

## **Utilization of Internet by Postgraduate Students and Faculty Members in College Libraries Affiliated to Mangalore University**

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### **Abstract**

This study investigated the use of Internet facilities by Postgraduate students and faculty members in college libraries affiliated to Mangalore University. A total of 189 postgraduate students and faculty members from 15 private colleges were chosen. Findings reveal that all respondents use Internet, because everyone needs internet for different purposes. Compared to faculty members, students spend more time on the Internet. Furthermore, majority of the users use internet for social media, educational activities and for communication purposes. Findings also reveals that majority of students and faculty members use internet from their laptop or Smart Phones rather than library. Further, faculty members were more satisfied with internet facilities available in their libraries than students. The postgraduate students faced more problems with limited number of computers, poor internet facilities and Wi-Fi facilities available in their library. Thus, study recommended strong Wi-Fi facilities, infrastructure facilities with sufficient number of computers, internet connectivity and training from time to time to postgraduate students and faculty members for adequate use of e-resources in the library.

**Index Terms:** Utilization, Internet, Postgraduate Students, Faculty Members, College Library, Mangalore University

### **1. Introduction**

We live in an information-driven world where the resources of the Internet are at our fingertips. The Internet is a global network of networks. It moves with incredible speed. The Internet has become an important tool for study, teaching, and research activities. It is used for information, communication, entertainment etc. According to Arya et al. (2010), "The Internet is emerging as the single most important phenomenon that offers infinite possibilities by providing a gateway to a vast amount of information at your fingertips". Today, the library is being transformed into a repository of digital and electronic information. "The library provides electronic sources of information to users because electronic learning adds a new dimension to learning, thereby affecting education in a variety of ways" (Bajpai et al., 2016). For teaching and research, the Internet provides valuable resources to educational institutions. Libraries in higher educational institutions provide internet services to faculty members and students for their study and research activities. Moreover, a lot of research has been done on the factors related to internet usage of students and faculty members. Thus, the present study focuses on the internet usage of M. Com students and faculty of the degree college libraries of Mangalore University.

### **2. Literature Review**

The literature review provides an awareness of the research that has already been done on the topic and its related areas. The literature available on the use of the Internet was vast. An attempt has been made to cover several works related to the use of the Internet. Several studies on Internet usage have been conducted by researchers worldwide. Maranna's (2015) findings highlight the consistent growth of the frequency of usage of various kinds of Internet resources and usefulness of their Internet information sources, search strategy, and ranking of internet search engines for ease of accessibility of the information through Internet. Patel & Darbar, (2017) highlighted the use

of information and communication technology resources and the provision of library services based on information and communication technology in selected government funded university libraries in the state of Gujarat. Findings revealed that all the government aided university libraries are subscribed to or have online access to e-databases, J-Gate e-database and Science Direct e-database with 88% subscribed to Springer Link e-database 67. %, DELNET, Wiley-Blackwell and UGC Info-Net e-databases. Waithaka et al. (2018) investigated Internet usage among students at the University of Nairobi using a quantitative case study design. Findings revealed that the students had good basic computer and Internet skills; however, they lacked more advanced skills and this negatively affected their use of Internet resources. Apuke & Iyendo, (2018) findings stated that users depended on their smart phone/handsets to access the internet through subscription from other internet providers and have become overly reliant on Google, Yahoo, etc. Nevertheless, the students believed that the use of internet enabled them to perform research ahead of time, tackle multiple homework, widens the scope of reading and learning, promotes self-learning, encourages and enhances peer learning as well as ameliorates student's examination preparation. Suleiman & Joshua, (2019) investigated the level of awareness and use of internet resources and services for educational activities by academic staff in tertiary institutions in Adamawa State. The findings of the study revealed that the respondents were aware of all the Internet resources (e-books, e-journals and online databases) and online databases and email are the most used internet resources/services. According to the study, most of the academic staff are aware that Internet resources and services are used as a tool for educational activities. Naik and Kishore (2019) investigated why users need Internet in college Libraries. For the concern of this the investigator has made a study on the use of the Internet by the students and faculty members of the colleges' libraries in Karnataka, India. Naik and Kumar's study showed that majority of the respondents are using the internet for general information, e-mail, finding relevant information, writing research articles and for searching, jobs. Findings of Adav and Burungale, (2022) the effective use of internet and web technology especially by the college students by using the some freely available tools over the internet. The study for impact of Internet and Web technology fully uses and effectiveness of academic college Libraries in Mangalwedha city colleges affiliated by Solapur University, Solapur. The findings of Amponsah and others (2022) that Internet outlets for SHS students include school ICT labs, mobile phones, internet facilities for families, and public internet cafes. Furthermore, internet access influences academic standards among students, as those with internet access have shown a higher improvement in academic performance than those without.

