INFORMATION SEEKING BEHAVIOUR OF PROFESSORS AND STUDENTS OF ALLAHABAD UNIVERSITY AND ALIGARH MUSLIM UNIVERSITY: A COMPARATIVE STUDY

Tarun Biswas
Librarian: St. Xavier's University Kolkata

ABSTRACT:

Information seeking behaviour is defined as a human habit that involves searching for information in a deliberate manner in order to fill a gap. This conduct might be difficult to define at times. As a user, professors and students, university libraries are the first place they look for information. The primary goal of this research is to look at the information requirements and behaviour of students and professors at Allahabad University and Aligarh Muslim University. The data for this study was gathered using a well-structured questionnaire from 50 Professors and 150 pupils. The study focuses on a variety of characteristics of their techniques and behaviour while looking for information, as well as barriers for collecting their requirements, the purpose and frequency of library visits, user satisfaction, and library services.

Keywords: Information Seeking Behaviour, University Library, University Professors and Students, AU, AMU, Uttar Pradesh

INTRODUCTION:

An individual's method of obtaining and sourcing information for personal use, knowledge upgrading, and growth is referred to as information seeking behaviour. Information seeking behaviour is a broad term for an area of research that looks at who needs what sort of information and why, how information is accessed, assessed, and used, and how these requirements may be identified and met. (Auster, Ethel. 1982)

Since the 1950s, the phrase "knowledge seeking behaviour" has been used in studies. One of the most significant study areas in user studies is information seeking behaviour.

Humans participate in information seeking in order to advance and perhaps change their level of knowledge. It's a word that describes how people look for, analyse, choose, and use information. University libraries serve an essential role in satisfying users' information requirements as a supporting facility for teaching and learning activities. The university library is a part of educational activities.

ALLAHABAD UNIVERSITY (AU):

Allahabad University is a central collegiate university in Allahabad, Uttar Pradesh, India. It was created by an Act of Parliament on September 23, 1887 and is recognised as a National Institute of National Importance (INI). It is one of India's earliest modern universities. Its roots may be traced back to the Muir Central University, which was founded in 1876 and named after Lieutenant Governor of the North-Western Provinces, Sir William Muir, who proposed the idea of a Central University in Allahabad, which eventually evolved into the current university. It was formerly referred to as the "Oxford of the East." The University of Allahabad Act 2005, passed by the Indian Parliament, restored its status as a Central University.

ALIGARH MUSLIM UNIVERSITY (AMU):

Aligarh Muslim University (abbreviated as AMU) is a public central university in Aligarh, India, founded in 1875 as the Muhammadan Anglo-Oriental University by Sir Syed Ahmad Khan. Following the Aligarh Muslim University

Act of 1920, Muhammadan Anglo-Oriental University became Aligarh Muslim University. AMU Malappuram Campus (Kerala), AMU Murshidabad Centre (West Bengal), and Kishanganj Centre (Kerala) are its three off-campus centres (Bihar). The university provides more than 300 courses in traditional and modern fields of study, and it was designated as a national institute under the seventh schedule of the Indian Constitution when it first opened.

REVIEW OF LITERATURE:

- The literature review evaluates and summarises the findings of research while being driven by the researcher's objectives and identifies gaps discovered in prior studies. (Bosswell and Cannon, 2014).

- This article summarises the findings of research on information seeking behaviour. Much research has been conducted on undergraduate students' information seeking behaviour. According to research conducted at Calicut University in India by Barakutty and Salih (1999) and referenced by Owolabi (2007), students used the Internet as their primary source of information for academic growth.

- According to Fidzani (1998), assistance in the use of library resources and services is required to assist students in meeting some of their information needs. Journals, library books, and textbooks were found to be the most popular sources of information for course work and research, and students must be taught how to use library resources and services.

- Whitmire (2001) looked into the disparities in library use ascribed to pupils at various class levels in another research. The poll looked into undergraduate students' library experiences during the course of their studies. Students in the first, second, and third years used the library the least. Students' engagement in different library activities did, however, rise throughout the course of their academic careers.

- N. Gautam (1991) investigated the information needs and information seeking behaviour of physics and chemistry Professors in Gwalior and Chambal division universities and found that they were heavily reliant on information sources provided by libraries to meet their own information needs.

