No.	Purpose	No. of user	%age
1	To study	38	76%
2	To borrow books	33	66%
3	To collect course materials	30	60%
4	To read journals	20	40%

Multiple answers were permitted

Figure 1: Purpose of visit to the Library

5.4. Source of Information used

The table IV shows that 45(90%) users are use books as source of information whereas 30(60%) users are gain information from subject experts. The table also deals with the use and awareness of online information sources or internet such as 22(44%), only 12(24%) users use journals as a source of information.

Table 4: Source of Information used

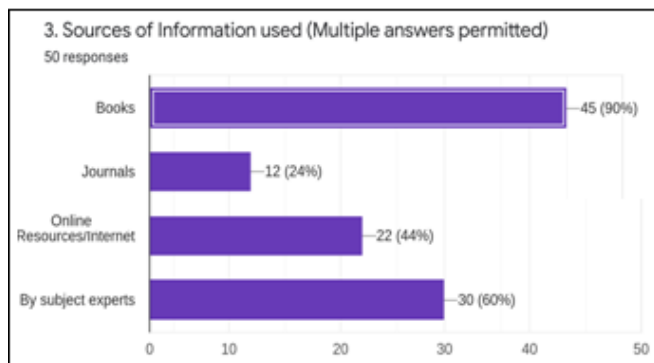| S.No.	Source of Information	No. of user	%age
1	Books	45	90%
2	Journals	12	24%
3	Online resources/internet	22	44%
4	By subject experts	30	60%

Multiple answers were permitted

Figure 4: Source of Information used

5.5. User awareness of Library Services

To know the awareness of library services faculties and students were asked about the awareness of the services. Table 5 shows that 42(84%) of respondent are aware of issue/return of the books i.e. under circulation serviece. While some of the respondents like 25(50%)were aware of reference service. The table also indicates that 20(40%) were aware of magazines and journals in available in the library. The small numbers of users were aware of Online Public Access Catalogue service.

Table 5: User awareness of Library Services

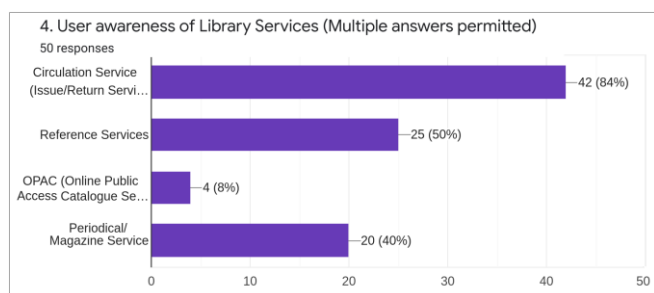| Sl.No.	Library Services	No. of user	%age
1	Circulation Service	42	84%
2	Reference Service	25	50%
3	OPAC	4	8%

Multiple answers were permitted

Figure 4: User awareness of Library Services

5.6. Use and awareness of formal sources of information

Table 6 shows that 41(82%) most respondents areused reference books as a formal sources of information whereas 32(64%) of respondents used text books, 23(46%) journals and magazines. This table also depicts that 12(24%) used primary sources of information i.e. news papers.

Table 6: Use and awareness of formal sources of information

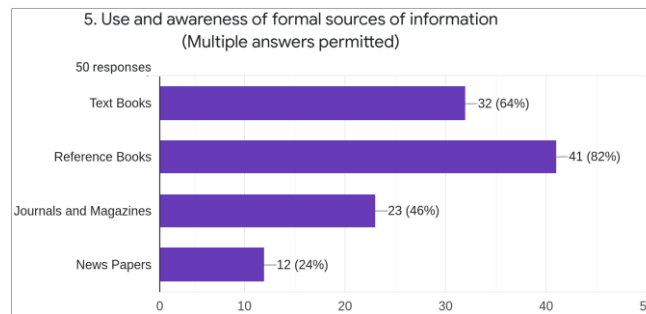| Sl.No.	Formal Sources	No. of user	%age
1	Text Books	32	64%
2	Reference Books	41	82%
3	Journals and Magazines	23	46%
4	News papers	12	40%

Multiple answers were permitted

Figure 5: Use and awareness of formal sources of information

5.7. Use and awareness of informal sources of information

The table 7 shows that 45(90%) users are use and awareness of informal sources of information like interner whereas 25(50%) users are use and awareness of informal sources of information like audio-video etc. The table also deals with the use and awareness of informal information sources such as 12(24%) Scanning of abstracting & indexing Journals, only 5(10%) used online database as informal sources of information.

