

## Frequency of Internet Usage in the Library by Undergraduate Students of Library and Information Science (LIS)

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### ABSTRACT

*The study focused on the use of Internet services in the library by LIS students in Delta State University, Abraka. The study employed a descriptive survey research method to determine the frequency of Internet usage. The data for the research were gathered using questionnaire method. The study's population consisted of all (100-400 Level) undergraduate students of the Department of LIS in the 2020/2021 academic session. However, 350 questionnaires were distributed at random to the undergraduates in order to collect data for the study, but 258 were found usable. Mean statistics was used to analyse the data. Findings revealed that the LIS undergraduates frequently use the Internet and they have positive attitude towards the use of Internet; the students use the Internet more often in cyber cafes and with their mobile phones; and are actively involved in Internet activities imperative to their study, amongst other findings. Information overload in the Internet and dwindling Internet speed were seen as the major issues facing the Internet users; and was closely followed by poor Internet access. The students need internet services in the university library to be able to compete academically with their peers in the world. The researchers could not find research articles that look exactly like the present title; it is likely to be one of its kinds in the Study Area.*

**KEYWORDS:** Internet usage, Frequency of use, Undergraduates- Internet usage, LIS Undergraduates, Internet services

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### INTRODUCTION

Information and communication technologies (ICTs), as exemplified by the Internet, have pervaded all aspects of humanity as a result of the fact that it has become an essential part of peoples' daily lives. It has changed the way information is distributed and accessed on a global scale. Information and knowledge that were previously circulated through the sluggish process of verbal communication or

with paper resources can now be quickly transferred from a person to an unlimited number of consumers via a variety of media and formats (Research Clue, 2013).

The Internet is among communication technologies that have come to be the primary source of knowledge that connects groups, information, and other computers, and reducing the world to the much-discussed global village. According to Kumar (2017), the

Internet is one of the leading networks, that has the potential to transform people's lives both technically and functionally. The Internet is not only a conduit for many transformations; it also relies on other technologies and infrastructures (Putnam & Kolko, 2010).

The Internet, in particular, is a priceless resource used in institutions of higher learning for information access, education, teaching, research, and growth, as a communication medium, and for teaching and learning (Brändström, 2011). However, noted Chukwusa (2017), there are numerous challenges in terms of student access and utilization in developing countries such as Nigeria.

The higher education sector is critical to the country's education, economic, and social standing. As a result, access to knowledge by students is the primary key to academic development in universities. Diverse studies on students' Internet use and extent of use have been conducted internationally, with variables such as existing Internet services, purposes, and students' skills considered (Fasae & Aladeniyi, 2012). According to Awoleye, Siyanbola, and Oladipo (2008), the Internet is a universal network of processors and a network of individuals who use computers to access vast amounts of information.

Patel and Darbar (2016) defined the Internet as a never-ending stream of computers linked together to form a single grid, allowing hundreds of millions of people searching the internet to communicate with one another.

Literature on frequency of Internet usage in Delta State University library by undergraduate students of LIS, and some other avenues through which students access the Internet in the study Area seem not readily available. Therefore, this investigation was undertaken to assuage the lack.

The statement of the problem stated in question form was: How frequent do they use the internet service in the library?

## **RESEARCH QUESTIONS**

The following are the research questions:

1. How frequent do they use the internet service in the library?
2. What are the other avenues through which the LIS students access the Internet?
3. What is their purpose of using the Internet?
4. What are the benefits of using the Internet?
5. What are the challenges encountered while using the Internet?

## **REVIEW OF LITERATURE**

### **Frequency of use of the internet service in the library**

Internet services in a good number of advanced academic institutions are lacking (Adekunmisi, Ajala, Iyoro, 2013) in developing countries. Presently, students' tertiary educational pursuit is anchored on the quantity, quality and up-to-datedness of internet resources consulted and the frequency of the consulting.

Due to increased accessibility and convenience of the Internet services put in place within the school location, Fasae and Aladeniyi (2012) found that the majority of respondents utilize the Internet 2-3 times per week in their study.

Ajanaku (2019) reported that the majority of the clientele chosen in one survey used the Internet weekly or more frequently. Ninety four percent accessed online bibliographic databases on a weekly or more frequent basis. The researcher reported further that the respondents use whatever publications and services they can get online, in the order in which they can access them.

According to Kumar (2017), students at the University of Delhi were given free Internet access, and a significant number of them used it on a daily basis for academic purposes.

In a study by Emojorho (2010), 57 (25%) respondents utilized internet services daily, 65 (28.5%) made use of internet services 2-3 times a week, 48 (21.1%) of the respondents also utilized the services 2-3 times monthly. In summary, the study concluded that a majority of the respondents use the internet often.