OBJECTIVES:

The main objective of this study was to investigate the information needs and information-seeking behaviour of students and Professors of AU and AMU. While the specific objectives were:

1. To investigate the primary motivation for students and professors at AU and AMU to seek knowledge.
2. To learn about the information needs of AU and AMU students.
3. To find out what Professors and students think about library services and how often they go to the library.
4. Determine how people like to use library resources.
5. Determine the amount of internet awareness and usage habits among Professors.
6. To determine the difficulties of students and Professors encounter in obtaining the information they require.
7. To compare the information-seeking behaviours of AU and AMU students and Professors.
8. To assess the level of user satisfaction with information needs and the services offered by AU and AMU libraries.
9. To get a sense of how students and professors at AU and AMU feel about the library.

METHODOLOGY:

This research analysed data using a questionnaire-based survey approach, which has been utilised in numerous previous investigations. Professors and students from AU and AMU in were individually given the questionnaire. The researcher delivered 200 questionnaires, 25 to the professors of AU and 25 to the professors of AMU. Students of AU received 75 questionnaires, whereas AMU students received 75 questionnaires. Professors from AMU, on the other hand, got just 22 surveys out of a total of 25. A total of 197 questionnaires were returned, out of a total of 200.
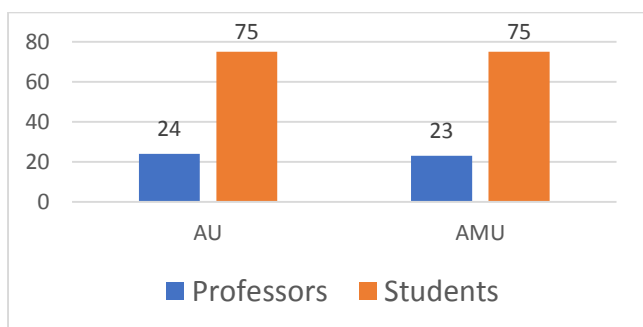
Data Analysis and Interpretations:

The data collected by various research methods were examined and interpreted here in Exhibits and figures.

1: Size of the Sample:

There is large no. of students and Professors. The sample was selected from all the students and all the Professors in AU and AMU. The Exhibit 1 shows that 150 (75%) students and 47(23.5%) Professors were selected for the study has responded.

Exhibit – 1

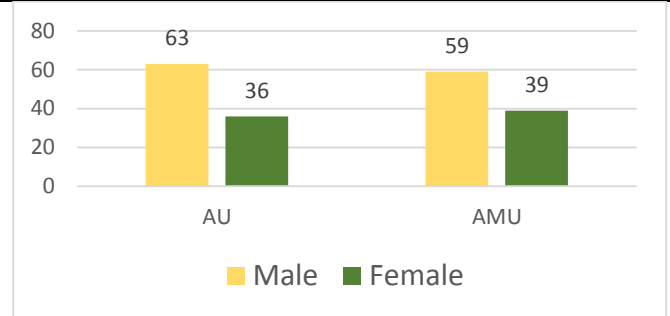| Status	No. of Respondents			Percentage
	AU	AMU	Total	
Professors	24	23	47	23.5%
Students	75	75	150	75%

2: Gender wise Analysis:

The Exhibit 2 shows the gender wise distribution of the respondents. 61% are male respondents and 37.5% are female respondents. The below Exhibit shows that male respondents are more than the female respondents in the study.

Exhibit - 2

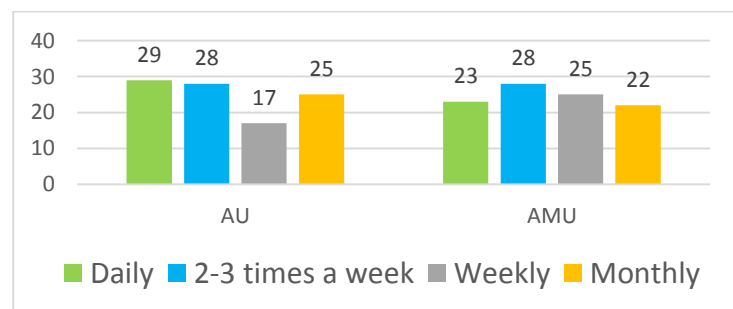| Status	No. of Respondents			Percentage
	AU	AMU	Total	
Male	63	59	122	61%
Female	36	39	75	37.5%

3: FREQUENCY OF VISIT TO THE LIBRARY:

Answer regarding visit to the library are shows that the time gap has classified into 4 categories as shown in Exhibit 3. The majority of users are visiting the library daily in AU, but in AMU maximum number of students visit library 2-3 times in a week. The result shows that the majority of the Professors and students are visiting the library daily.