### **3 Objectives of the Study**

- To find out the use of Internet among students and faculty members of College Libraries under study;
- To examine the purpose of using the internet among the users;
- To understand the preferred places to use Internet among the users;
- To identify satisfactory level on Internet at college libraries among the users under study; and
- To study the problems faced by the users while using Internet in the library.

### **4 Research Methodology**

The questionnaire method was used to collect information from postgraduate (PG) commerce faculty members and students of the degree college libraries affiliated to Mangalore University. A total of 250 questionnaires were distributed to the users of 15 selected private colleges and 189 responses were received, giving a response rate of 75.6%. The data were analysed and presented using SPSS software.

### **5 Scope of the Study**

This survey is restricted to faculty members and students of the Postgraduate Commerce Department of Degree Colleges under Mangalore University. Altogether 189 users from 15 private colleges were chosen. The study excludes autonomous, government and constituent colleges under Mangalore University. It also excluded Physical Education, Speech and Hearing, Education and Hotel Management.

### **6 Data Analysis**

Primary data were collected using well-structured questionnaires and informal interview methods. Collected data was coded and entered into an Excel spreadsheet. SPSS software was used to analyse and present the data in the form of tables and graphs.

#### **6.1 Category-wise Distribution of Questionnaires**

The researchers distributed the questionnaires to the faculty and students of the Post Graduate Commerce

Department of selected 15 private degree colleges affiliated to Mangalore University. Table 1 shows the distribution pattern of the questionnaires among the respondents.

**Table1: Category-Wise Distribution of Questionnaires**

Respondents	Number of Questionnaires Distributed	Number of Questionnaires Received	Percentage (%)
Students	175	144	82.3
Faculty Members	75	45	60.0
<b>Total</b>	<b>250</b>	<b>189</b>	<b>75.6</b>

Table 1 shows that a total of 250 questionnaires were distributed to PG students and faculty members of the surveyed colleges and 189 responses were received, resulting in a response rate of 75.6%.

## 6.2 Gender-Wise Distribution of Questionnaires

Table 2 represents the gender of the respondents.

**Table 2: Gender-Wise Distribution of Questionnaires**

Gender	Faculty Members (N=45)		Students (N=144)		Total (N=189)	
	Number	%	Number	%	Number	%
Male	23	51.1	53	36.8	76	40.2
Female	22	48.9	91	63.2	113	59.8
<b>Total</b>	<b>45</b>	<b>100</b>	<b>144</b>	<b>100</b>	<b>189</b>	<b>100</b>

As shown in the Table 2, total 59.8% of the respondents are female, out of which the 63.2 % are students and 48.9% are faculty members. Similarly, 40.2% are male respondents, in that 51.1% are faculty members and 36.8% are postgraduate students.

## 6.3 Geographical Location of the Respondents

In order to determine the users' internet usage patterns, geographical background is a very important factor. Therefore, the researcher collected information about the geographical location of the respondents. This information is presented in Table 3.

**Table 3: Geographical Location of the Respondents**

Geographical Background	Faculty Members (N=45)		Students (N=144)		Total (189)	
	Number	%	Number	%	Number	%
Urban	23	51.1	87	60.4	110	58
Rural	22	48.9	57	39.6	79	42
<b>Total</b>	<b>45</b>	<b>100</b>	<b>144</b>	<b>100</b>	<b>189</b>	<b>100</b>

Table 3 shows that 58% of respondents were from urban areas. In that 51.1% of faculty members and 60.4 % students from urban areas. In addition, 44.4% of the faculty members and 39.2% of the students are from rural areas. As more than 50% of private colleges are located in urban areas, users tend to be from urban areas.