Tezer and Yıldız (2017) in their statistical analysis revealed that internet use was daily throughout the week; students often stayed

linked to the internet from their homes and the frequency of cell phone devices and social network utilization was reported to be “all the time”. In addition, university students stated that they connected to the internet in their leisure time.

### **The other avenues through which the LIS students access the Internet**

The university libraries are established to support teaching-learning in addition to sustaining research activities in ways that are consistent with the general goals of the institution. In so doing, noted Chukwusa (2019), the libraries provide information resources (print and electronic formats) which are systematically organized to facilitate trouble-free access and use by library users.

According to Adekunmisi, Ajala, Iyoro (2013), scholars use privately-owned cybercafés in town to get Internet services because the university's Internet services are ineffective. Research Clue (2013) conducted a study on Internet use by students in two Nigerian universities' science faculties. According to the study's findings, science students preferred to access information on the Internet at cybercafés located outside of the school campus because they are more serviceable and dependable than those available on campus and at home.

In his study of Internet use among undergraduate students, Olufemi (2006) found that there was a high degree of use of the Internet and that their primary access was through profitable cybercafés where they pay for access time. Ani (2010) conducted research on the extent and level of Internet access. As a result of the weak Internet infrastructure in Nigerian Colleges, the majority of respondents reported that they relied on commercial Internet services and cybercafés.

### **Purpose of using the Internet**

The Internet has become a necessity for a large portion of the world's population these days, and it has become the most important, foremost, and most practical index of information. The Internet has a more positive and serious impact on our society than the introduction of television, and it is more powerful than the industrial revolution or the printing press (Ebersole, 2000). Infact, the Internet is a primary medium of contact and

information among students of higher education, according to a review (Ubogu, 2019).

The Internet is used by students for a specific reason. Patel and Darbar (2016) found that 100% of students use the Internet for education and social networking in a study on Internet usage among students. Mishra (2009) did an investigation into Internet usage. According to the findings, 74.6 percent of those surveyed use the Internet for academic and research purposes.

According to a study by Badu and Markwei (2005), e-mail is the most often utilized Internet service, followed by information search. A research on Internet usage was undertaken by Jagboro (2003). According to the findings, two-thirds of those polled said they used the Internet for e-mail and research purposes.

Awoleye et al. (2008) also looked at the level of Internet usage diffusion. They stated that the majority of the respondents use the Internet for email, information research, and online chat. Respondents use the Internet categorically for emails, academic purposes, getting information, communication; browsing and downloading; and entertainment, according to (Emeke & Nyec, 2016).

Abudullahi (2010) found that the Internet provides a channel of communication that has expanded the scope of library collaboration beyond the physical library to include consumers, contemporaries, and other professional activities, as well as association with library patrons.

### **The benefits of using the Internet**

In terms of the benefits received from the Internet, Kumar (2017) discovered in his study on Internet access that using the Internet help students complete research on time, prepare better for class presentations, and compare various resources that support their obligations and class assignments, fosters self and peer learning, assists them in having a larger grasp and knowledge of what is taught in class, assists them in conducting practical and scientific project/research ahead of time, and assists them in exam preparation. Also, noted Chukwusa (2015), students can also

familiarize themselves with current and latest information in the globe by using the Internet.

Similarly, Khan, Khan, and Bhatti (2011) found that universities throughout the world are spending a lot of money on Internet connection since it reduces the time it takes to build and exploit information, enhances collaboration and sharing of ideas with other scholars, and so on. It helps to spread information across regions or countries and encourages trans-disciplinary study.

Muniandy (2010) also investigated academic Internet use among undergraduate students. The study's findings indicate that the Internet is extremely beneficial to Nigerian university students and staff since it allows them to acquire timely, precise, and relevant information that is not available on library shelves.

The study of Bandstrom (2011) found that Internet surfing helps university students improve as thinkers and gain work training.

According to Jones, Johnson-Yale, Perez, and Schuher (2007), more than two-third of respondents agreed in their study that the Internet is time saving, simpler to use, more informative, and ideal. Also, Anasi (2006) acknowledged that the Internet gives a wide range of chances for quick access to relevant and current literature, a wide range of instruments, an online option for instrument verification, a simulation of a current study, and so on. The Internet has shattered geographical barriers to communication and information access. It's quick and has no content or format limitations. Apuke and Tunca (2020) investigated the usage of Internet resources for learning and research. According to the findings of the study, students confirmed that using the Internet enabled them to conduct research ahead of time and solve a variety of problems.