Table 7: Use and awareness of informal sources of information

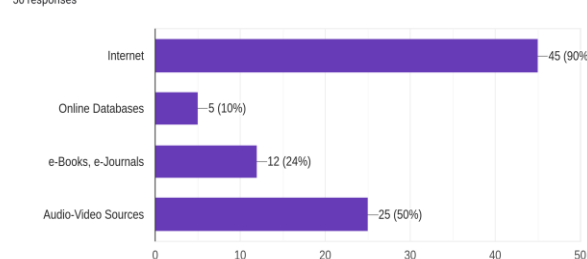| Sl.No.	Informal Sources	No. of user	%age
1	Internet	45	90%
2	Online Database	5	10%
3	E-books , E-journals	12	24%
4	Audio-Video Sources	25	50%

Multiple answers were permitted

Figure 6: Use and awareness of informal sources of information

5.8. Purpose of seeking information.

The table 8 shows that 41(82%) users are seeking information to inhance knowledge whereas 33(66%) users are for optaining course materials. The table also deals with 24(48%) users are seeking information to solve their immediate practical problem and only 6(12%) to keep up date.

Table 8: Purpose of seeking information

S.No.	Purpose for seeking information	No. of user	%age
1	For course materials	33	66%
2	To solve immediate practical problems	24	48%
3	To keep upto date	6	12%
4	To inhance knowledge	41	82%

Multiple answers were permitted
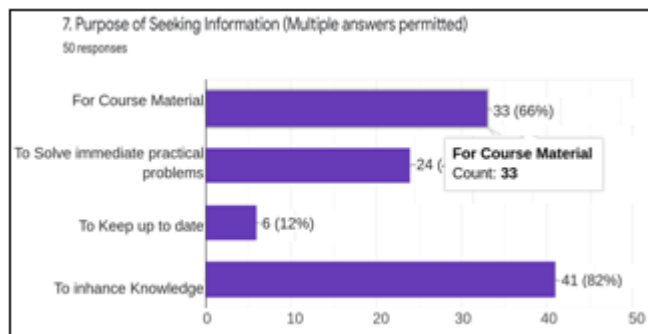
Figure 7: Purpose of seeking information
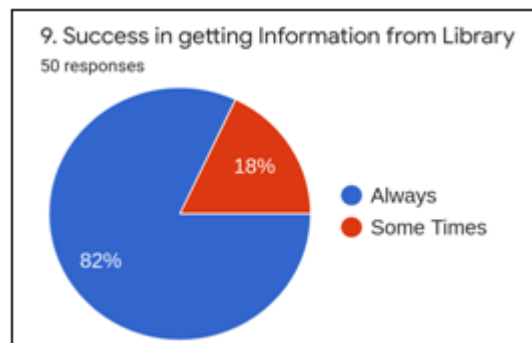
5.9. Difficulties in acquiring information

The table 9 shows 24(48%) faculties and students who was facing problems of information seeking due to lack of technical support, while 21(42%) users have lack of time. In this table also deals with the 19(38%) users felt to lack of reading materals whereas 9(18%) the very low percentage of users were facing the problems of information seeking behavior such as lack of organizational information, lack of knowledge for uses of the library resource, services and lack of support from library staffs.