#### 6.4 Frequency of Library Visit by Users

Figure 1: Frequency of Library Visit by Users

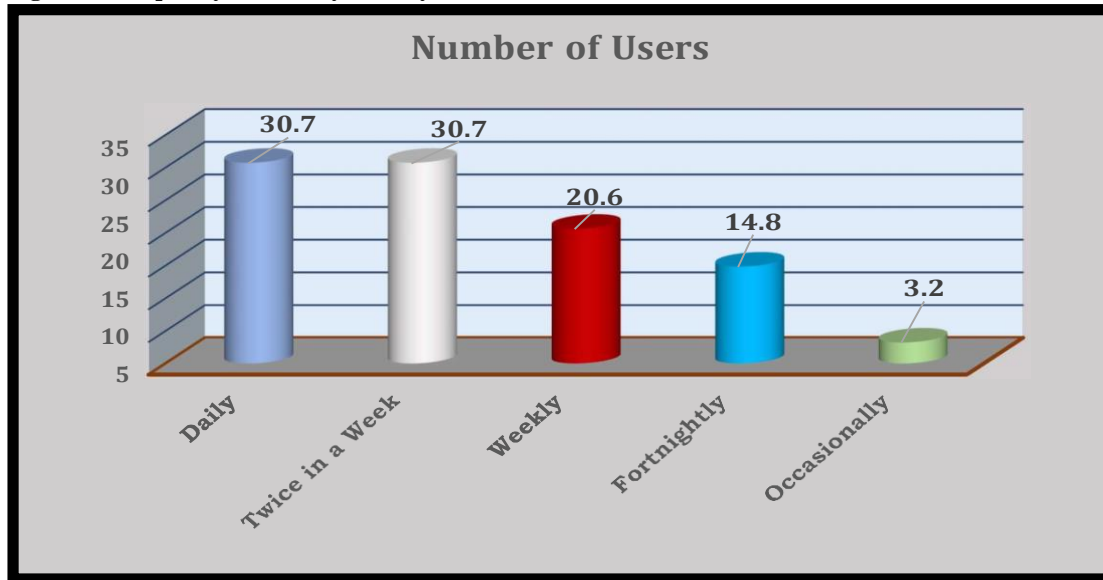


Figure 1 shows that a about 61% of users visit the library daily and twice a week, 20.6% visit weekly and 14.6% of users visit fortnightly respectively. Only a few percent (3.2) of the users occasionally visit the library.

#### 6.5 Use the Internet by Users

Internet use by users is one of the most important factors to determine the ability to use the electronic resources in a library. The researcher asked a question about Internet use, which is shown in Table 4.

Table 4: Use the Internet by Users

Use of Internet	Faculty Members(N=45)		PG Students (N=144)		Total (N=189)	
	Number	%	Number	%	Number	%
Yes	45	100	144	100	189	100
<b>Total</b>	<b>45</b>	<b>100</b>	<b>144</b>	<b>100</b>	<b>189</b>	<b>100</b>

As shown in Table 4, all respondents (students and faculty members) are using Internet, because everyone needs internet for different purposes.

#### 6.6 Time Spent for Using Internet

The time spent on the internet depends on their information needs, field of study, job, etc. Its use varies from user to user. To assess the time spent in internet per week by respondents is presented in Table 5.

Table 5: Time Spent for Using Internet

Time Spent for Use of Internet	Faculty Members (N=45)		Students (N=144)		Total (N=189)	
	Number	%	Number	%	Number	%
Less Than 4 Hours	19	42	47	32.6	66	34.9
4 To 9 Hours	12	26	55	38.2	67	35.5
10 to 15 Hours	06	13.3	23	16	29	15.3
More than 15 Hours	08	18.7	19	13.2	27	14.3
<b>Total</b>	<b>45</b>	<b>100</b>	<b>144</b>	<b>100</b>	<b>189</b>	<b>100</b>

Table 5 shows that 35.5% of respondents use the Internet from 5 to 9 hours, 34.9% of respondents spend less than 4 hours and 15.3%, 10 to 15 hours, and 14.3% of users spend more than 15 hours per week. While 42% of faculty members were use internet less than 4 hours a week, students (38.2%) spend 4 to 9 hours.