In this ICT age, the Internet has found useful uses in online data repositories, library catalogues, journals, news services, student and monetary management systems, online supported or solely online, according to Kumar (2017) and Ifukor and Chukwusa (2014). The scholars believed that student uses the Internet for activity procurement and for even dating. Despite the tremendous

advantages that the Internet provides, Internet users still encounter challenges.

### **The challenges encountered while using the Internet**

According to Parameshwar and Patil (2009), download issues, information overload, and obtaining relevant information are all issues that need to be addressed. Bolu-Steve, Oyeyemi, and Amali (2015) on their part reported that one of the obstacles faced by scholars when utilizing the Internet is the slowness of the server and the high cost of Internet access. They also stated that, despite the fact that the majority of the scholars used the Internet, many of them need search maneuvering abilities, (their Internet use had a significant impact on their research, their studying and work activities were intertwined).

The findings of Apuke and Tunca's study (2020) revealed that the lack of an electronic library for simple access to publications from scientific databases, as well as an inept cyber cafe and Internet facility in their university settings, were the main issues discouraging the use of the Internet at their institutions. Kumar and Kaur (2005) discovered in their research that the main issue faced by Internet operators was slow Internet access speed.

According to Fasae and Adadeniyi (2012)'s research, the main challenges that Internet operators face are power outages and information overload. Finally, Chukwusa (2020) and Bo (2010) observed that poor Internet connections are due to a lack of adequate bandwidth, which is a major barrier to Internet access and use in Africa.

### **METHODOLOGY**

The study focuses on the use of the Internet by undergraduate students in the Department of library and information science Delta state university Abraka. The study employed a descriptive survey research method to determine the frequency of Internet usage in Delta State University library by undergraduate students of LIS. The data for the research were gathered using questionnaire method. The study's population consisted of all (100-400 Level) undergraduate students of the Department of LIS in the 2020/2021 academic session. However, 350

questionnaires were distributed at random to the undergraduate students in order to collect

data for the study, but 258 were found usable. The questionnaire returns rate was 73.7%.

### DATA ANALYSIS

**Table 1:** Frequency of Internet usage

Internet Usage	Strongly Agree = 4	Agree =3	Disagree =2	Strongly Disagree =1	Mean Scores
Daily	258	-	-	-	4
Weekly	25	8	180	45	2.50
Monthly	13	30	41	174	1.54
<b>Aggregate Mean</b>					<b>2.68</b>

The Aggregate Mean score was 2.68. Table 1 shows the response of students with regard to frequency of Internet usage. The table revealed that 'Daily usage' of the Internet recorded 4.00 as mean score and 2.5 'Weekly usage'. This means that library science undergraduate

students frequently use the Internet for their study and have positive attitude towards the use of Internet.

### Avenues through which the LIS students access the Internet

**Table 2:** Internet Access

Internet Access	Strongly Agree = 4	Agree =3	Disagree =2	Strongly Disagree =1	Mean Score
Mobile Phone	170	63	25	-	2.52
Modem	10	8	195	45	1.93
University LAN	37	11	172	38	2.18
Cyber Café	213	45	-	-	3.83
<b>Aggregate Mean</b>					<b>2.62</b>

The Aggregate Mean Score 2.62 shows the other avenues through which the LIS students access the Internet. It can be seen from the table that with 3.83 mean score the students access Internet more through commercial cybercafé. Also, the students agreed that they

access Internet through mobile phones, 2.52; followed by the use of University library LAN, 2.18. With the foregoing, it was concluded that the students use the Internet more in cyber cafes and with their mobile phones.

**Table 3:** Purpose of Using Internet

Purpose	Strongly Agree =4	Agree =3	Disagree =2	Strongly Disagree = 1	Mean Score
Improve quality research	47	125	33	53	2.46
E-mail	258	-	-	-	4.00
Academic activities	112	87	39	20	2.46
Leisure, Relaxation Entertainment	25	70	120	43	2.30
Chatting and Communication with people	258	-	-	-	4.00
<b>Aggregate Mean Score</b>					<b>3.04</b>

Presented in Table 3 are the responses of students on purpose of using the Internet. Aggregate Mean Score of 3.04 from Table 3 shows that the undergraduate students of LIS in all aspect use the Internet. Firstly, for 'chatting and communication with people' and 'E-mail' with 4.00 as Mean Score respectively.

This is followed by for 'academic activities' and 'improve quality of research' with 2.46 as Means Score each. This implies that LIS undergraduate students are actively involved in the Internet activities imperative to their study.

