

## Use of Internet and e-Resources by the Faculty members and Students: A Case Study of Udai Pratap Autonomous College, Varanasi

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### ABSTRACT

Information and Communication Technology (ICT) has changed the traditional way of learning into digital way of learning. It has enhanced the learning activity of academicians not only of universities but also of colleges. College Libraries have now been subscribing electronic resources for the past few years. Libraries of the colleges are now being automated and they are moving towards virtual libraries/e-libraries. Resources like electronic books, electronic journals, online databases, electronic reference sources etc. have now become an important part of college libraries. College/Academic libraries are fundamental part of higher education system and it must have the relevant resources for their users. This study examines the electronic resources and Internet being consumed by the students and faculty members of Udai Pratap Autonomous College. The core objectives was that how the faculty members and students of this college face the problem while accessing online resources, how they take advantages of online resources, how much they are aware towards online resources and how much more do they prefer online resources than conventional resources. In this regards, a total 200 faculty members and students were selected to fill up the questionnaire prepared on Google form. Out of 200 respondents, only 160 responses had been received. Whatever interesting results were collected was analysed.

**KEYWORDS:** College Library, e-Resources, Search Engines, Digital Library, e-Library, Internet, Academic Library

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## **INTRODUCTION**

The Internet has now become a boon for the academic society. In the last academic session i.e. 2019-20 and 2020-21, when the COVID -19 pandemic was at its peak, Internet played a vital role in spreading online education among the higher education system. The Internet has brought a revolutionary change in using online resources rather than print resources for the development of its own research work. The digital resources can be directly accessed via Internet. (Sharma, 2018)

In today's changing environment, Internet technology has had a profound impact on all academicians and researchers and students. With the advent of Internet, a tremendous change has been seen in user's approach in terms of information seeking and learning activities. Internet provides latest and nascent knowledge, new course materials and also act as a catalyst to the conventional materials. Through Internet, we can access data, information, e-resources globally. E-resources can be accessed for the latest developments in one's area of research with the help of Internet by clicking just your finger. Thus Internet creates an excellent academic environment where academic community can access required e-resources and perform accordingly. (Sharma, 2018; Kalbande, 2013; Singh & Arora, 2010)

## **ELECTRONIC RESOURCES**

The transmission of information in electronic form is called electronic resources. Electronic resources are available in various forms like online e-books, online e-journals, digital reports, online tests, online learning programmes etc. Since e-Resources are presented through powerful multimedia technology channels, so it has become an important and effective tools for the information seekers. Full text databases, Online Chatting, CD/DVDs, e-mails, online databases, e-news, e-discussion, web technology etc. are some of the most important form of electronic resources available for academicians. E-resources are globally available and convenient to use. Though it is universally

available 24 by 7 and one can search for the information through a search engine at a faster rate rather than a manual search in a library, therefore it makes research easier and faster. (Sharma, 2018; Kalbande, 2013; Thanuskodi and Ravi, 2011)

As mention in the Dictionary of Library & Information Science by M. Reitz, electronic resources are "Material consisting of data and/or computer program(s) encoded for reading and manipulation by a computer, by the use of a peripheral device directly connected to the computer, such as a CD-ROM drive, or remotely via a network, such as the Internet (AACR2). The category includes software applications, electronic texts, bibliographic databases, institutional repositories, web sites, e-books, collection of e-journals, etc." (Reitz Dictionary, 2004)

## **UDAI PRATAP AUTONOMOUS COLLEGE LIBRARY**

Udai Pratap Autonomous College is situated in the North Western part of the holy city of Varanasi in India. The college was founded by Late Rajarshi Udai Pratap Singh Ju Deo as Hewett Kshatriya High School in Varanasi in 1909 which was raised to the level of an Intermediate College in 1921. The college was the first in Uttar Pradesh to be conferred autonomy by UGC in July 1991 and thus it has grown to its present status and known as Udai Pratap Autonomous College, Varanasi. The college is co-educational in character.

The college has 30 departments in Arts, Science, Commerce, Education and Agriculture Faculties and offers teaching programmes leading to B.A., B.Sc., B.Com, B.Sc.(Ag), M.A., M.Sc., M.Com, M.Sc.(Ag), B.Ed., Ph.D. programme is available in almost all the subjects in Arts, Science, Commerce and Agriculture. P.G. Diploma is offered in Computer Application and Environmental Science with full qualified teachers, modern equipped laboratories and fully automated library.

About 1.25 Lac books are available in its Library and more than 30 National and International journals are being subscribed. The library is an active member of INFLIBNET N-List and DELNET e-Resources. Faculty members and students of this college fulfil their need by using these resources. The main goal of a library is to provide relevant information sources and services to its users. [www.upcollege.ac.in](http://www.upcollege.ac.in) is the website address of this college. (Singh, 2022, website)

## REVIEW OF LITERATURE

It is accepted all over the world that electronic resources have promoted teaching and learning pedagogy and research in academic institutions. Online available literature demonstrates that there are so many research works related to this study has been carried out by the faculty members, research scholars, and students.