### 6.7 Purpose behind the Use of Internet

Internet is an important tool for study, teaching, and research activities. Internet usage can be seen for information search, communication, entertainment, etc. Therefore, the data was collected to find out the different purposes of internet use by the respondents and the responses are presented in Table 6.

**Table 6: Purpose behind the Use of Internet**

Purpose Behind the Use of Internet	Faculty Members (N=45)		PG Students (N=144)		Total (N=189)	
	Number	%	Number	%	Number	%
Academic Purpose	41	91.1	126	87.5	167	88.4
Communication Purpose	36	80	123	85.4	159	84.1
Improve Knowledge in ICT	29	64.4	119	82.6	148	78.3
To Use social media	39	86.7	136	94.4	175	92.6
Entertainment Purpose	35	77.8	111	77.1	146	77.2

Table 6 shows that 92.6% of the users use internet for watch social media while 88.4%use the Internet for educational activities and for communication purposes (84.1%). Further, 78.3% of the users use internet for knowledge improvement in ICT (Information and Communication Technology) and Entertainment purposes (77.2%).

The responses by categories shows that 91.1% of faculty members and 87.5% of students use the Internet for academic purposes, 86.7% of faculty and students (94.4%) use social media and 80% of faculty and 85.6% of students use for communication purposes. Therefore, it is understood that the Internet is the main source for educational activities, communication, and finding specific information by social media. Compared to other purposes, internet use for entertainment activities is less, it was77.8% of faculty members and 77.1% of students.

### 6.8 Preferred Places to Access Internet

Users can access internet from library, department, classrooms, home, hostels, cyber cafe, etc. for information they need. The accessibility of electronic resources from the library is directly related to the level of usage and the satisfaction of the users. Libraries can develop appropriate strategies and procedures based on a better understanding of where electronic resources are accessed. Therefore, it is necessary to identify the locations where students and faculty members access electronic resources. A summary of the responses was presented in Table 7.

**Table 7: Preferred Places to Access Internet**

Preferred Places to Use Internet	Faculty Members (N=45)		PG Students (N=144)		Total (N=189)	
	Number	%	Number	%	Number	%
College Library	28	62.2	82	56.9	110	58.2
Laptop/Smart Phones	38	84.4	131	91.0	169	89.4
Cyber Cafe	09	20.0	26	18.1	148	18.5

Table 7 shows that 89.4% of users use internet in their laptop or Smart Phones followed by the college libraries (58.2%). Only a few 18.5% of the users use cybercafé to use internet for different study purposes.

The category wise responses show that 91% of the students and 84.4% of the faculty members use internet from their laptop or Smart Phones. Compared to the faculty (62.2%), less students (56.9%) use the Internet in the library.

### 6.9 Internet Facilities in the Libraries

Internet is a very useful tool for study, teaching and research activities in higher education institutions. Users cannot use the resources properly without a sufficient Internet facility availability in the library. Therefore, the researcher asked the respondents about the Internet facilities of the library and the answer is presented in Figure 2.