Exhibit 3(a) for Students

Frequency	AU	Percentage	AMU	Percentage	Total	Percentage
Daily	29	29.29%	23	23.46%	52	26.39%
2-3 times a week	28	28.28%	28	28.57%	56	28.42%
Weekly	17	17.17%	25	25.51%	42	21.31%
Monthly	25	25.25%	22	22.44%	47	23.85%

4: PURPOSE OF VISIT TO THE LIBRARY:

Users are visited library for different purposes. Exhibit 4(a) shows the users' purpose to visit library. Maximum numbers of users of

AU i.e., 49 (49.49%) visit the library for reading newspapers and magazines while majority of users of AMU i.e., 39 (39.79%) visit the library to collect reading material. This Exhibit further reveals that 21 (21.21%) respondents use the library to collect reading materials of AU while 27 (27.55%) respondents from AMU visit library to know the new arrivals.

Exhibit 4(a) for Students

Purpose	AU	Percentage	AMU	Percentage	Total	Percentage
To collect reading material	21	21.21%	39	39.79%	50	25.38%
To know the new arrivals	7	7.07%	27	27.55%	23	11.67%
To read newspapers and Magazines	49	49.49%	21	21.42%	51	25.88%
Any other	22	22.22%	11	11.22%	26	13.19%

The maximum numbers of Professors visit library to get updated knowledge in both AU and AMU. The percentage is 9 (37.5%) in AU and 11 (47.82%) in AMU.

Exhibit 4(a) of Students

Purpose	AU	Percentage	AMU	Percentage	Total	Percentage
To get Updated knowledge	09	36.95%	11	44.95%	20	40.95%
To improve the quality of work	05	20.95%	06	24.95%	11	22.96%
To collect valuable information	06	24.95%	05	20.95%	11	22.95%
Any other	04	16.95%	02	08.95%	06	12.96%

5: USE OF INTERNET:

The below Exhibit shows that 100% Professors from both Central Universities are using internet.

Use of Internet	AU	Percentage	AMU	Percentage	Total	Percentage
Yes	24	100%	23	100%	47	100%
No	-	-	-	-	-	-

It is clear from the below Exhibit that 54.95% Professors of AU and 39.13% Professors of AMU, Overall, 46.80% Professors use internet 2 Hours in a day. On the other hand, 25.53% Professors use internet 3 hours per day.

Exhibit 5(b)

Use of Internet	AU	Percentage	AMU	Percentage	Total	Percentage
1 Hour	4	16.96%	4	16.96%	8	17.02%
2 Hours	13	54.95%	9	36.98%	22	46.80%
3 Hours	5	20.93%	7	28.97%	12	25.53%
More than 5 hours	2	8.95%	3	12.99%	5	10.63%

Opinion about library collection Exhibit 6(a) shows the students' opinion about the library collection. 64% students say very good for library collection in AU and 49.33% maximum percent of students says good about library collection in AMU.

Exhibit 6(a)

Library collection	AU	Percentage	AMU	Percentage	Total	Percentage
Very Good	48	64%	26	34.66%	74	49.33%
Good	25	33.33%	37	49.33%	62	41.33%
Fair	2	2.66%	12	16%	14	9.33%

Further the Exhibit 6(b) shows 80% students says that it is easy to access reading material in AU library and 54.66% in AMU library.

Exhibit 6 (b)

Accessibility of reading material	AU	Percentage	AMU	Percentage	Total	Percentage
Easy to Access	60	80%	41	54.66%	101	67.33%
Fairly easy to access	9	12%	20	26.66%	29	19.33%
Not easy to access	6	8%	14	18.66%	20	13.33%

7: SEARCH STRATEGIES TO ACCESS INFORMATION:

From the below Exhibit, it is evident that 42.66% students search information with the help of librarian in AU while 34% students in AMU.

Exhibit 7 (a)

Search strategies	AU	Percentage	AMU	Percentage	Total	Percentage
Self	23	30.66%	26	34.66%	49	32.66%
Classmate/Friend	13	17.33%	21	28%	34	22.66%
Librarian	32	42.66%	19	25.33%	51	34%
Teacher	7	9.33%	9	12%	16	10.66%

Further in Professors' category, 37.5% Professors consult to the librarian in AU while 26.08% Professors of AMU search information to consult the librarian.

Exhibit 7 (b)

Search strategies	AU	Percentage	AMU	Percentage	Total	Percentage
Consult the librarian	9	37.5%	6	26.08%	15	31.91%
With the help of university	5	20.83%	6	26.08%	11	23.40%
In Shelves	6	25%	6	26.08%	12	52.17%
Any other	4	16.66%	5	21.73%	9	39.13%

8: PROBLEMS WHILE SEEKING INFORMATION:

Exhibit 8 (a) shows that the main problem which is faced by students of AU and AMU is lack of time i.e., 54.66% in AU and 42.66%. Further second barrier is lack of access of information due to library rules i.e., 26.66% in AU and 28% in AMU.