A study related to the use of electronic resources by the teachers, research scholars and students of university and research organisation shows that e-Journals available on UGC-INFONET have been very helpful in research work of 78% of the respondents. Faculty members felt the need of updated article alert service and electronic documents supply service promptly. (Madhusudan, 2008)

Satpathy and Rout conducted a comprehensive evaluation of the use of e-resources on the faculty members and students of C.V. Raman College of Engineering, Bhubaneswar. This study reveals that most of the faculty members utilize the e resources and fulfil their demand. They find e-resources most suitable for their study rather than printed materials. (Satpathy and Rout, 2010)

Some studies reveal that 83% of the students felt that by using e-resources through CD-ROM save their time and made it relatively easy to access required information in desired format. If CD-ROM was busy, they used to wait for it rather than use the print resources available in the library (Jagboro, 2003). However, a study related to online search of scientific information in Science and Technology libraries in Delhi reveals that almost 60% of the respondents are

facing tremendous browsing problem while searching for the relevant information like lack of technical knowledge, lack of resources, lack of trained staff etc. (Ali, 2005)

Nikam and Pramodini's study, "use of e-Journals and databases (UGC-INFONET) by the university of Mysore: a survey" reveals the utilisation of e-resources and the satisfaction levels of users of Mysore University. In this study, the researcher found that most of the respondents used e-journals for their academic purpose and their satisfaction level is high. (Nikam and Pramodini, 2007)

As mention in a study related to Oduwole and Akpati of Nigeria that University members felt easy to use electronic resources and satisfied with the search outputs but there were insufficient terminals available for the use inspite of high demand. (Oduwole and Akpati, 2003)

A study related to Makerere University, Uganda by Okello-Obura and Magara shows that 76% respondents took advantages of electronic resources by accessing it and they improved their academic performance. (Okello and Magara, 2008)

The result of above studies shows that the up gradation of academic pursuits of the faculty members and students, e-resources are the most important tools for their teaching, learning and research works.

## SIGNIFICANCE OF THE STUDY

The Udai Pratap College Library subscribing UGC-INFONET N-List consortia and also an institutional member of DELNET, New Delhi. So far, no survey has been undertaken to know the usefulness of these e-resources to the users and use pattern of these e-resources. In this context, the researcher decided to conduct a survey to measure the use of e-resources by the faculty members and students of Udai Pratap Autonomous College, Varanasi.

## OBJECTIVES OF THE STUDY

The objectives of the study are as follows:

- To know the awareness regarding e-resources;
- To know the contemporary use of e-resources;
- To know the satisfaction level and easy availability of e-resources;
- To identify and analyse the specific factors that promote or impede the use of e-resources;
- To know the problems and constraints faced in accessing e-resources;
- To suggest suitable recommendations to improvement of facilities and services relating to the use of e-resources.

## METHODOLOGY OF THE STUDY

This study is based on survey method, by keeping the above objectives in mind; a suitable structured questionnaire, pertaining questions related to e-Resources, was prepared by the researcher on Google Form to collect data. In this regards, a survey was conducted. Permanent Faculty members and regular students of Udai Pratap Autonomous College were treated as a case. The population of the study was permanent faculty members and regular students enrolled in various disciplines of PG classes at Udai Pratap Autonomous College, Varanasi. PG classes from different departments of Faculty of Arts, Science and

Commerce were randomly selected as a sample by applying cluster sampling. 140 students (70 male and 70 female) and 60 teachers (30 male and 30 female) were selected as a sample from different departments of Arts, Science and Commerce. A link was sent to these 200 faculty members and students to fill out the questionnaire on Google form. Out of total distributed numbers/shared link, 160 (80%) responses [52 (86.66%) Teachers and 108 (77.14%) Students] were received on Google sheet and then data was explained in the form of tables and graphs and finally presented here in the form of a research paper.

## DATA ANALYSIS

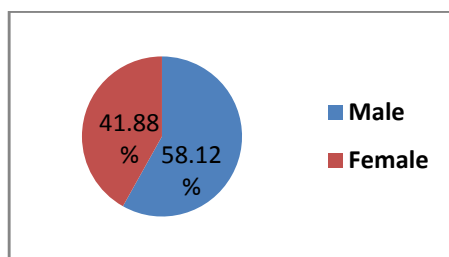
After survey, the researcher get 160 responses out the total shared link 200. Now these responses were scrutinized and presented in the form of table and graphs with the help of MS excel sheets.

### Population Study

The distribution of the questionnaire was divided equally between 100 male and 100 female respondents. From the total received responses, 93 responses were related to male and 67 responses were related to female. The percentage of male responses is higher than the female; it indicates that male users are using e-resources more than the female users. Gender wise distribution is given below.