Table 9: Difficulties in acquiring information

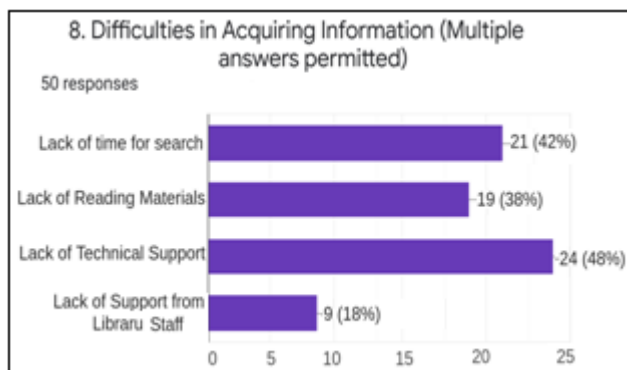| S.No.	Difficulties in acquiring information	No. of user	%age
1	Lack of time for search	21	42%
2	Lack of reading materials	19	38%
3	Lack of technical support	24	48%
4	Lack of support from library staff	9	18%

Multiple answers were permitted

Figure VIII: Difficulties in Acquiring Information

5.10. Success in getting information from library

The table X shows that maximum percentage of users successfully getting information from library 41(82%), while only 18(36%) of users have success in gettng information from library.

Table 10: Success in getting information from library

Sl.No.	Success in getting information from libray	No. of user	%age
1	Always	41	82%
2	Lack of reading materials	18	36%
	Total	50	100%

Figure 9: Success in getting information from library

5.11. Satisfaction with overall functions of the library

The table 11 shows that maximum percentage of users has rated the library as 'good', that is 36(72%), while 26(52%) of users have rated the library as 'Excellent' and 1(2%) as 'fair'. It is noted that no user rated overall function of the library as 'poor' category.

Table 11: Satisfaction with overall functions of the library

Sl.No.	Satisfaction	No. of user	%age
1	Excellent	26	52%
2	Good	36	72%
3	Fair	1	2%
4	Audio-Video Sources	0	0%

Figure 9: Success in getting information from library

6. Findings and Conclusion

The analysis and interpretation of data is revealed that characteristics of the information need and information seeking behaviour of the faculties and students. The findings evolved out of this study provide sufficient scope of the study of the two groups, while students are using libraries more whereas the reverse affects for faculties whose understanding of e-resources and information technology very widely as observed. The present study revealed that the faculties and students visit the library to study. However, it was observed that the majority of the faculties and students are visiting library 2-3 times in week. The faculties and students visit the library generally for reference sources and specific information depending upon their needs. Hence, the purpose of users visit to the library to enhance their knowledge.

It has been found that majority of respondents used Reference books as formal sources of information while

most of the respondents used text books as a second preference. It has also found that majority of respondents prefer "internet services/resources". Other electronic information resources mentioned were audio-video sources for use and awareness of e-information resources respectively. The majority of users are seeking information to inhance knowledge and most preferred response for course materials. It has been noticed that majority of the users were facing a problem for searching of information due to lack of technical support. It is found that the satisfaction with overall functions of the library is good as well as excellent as most of the users gave response in this regard.

This case study is an effort to fill a gap in understanding the information needs and information-seeking behavior of faculties and Students of the department of pharmacy, Govt Girls Polytechnic, Raipur (Chhattisgarh). The Pharmacy user's information needs are diverse and they rely heavily on books and older material, so the lack of availability of required material i.e. books in libraries is a major problem in information seeking. Information professionals can analyze the findings of the study and introduce, design, and develop new library and information services for pharmacy institute. Library and information scientists and professionals, especially in Chhattisgarh, should conduct further studies on user information needs to provide more suitable resources and services to different user groups.

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Author Profile

Praveen Kumar Dewangan received the B.Lib.I.Sc. and M.Lib.I.Sc. degrees from Pt. Ravishankar Shukla University, Raipur (Chhattisgarh) in 2005 and 2006, respectively. He has complited his PGDLIM Course from Tata Institure of Social Sciences, Mumbai in 2015, he also qualified UGC-NET in Library and Information Science (Continuously 3 times). Currently he is working as Librarian (Gazzeted Grade-I) in Govt Girls Polytechnic, Raipur, under Department of Technical Education, Govt of Chhattisgarh. Earlier he served as Librarian, Kendriya Vidyalaya Sangathan, New Delhi and TGT (Library Science) in Navodaya Vidyalaya Samitee, Chandigarh. He has authored 7 research papers in professional journals and conference proceedings.