**Figure 2: Internet Facilities Available in the Libraries**

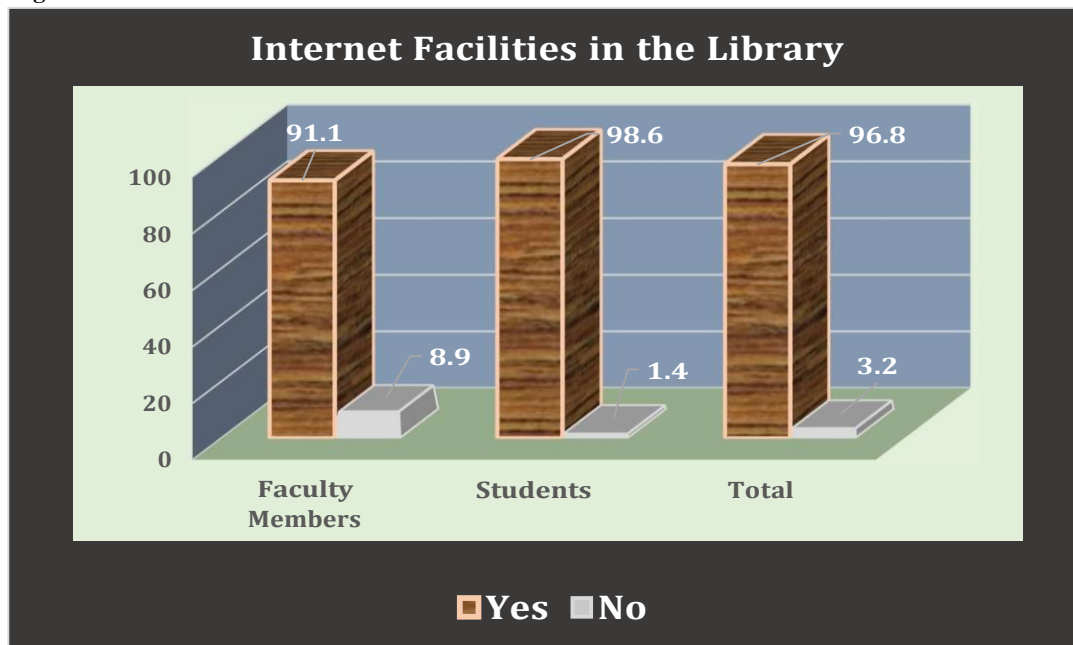


Figure 2 shows that 96.8% of respondents said that their library has Internet facilities, while about 3.2% of users disagreed with this statement. Category wise responses also shows that about 91.1% of faculty members and students (98.6%) agreed that their library has Internet facilities.

### 6.10 Satisfaction with Internet Facility

User satisfaction is one of the influential elements in measuring the quality of the library services. The researcher followed some criteria to measure the satisfaction level of respondents towards the Internet facilities in their respective libraries with five-point Likert scale ranging from five as 'most satisfied' to one as 'most dissatisfied'. Thus, the information collected by the investigator about the satisfaction with the Internet facilities in the library is presented in Table 8.

**Table 8: Satisfaction with Internet Facility by Users**

Description	Faculty Members (N=45)		Students (N=144)		Total	F Value	P Value
	M	S.D.	M	S.D.	M		
Satisfaction with Internet Facility	3.87	0.59	2.9	0.87	3.06	48.1	.000

*Note: The scores measured for values are 1-Most dis-satisfied, 2-Dis-satisfied, 3-Neutral, 4-Satisfied 5-Most satisfied*

*Note: M=Mean SD=Standard Deviation*

As shown in Table 8, total 3.06 mean score of users indicated that users are moderately satisfied with internet facilities available in their library. In that faculty members mean score 3.87 indicated they are more satisfied with internet facilities than students (M=2.9). Compared to faculty members, students are less satisfied with internet facilities available in their library (F Value=48.1) because their population is more and most libraries have internet facilities but limited number of computers affects their usage. (Interview with College Librarian). The significant difference between faculty and students' satisfaction level of internet facilities in their library as P Value is less than 0.05. Therefore, administration, government and librarians should focus on infrastructural development in library for better utilization of electronic resources.

#### 6.11 Problem Faced while Using the Internet in the Library

Library information resources play a critical role in the academic success of the user community. However, their effective use is often hindered by a variety of problems, such as inadequate resources, poor Internet connections, a smaller number of computers, scarcity of time, lack of information literacy, limited access to relevant materials, etc. In this study, users were asked questions about the challenges they faced in accessing information in the library. Users' opinions on the difficulties they faced in accessing library resources were measured on a five-point Likert scale from five indicates 'strongly disagree' and one indicates 'strongly agree'. The data collected from users is illustrated in Table 9.