**Table 1:** Gender/Sex distribution

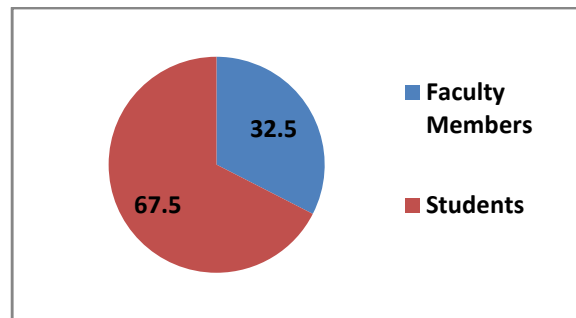
Gender/Sex	Total Respondents	Total Percentage
Female	67	41.88
Male	93	58.12
<b>Total</b>	<b>160</b>	<b>100.00</b>



**Figure 1:** Gender/Sex Distribution

**Table 1.1:** Academic Status of the respondents

Users	Respondents	Total Percentage
Students	108	67.50
Faculty Members	52	32.50
<b>Total</b>	<b>160</b>	<b>100</b>

**Figure 1.1:** Academic Status of the Respondents

The above table shows that out of total respondents, students were more than the faculty members.

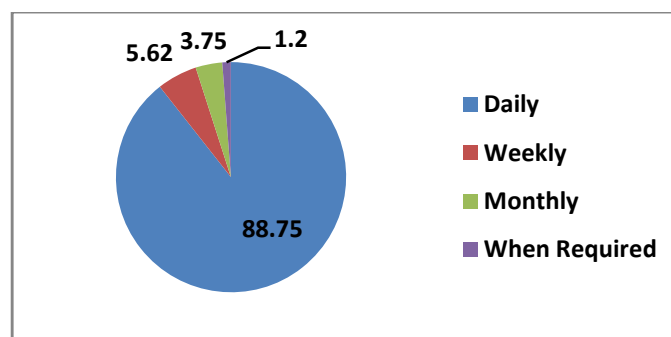
#### Frequency Related to the Use of Internet

The Internet has become a part and parcel of our life. No one can imagine life work without the

use of Internet. Table 2 shows the internet usage habits of a total of 160 respondents. Majority of the respondents 88.75% (142) accessed Internet daily for their academic and other related activities followed by 5.63% (9) weekly, 3.75% (6) monthly and 1.88% (3) as and when required.

**Table 2:** Internet Usage Frequency

Frequency	No. of Respondents	Percentage
Daily	142	88.75
Weekly	9	5.62
Monthly	6	3.75
When Required	3	1.88
<b>Total</b>	<b>160</b>	<b>100.00</b>

**Figure 2:** Internet usage Frequency

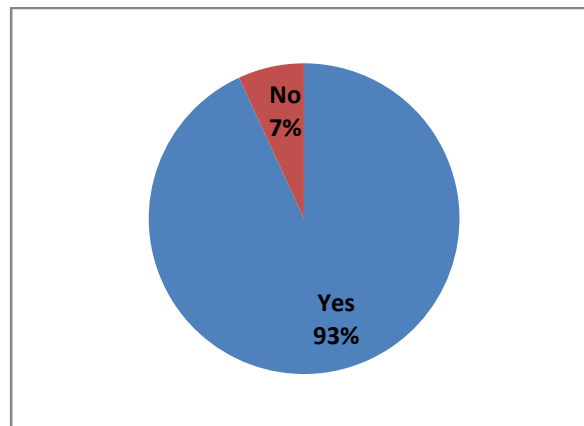
### Awareness about the Use of E-Resources

In this study, the researcher found that out of total 160 respondents, 93.13 (149) percent of the

respondents were aware about the use of e-Resources while 6.87% (11) were not aware of them.

**Table 3:** Awareness regarding the use of e-resources

Response	Total Respondents	Total Percentage
Yes	149	93.13
No	11	6.87
<b>Total</b>	<b>160</b>	<b>100</b>



**Figure 3:** Awareness regarding the use of e-resources

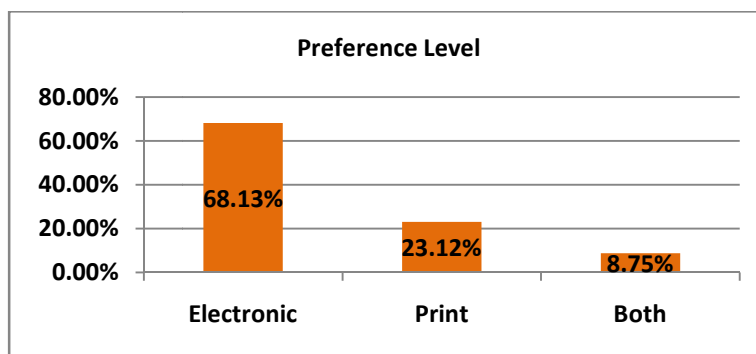
### Level of Preference With Respect to E-Resources

Out of 160 responses, 68.13% (109) responses were towards electronic version of information

whereas only 23.12% (37) responses were towards printed version but 8.75% (14) responses were for both version of information.