**Table 4:** Benefits of Using Internet

Benefits	Strongly Agree= 4	Agree = 3	Disagree =2	Strongly Disagree =1	Mean Score
Provides more useful Information	258	-	-	-	4.00
Very easy to save information	28	121	109	-	2.69
Easy accessibility to information	19	230	9	-	3.04
It saves time of the user	258	-	-	-	4.00
<b>Aggregate Mean</b>					<b>3.43</b>

Responses from Table 4 shows the benefits derived from Internet usage. The highest mean scores recorded were for 'It saves time of the users' and 'provide more useful information' with 4.00 as mean score respectively. This was followed by 'easy

accessibility to information through the use of Internet' with mean score 3.04. The study concluded that overall, the respondents are benefiting maximally from the use of the Internet.

**Table 5:** Challenges encountered in Internet use

Challenges	Strongly Agree =4	Agree =3	Disagree =2	Strongly Disagree =1	Mean Score
Irregular power supply	146	98	5	9	3.48
Loads of information on the Internet	258	-	-	-	4
Poor Internet Access	155	89	15	19	3.63
Dwindling Internet Speed	258				4
High cost of browsing	80	139	24	15	3.10
<b>Aggregate Mean</b>					<b>3.64</b>

It is clear from Table 5 that with the Aggregate Mean score of 3.55, all the issues raised were seen as challenges by the students. "Loads of information on the Internet" and "dwindling Internet speed" had 4.00 as mean score, and were seen as the major issues facing the Internet users. The forgoing was closely followed by poor Internet access 3.63.

## DISCUSSION OF FINDINGS

The first research question sought to ascertain the frequency with which students used the Internet. The results show that a majority of respondents are good Internet users because they use it on a daily basis for a variety of educational activities; they see it as a part of their daily lives, and they cannot do without Internet in a day. This validates Waithaka's (2013) results. According to the researcher,

majority of students utilize the Internet on a regular basis because it is no longer novel to them (they have flair for the Internet). This finding is consistent with Ajanaku's (2019) finding that more than one-third of respondents use the Internet every day because it is no longer a foreign concept to them.

On how the students access the Internet, the study revealed that undergraduate library and information science students at Delta State University, Abraka accessed the Internet more through cyber cafes. The finding correlates with the findings of Ani (2010) and Waithaka (2013). They reported that the universities in their study lacked Internet access, and students relied on privately owned cybercafés to access the Internet. As a result, cyber-cafés play an important role in the respondents' use of Internet services, whereas the university lacks Internet facilities.

Table 3 shows how respondents used the Internet to carry out a variety of Internet activities. However, the most popular option, as revealed by the respondents, is talking and communication, which had 4.00 as mean score, owing to their perception of the Internet as the best means to contact with individuals and, the best way to contact with people. This finding contradicts the findings of Mishra (2009), Ani (2010), Adekunmisi et al. (2013), and Patel and Darbar (2014).

The fourth research question focused on the advantages of accessing the Internet. The respondents were asked to list the advantages of using the Internet. It saves users' time, and easy access to information is one of the major benefits derived from using the Internet by respondents, as it allows them to do other important things required in their studies.

Finally on challenges, the students were asked to describe the difficulties they encountered while using the Internet. The majority of respondents identified the greatest challenge to be abundance (too much information/information overload) of information on the Internet and slow Internet speed. Table 5 summarizes the findings. The findings of Adekunmisi et al. (2013), Emeke and Nyec (2016), and Abdullahi (2010) on challenges of using the internet are similar to the findings of this study. Table 5 shows that a

large amount of information on the Internet, slow Internet speed, and a high cost of browsing are among the critical challenges identified by previous researchers.

## RECOMMENDATION

Based on the findings the following recommendations were made:

The library administration and parent institution should do everything necessary to boost Internet capacity in order to alleviate the sluggish Internet speed and the problem of information overload on the internet.

It is required to conduct a malware test such as Malwarebytes to ensure that the system is free of infections and viruses. When the test is done, the problem of excessive amounts of data on the Internet and slow Internet speed will be resolved.

The use of the Internet in the university community should be prioritized in order to prevent students from incurring additional costs by visiting commercial cyber café.

In addition, Internet access should be prioritized in all higher education institutions so that students can compete with their peers around the world.

This study will prompt university management to take the issue of Internet provision in institutions serious. The students need internet services in the university library to be able to compete academically with their peers in the world. This work appears to be one of its kinds in the Study Area.

## CONCLUSION

Despite the inadequacy of Internet connectivity on campus, practically all students relied entirely on the Internet to excel in their academic work. That is why the value of Internet services in a university setting should not be overlooked. According to the survey, students continued to battle on their own, ensuring that they had access to the Internet in a commercial cybercafé despite the inconveniences and financial costs. The findings of this study may be useful to the parent institution in offering good and excellent Internet services for the students to use in their institution. This is to enhance their

academic activities and also to be at par with their peers across the world.

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