**Table 9: Problem Faced while Using the Internet in the Library**

Problems faced while using the Internet in Library	Faculty Members (N=45)		Students (N=144)		Overall Mean Value	F Value	P Value
	M	S.D.	M	S.D.			
Less number of Computers	2.56	0.50	1.99	0.84	2.12	18.34	.000
Poor Internet connectivity	2.80	0.84	2.28	0.67	2.41	18.01	.000
Scarcity of time	3.51	1.38	3.31	1.14	3.35	1.000	.318
Lack of Searching Skills	2.71	1.06	2.51	1.01	2.56	1.280	.260
No Wi-Fi Facility	3.40	0.69	2.47	0.99	2.69	34.34	.000

*Note: The scores measured for values are 1-Strongly agree, 2-Agree, 3-Neutral, 4-Disagree 5-Strongly disagree*

*Note: M=Mean SD=Standard Deviation*

Table 9 shows that users are experience more problem with lack of computers (M= 2.12), and poor internet connections in the library. Further, the users experienced relatively less problems in lack of searching skills (M= 2.56), and lack of Wi-fi facilities (M=2.69) in the library. Further, users are dis-agreeing with scarcity of time (M=3.35) to use internet facilities. Compared to faculty members, students face more problems with limited number of computers (M=1.99), poor internet facilities (M=2.28) and Wi-Fi facilities (M=2.47) as P value is less than 0.05 indicating that there is a significant difference between the problems faced by faculty members and students while accessing internet facilities in their library.

#### 7. Findings of the Study

This survey investigated the use of Internet by Postgraduate students and Faculty Members of degree college libraries affiliated to Mangalore University. Findings reveal that majority of faculty members (42%) use internet less than 4 hours a week whereas students (38.2%) spent 4 to 9 hours with internet. Furthermore, majority 92.6% of the users use internet for watch social media, 88.4% for educational activities and for communication purposes (84.1%). Therefore, it is understood that the Internet is the main source for educational activities, communication, and finding specific information by social media. Compared to other purposes, internet use for entertainment activities is less, it was 77.8% of faculty members and 77.1% of students due to the easy availability of entertainment information through TV, radio, mobile phone, and other media. Findings also reveals that 91% of the students and 84.4% of the faculty members use internet from their laptop or Smart Phones. Compared to the

teaching staff (62.2%), fewer students (56.9%) use the Internet in the library. This may be due to their strength is more and the lack of infrastructure in the library. Findings revealed that faculty members ( $M=3.87$ ) are more satisfied with internet facilities available in their libraries than students ( $M=2.9$ ), because their population is more and most libraries have internet facilities but limited number of computers affects their usage. Further, compared to faculty members, students face more problems with limited number of computers ( $M=1.99$ ), poor internet facilities ( $M=2.28$ ) and Wi-Fi facilities ( $M=2.47$ ) available in their library.

## 8. Conclusion and Recommendations

With the advancement of information technology through the Internet, the application of web technologies in college libraries has changed. This study focused on use of Internet facilities by Postgraduate students and faculty members in college libraries affiliated to Mangalore University. Findings reveal that all respondents use Internet, because everyone needs internet for different purposes. Compared to faculty members, students spend more time on the Internet because they are more technologically savvy. Further, majority of the users use internet for watch social media, educational activities and for communication purposes. Findings also reveals that majority of students and faculty members use internet from their laptop or Smart Phones rather than library. Faculty members are more satisfied with internet facilities available in their libraries than students. Further, students faced more problems with limited number of computers, poor internet facilities and Wi-Fi facilities available in their library. Postgraduate students required internet facilities in the library for academic activities. Thus, the study recommended strong Wi-Fi facilities, infrastructure facilities with sufficient number of computers, computer labs, internet connectivity and training from time to time for adequate use of e-resources in the library. The authorities should provide adequate funding for ICT development in the library and librarians should train users on how to use the internet for their educational purposes. College libraries should provide high quality services in the form of digital assistance, and training to the users in order to promote effective and maximum use of e-resources.

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