**Table 4:** Users' Preferences

Version	Respondents	Percentage
Electronic	109	68.13
Print	37	23.12
Both	14	8.75
<b>Total</b>	<b>160</b>	<b>100.00</b>



**Figure 4:** Preference level of user's regarding e-resources

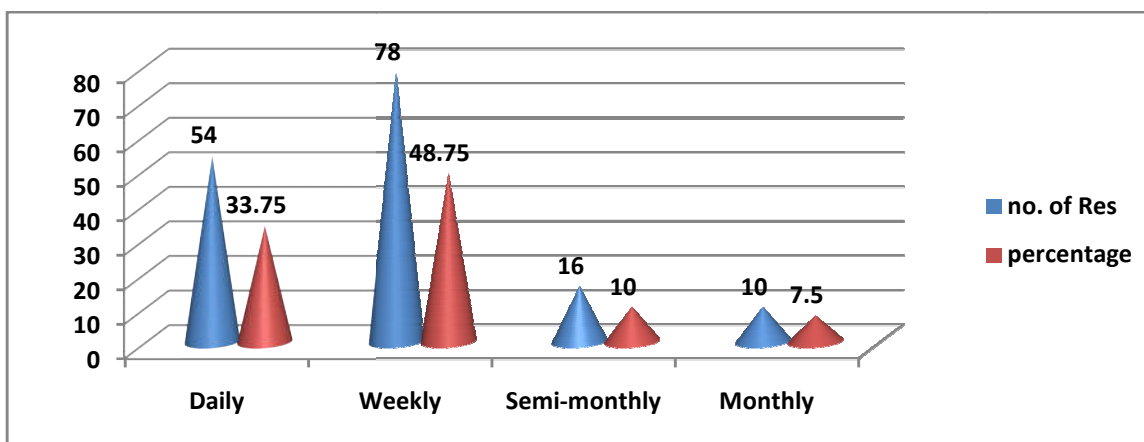
#### Frequency Related to the Use of E-Resources

Out of 160 responses, majority of the respondents 48.75% (78) were using e-resources

once in a week, however 33.75% (54) of them used e-resources daily followed by 10% (16) semi-monthly and 7.5% (12) once in a month.

**Table 5:** Frequency related to the use of e-Resources

Spend Period	Total Respondents	Total Percentage
Daily	54	33.75
Weekly	78	48.75
Semi-monthly	16	10
Monthly	12	7.5
<b>Total</b>	<b>160</b>	<b>100</b>



**Figure 5:** e-Resources using frequency

#### Purpose Related to the Use of E-Resources

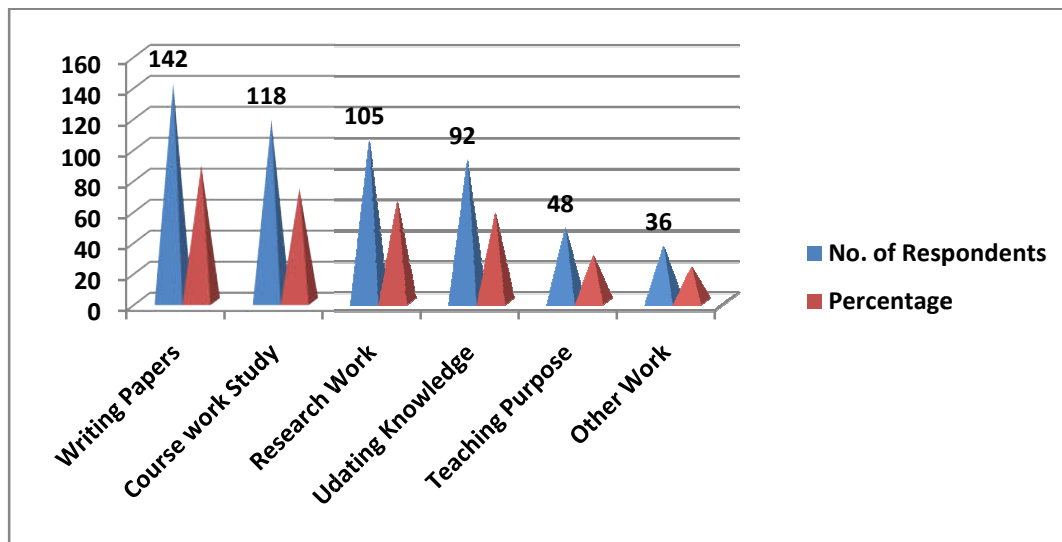
This section was related to the purpose of use of e-resources by the respondents. Table -6 reveals the actual results with respect to the main purpose of using e-resources. Most of the respondents 88.75% (142) were using e-resources

for their writing purpose followed by 73.75% (118) for course work study, 65.32% for research work 57.50% for gaining knowledge and 30% for teaching purposes. This shows that purpose of using e-resources is going in right direction.