Exhibit 8 (a)

Barrier to obtain Information	AU	Percentage	AMU	Percentage	Total	Percentage
Inadequate library resources	5	6.66%	4	5.33%	9	6%
Lack of access of information due to library rules	9	12%	8	10.66%	17	11.33%
Lack of time	41	54.66%	32	42.66%	73	48.66%
Any other	20	26.66%	21	28%	41	27.33%

In the below Exhibit shows that 54.16% Professors of AU and 47.82% Professors of AMU facing the same problem of information seeking due to lack of time. While 29.16% Professors of AU and 26.08% Professors from AMU are facing the problem of inconvenient library hours.

Exhibit 8 (b)

Barrier to obtain Information	AU	Percentage	AMU	Percentage	Total	Percentage
Lack of time	13	54.16%	11	47.82%	24	51.06%
Inconvenient library hours	7	29.16%	6	26.08%	13	27.65%
Don't need library	2	8.33%	4	17.39%	6	12.76
You have your own books/study material	2	8.33%	2	8.69%	4	8.51%

9: STATUS OF LIBRARIANS' CO-OPERATION:

Exhibit 9 shows that 54.66% students of AU say that librarian is most helpful in co-operation to search information while 56% students of AMU says that librarian is helpful in search information.

Exhibit 9

Status of librarian co-operation	AU	Percentage	AMU	Percentage	Total	Percentage
Helpful	32	42.66%	42	56%	74	49.33%
Most helpful	41	54.66%	21	28%	62	41.33%
Less helpful	2	2.66%	9	12%	11	7.33%
Least helpful	-	-	3	4%	3	2%

10: LEVEL OF SATISFACTION:

Exhibit 10 (a) shows that 100% students satisfied with overall functioning of library in AU and 93.33% students satisfied in AMU with library.

Exhibit 10 (a)

Satisfaction	AU	Percentage	AMU	Percentage	Total	Percentage
Yes	75	100%	70	93.33%	145	96.66%
No	-	-	5	6.66%	5	3.33%

Exhibit 10 (b) shows that 87.5% Professors satisfied with the library of AU and 91.48% Professors satisfied with the overall functioning of library.

Exhibit 10 (b)

Satisfaction	AU	Percentage	AMU	Percentage	Total	Percentage
Yes	21	87.5%	22	95.65%	43	91.48%
No	3	12.5%	1	4.34%	4	8.51%

FINDINGS:

The analysis and interpretations of data is shown that following findings—

1. AU students and Professors are more satisfied than AMU students and Professors.
2. It's remarkable that all Professors used the internet for professional development.
3. A big percentage of AU students and professors read newspapers and periodicals on a daily basis.
4. The majority of AU and AMU Professors go to the library to refresh their knowledge.
5. The majority of university students are pleased with the librarian's assistance.

CONCLUSION:

This research aims to fill a knowledge gap about the information requirements and information seeking behaviour of students and

Professors of AU and AMU. The outcomes of the study may be used by information experts to build and design a better library service for university students. It is critical to please University users such as Professors and students since they are significant motivators for accessing library resources.

REFERENCES:
1. Bosswell, C. and Cannon, S. (ed) 2014. Introduction to Nursing Research: Incorporating evidence-based practice. 3rd ed. Burlington. Jones and Berlett Learning.148
2. Fidzani B.T. (1998). Information Needs and Information Seeking Behaviour of Graduate Students at the University of Botswana. MCB UP Ltd. Journal of Library Review. 47(7): 178-185.
3. Gautam, J.N. (1991). The Information Needs and Information Seeking Behaviour of Physics and Chemistry Professors of University and Universitys of Gwalior and Chambal Division: A Scintific Study. PhD Thesis. Jiwaji University.
4. Owolabi, K.A. (2007). Internet Access and usage by the students of Akanulbiam Federal Polytechnic. Nigerian. Library Link. 5(1): 38-47
5. Prasad, H.N. and Tripathi, Manorama. (1998). Information Seeking Behaviour of Physical Scientist and Social Scientist: A Report. Annals of Library Science and Documentation, 45(2), 41-48
6. Whitmire, E. (2001). The Relationship between undergraduates' background characteristics and university experiences and their academic library use. University and Research Libraries. 62(6): 528-540

WEBSITES:
1. https://www.allduniv.ac.in/about-uoa/about-university1
2. https://amu.ac.in/about-us/facts