**Table 6:** Purpose Related to the use of e-Resources

Main Point	Total Respondents	Total Percentage
Writing Papers	142	88.75
Course work study	118	73.75
Research Work	105	65.32
Updating Subject Knowledge	92	57.5
Teaching Purpose	48	30
Other works	36	22.5

*Note: this is in multiple choice formats.*



**Figure 6:** Purpose of using e-resources

#### Accessing Location Related to the Use of E-Resources

Out of 160 respondents, most of the respondents were accessing the e-resources from their home,

this is 78.75% (126) followed by 56.88% (91) from college library, 55.0% (88) from department, 47.5% (76) from college campus and 25% (40) from the computer lab respectively.

**Table 7:** Accessing Location for e-Resources

Access Point	Total Respondents	Total Percentage
Home	126	78.75
Department	88	55.0
College Campus	76	47.5
College Library	91	56.88
Computer Lab	40	25.0

*Note: This is in multiple choice formats.*



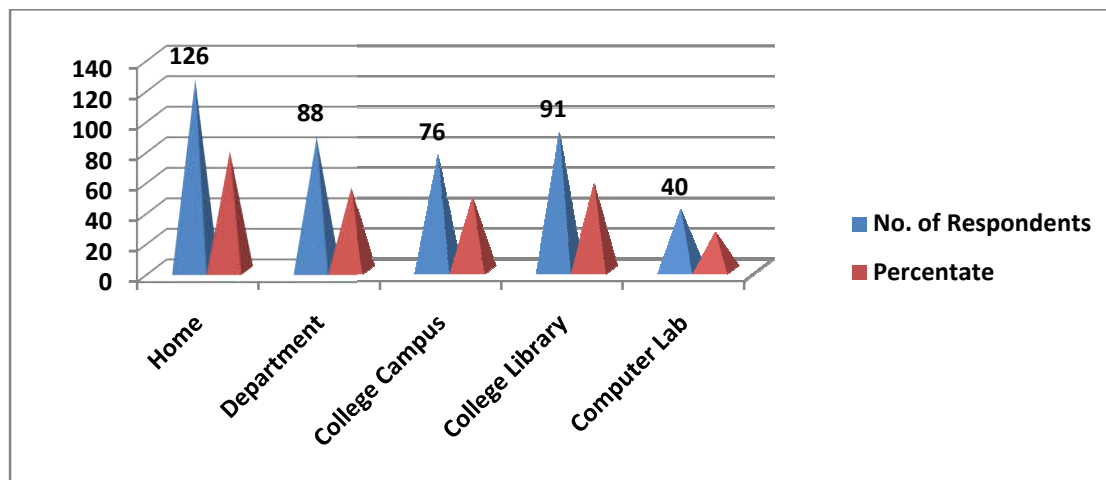


Figure 7: Accessing Location

### Searching Pattern Related to the Use of E-Resources

This section is related to e-Resources searching pattern by the respondents. As we see in Table-8, most of the respondents' i.e. 90.63% (145)

were searching their required information from the search engines, whereas 77.50% (124) respondents directly from the e-resource websites.

Table 8: Searching Pattern Related to the use of e-Resources

Core Searching Pattern	Total Respondents	Total Percentage
From College Library websites	0	0%*
From e-Resource Websites	124	77.5%
From Search Engines	145	90.63%
From Publisher's Websites	43	26.88%

Note: 1.\* 0% because Udai Pratap College does not have separate Library Website;

2. This is in multiple choice formats.

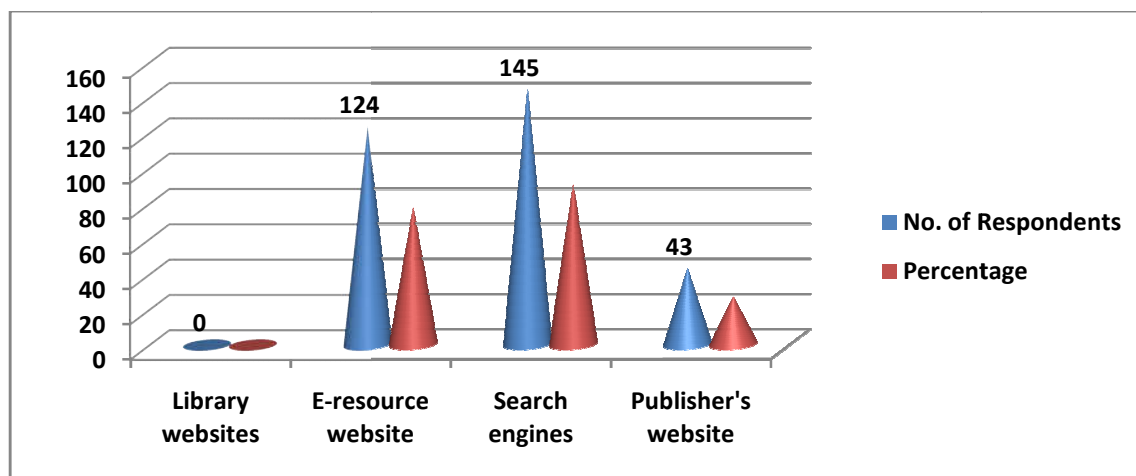


Figure 8: Searching pattern of the users related to the use of e-resources

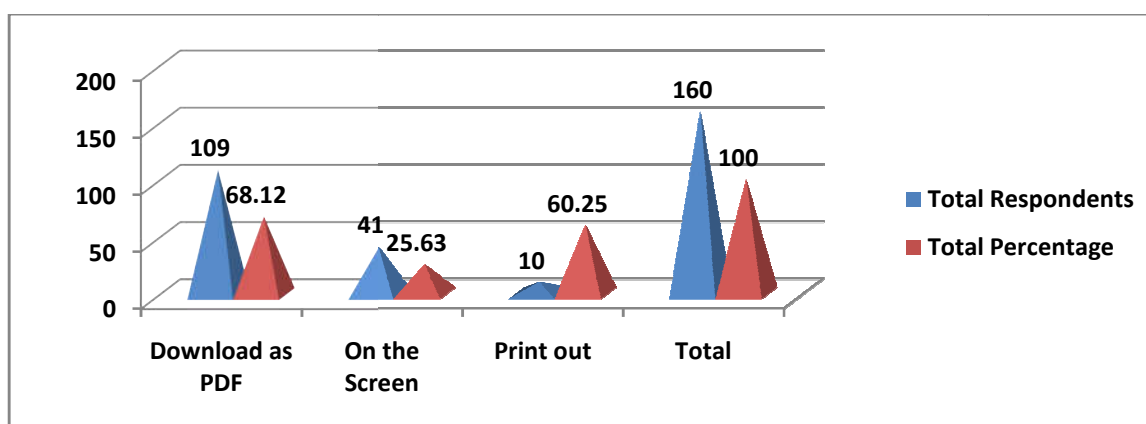
### Reading Preferences Related to the Use of E-Resources

Reading preference regarding e-Resource that how they read the content, the study shows that

68% of the respondents download the content in PDF and then read, 26% of respondents read the content on the screen and 6% of the respondents take printout and then read.

**Table 9:** Reading Preferences for e-Resource contents

Reading Pattern	Total Respondents	Total Percentage
Download as PDF	109	68.12
On the screen	41	25.63
Print out	10	6.25
<b>Total</b>	<b>160</b>	<b>100.00</b>



**Figure 9:** Reading Preferences of users regarding using of e-resources

### Types of E-Resources

This section belongs to the various types of e-resources being used by the users. For example search engines like Google, e-Newspaper, e-books, e-journals, e-databases and some other resources. Table-10 shows the factual results of the respondents, 47.5% (76) of the respondents

prefer to use Google followed by 15% (24) e-journals, 12.5% (20) e-newspapers, 13.75% (22) e-books, 7.5% (12) e-databases and 3.75% (6) prefer other sources for seeking information. The finding shows that majority of the respondents preferred Google to search for e-resources.

**Table 10:** Categories of e-Resources

Categories of e-resources	Total Respondents	Total Percentage
Search engines (Google)	76	47.50
e-Journals (Subscribed)	24	15.00
e-Newspapers (Free)	20	12.50
e-Books (Subscribed)	22	13.75
e-databases (Online and Offline)	12	7.50
Other sources (Free)	6	3.75
<b>Total</b>	<b>160</b>	<b>100.00</b>

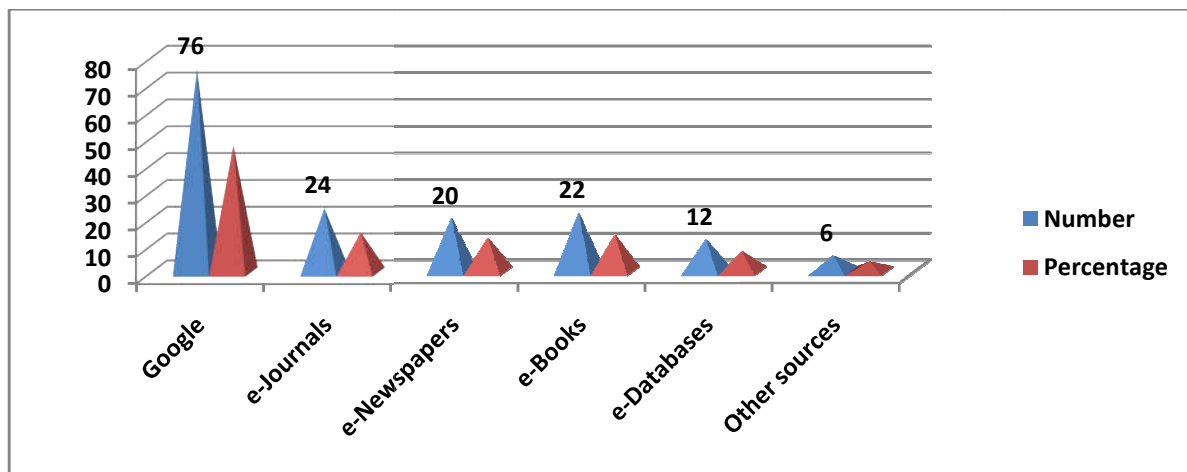


Figure 10: Types of e-resources used by the users

#### Problems and Constraints Related to the Use of E-Resources

While accessing e-Resources, respondents face so many problems. From the given table-11, we can observe that most of the respondents i.e. 38.13% (61) were facing problem related to

irrelevant information available on the websites. And after that problems related to time consuming, internet speed, excess of information, printing facilities etc. are also faced by the respondents.

Table 11: Problems and Constraints related to the use of e-Resources

Problems which faced	Total Respondents	Total Percentage
Most of the information irrelevant	61	38.13
Take too much time to search Information	25	15.63
Internet speed problem	23	14.37
Staff related problem for assistance	18	11.25
Excessive information	11	6.87
Printing related problem	16	10.00
Some other problems	6	3.75
<b>Total</b>	<b>160</b>	<b>100.00</b>

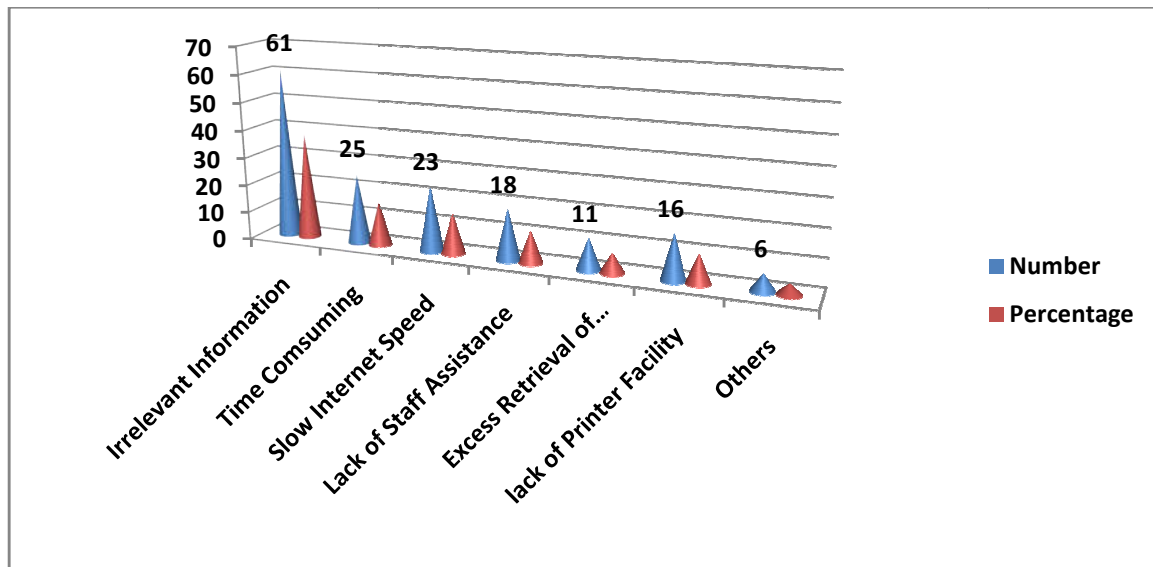


Figure 11: Problems and constraints related to the use of e-resources

#### Benefits Related to the Use of E-Resources

Out of total 160 respondents, 53.75% (86) of the respondents revealed that using of e-resources are more effective, more informative, more time

saving and could be accessed remotely. This means that the use of e-resources is being highly preferred by the users.

Table 12: Benefits related to the use of e-resources

The most effective factors	Total Respondents	Total Percentage
Save Time	28	17.50
Provides more Information	22	13.75
Affects More	16	10.00
Accessible from anywhere	8	5.00
All of the Above	86	53.75
<b>Total</b>	<b>160</b>	<b>100.00</b>

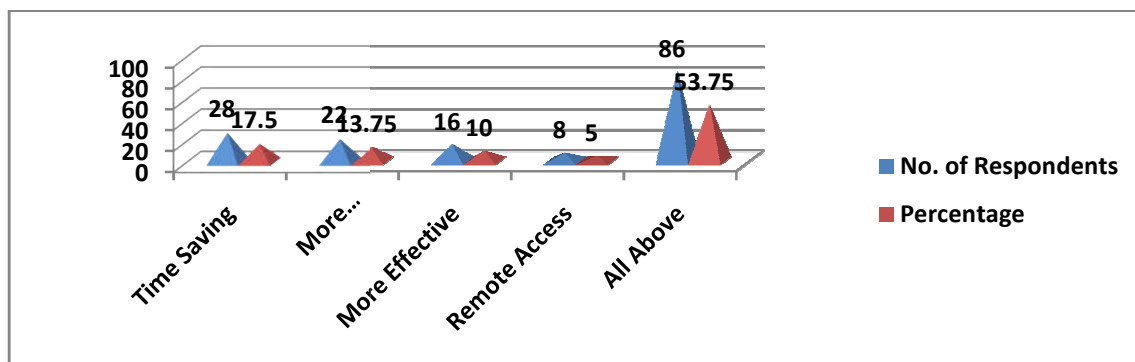


Figure 12: Advantages of using e-resources

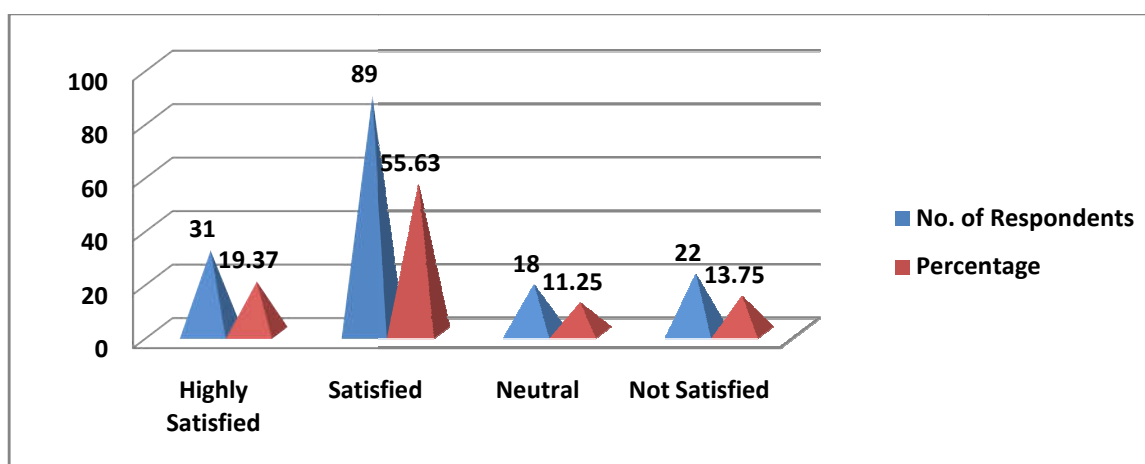
### Level of Satisfaction Related to the Use of E-Resources

This section belongs to the satisfaction level of the users for accessing/using e-Resources. The finding of the study shows that out of 160 respondents, 55.63% (89) of the respondents

were satisfied from the use of e-resources whereas 19.37% of the respondents were highly satisfied. This means that most of the respondents are satisfied to the available resources in the library but few of them required more.

**Table 13: Level of satisfaction related to the use of e-Resources**

Satisfaction level	Total Respondents	Total Percentage
Highly Satisfied	31	19.37
Satisfied	89	55.63
Neutral	18	11.25
Not Satisfied	22	13.75
<b>Total</b>	<b>160</b>	<b>100.00</b>



**Figure 13: Satisfaction Level of users related to the use of e-resources**

### SUGGESTIONS

The Udai Pratap College Library needs the following suggestions with regard to improvement of basic ICT tools, up gradation of e-Resources and other resources, more training programme, short term course on using e-Resources etc. which might help in strengthening and improving the facilities and fulfil the users demand at right time.

- Although most of the respondents (93.13%) of this study were aware towards the use of e-resources, yet training programme should be organized for the skill development of the users of the Udai Pratap Autonomous College;
- 88.75% of the respondents used Internet daily, even then basic infrastructure facility such as

extension of LAN connection to all departments with procurement of CD mirror server etc. should be developed in the campus so that students and Faculty members can accessed e-resources daily through Internet;

- Level of preference regarding electronic resources is very low as expected, so library of U.P. Autonomous College should run awareness programme towards the use of electronic resources;
- Udai Pratap Autonomous College Library should provide better and enthusiastic electronic resources, better Internet speed with Wi-Fi facility so that users can access electronic resources daily within the campus;

- Udai Pratap College Library should maintain a separate library website and highlight the available resources for better use;
- Conduct user's study programme to know about the basic requirement of the users about e-Resources. What do they actually want?
- Last but not the least; one most important thing is collaboration. There is a need of Collaboration between teachers, students and library staff so that users can discover and reap the benefits of using e-Resources.

## CONCLUSION

As we can observe from the finding of the results that the view point of users related to the use of e-resources has been drastically changed. Majority of the respondents are now using electronic form of resources as compare to print form of resources. ICT technology has introduced a new paradigm related to the searching and retrieval techniques of information in the field of Library. Scholarly communication has a rapid growth after advent of Internet. As the study shows, Internet and rapid growth of electronic resources has attracted the users because of its attractive features. These features have also attracted the users of Udai Pratap College Library and have helped them in fulfilling their knowledge thirst. The development of ICT has opened a new avenue for the better utilization of information resources and services.

The study reveals that the faculty members and students of Udai Pratap College are using the available e-Resources very satisfactorily. Library of this college is playing an important role in promotion, assistance and guidance in accessing the e-Resources. Still there is more scope to develop the infrastructural facilities for accessing e-Resources, procurement of more e-Resources as per requirement and motivating users for accessing open source e-Resources etc. Library should also organize from time to time more and more users' training programme with the help of ICT expert trainers.

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