USE OF INTERNET BY RESEARCH SCHOLARS OF SOCIAL SCIENCE DEPARTMENTS OF DR. BABASAHEB AMBEDKAR MARATHWADA UNIVERSITY, AURANGABAD

Dr Vaishali Khaparde

Associate Professor & Head,
Department of Library & Information Science,
Dr. Babasaheb Ambedkar Marathwada University,
Aurangabad (Maharashtra) India.
E-mail: vaishali_khaparde@rediffmail.com

Abstract

The Study examines use of the Internet of Dr. Babasaheb Ambedkar Marathwada University, Aurangabad. A well structured questionnaire was distributed among the 371 research scholars of social science departments in university under study. Findings of this study show that internet is being heavily used for e-mail and research purpose and also highlight purposes and frequency of use of the Internet by research scholars, their method of locating, accessing and using information on the net. The study also discusses the problems that are preventing while use of the internet.

Key Words: Internet use, Research scholars, Social Science.

1. Introduction

Use of Internet expanded to include many areas such as business, industry, education research, government and entertainment etc. Internet serves as a backbone and connects to these sources of information irrespective of their locations has taken all the responsibilities of controlling the problems like collection, organization storing retrieval and dissemination of information. It has allowed the scientists, researchers, students, Journalist, businessman and dissemination of information.

Internet is a live communication chancel between computers and the people. Today information is the most vital resources for any kind of activity. The Internet has an access to valuable resources scattered in various forms in different parts of the world. An Internet user has access to a wide variety of services, electronic mail, file transfer, vast information resources, interest groups membership interactive collaboration, multimedia displays real-time broadcasting, shopping opportunities breaking news and much more.

2. Scope and Limitation

Dr. Babasaheb Ambedkar Marathwada University is having in all 33 Departments out of that 8 Departments are of social science Departments. It consists of 43 Teachers, 371 Research scholars and students. It was very difficult to conduct the survey of all these categories. So only the research scholars of social science departments were taken into consideration.

3. Objective of the study

1. To know the purpose for which the academic community of social science are using Internet.
2. To Study the role of Internet in information dissemination and transfer.
3. To determine the frequency of use of Internet by social science Research scholars.
4. To assess the use of Internet as an information source by the research scholars in the filed of social science.
5. To identify the problems faced by the research scholars in searching of information through Internet.
6. To suggest ways and means for better utilization of Internet resources.
7. Identify the reasons effects of the use of Internet.
8. To know the extent of satisfaction on Internet based information resources and its tool.

4. Methodology

Survey method was adopted for data collection using stratified questionnaire method and various parameters were used for analysis of data. The questionnaire were distributed among 371 Research scholars of 8 social science departments and were collected personally for further analysis.

5. Analysis

Use of internet:

An attempt has been made to analyze the data collected through the questionnaire.

The main purpose of questionnaire was to know the attitude of users towards the use of Internet by research scholars of social sciences departments of Dr. Babasaheb Ambedkar Marathwada University, Aurangabad,were taken into consideration.

1. Department wise distribution of questionnaire

The questionnaire was circulated among 371 research scholars of social sciences departments and questionnaire was received from 245 (66%) respondents which is presented in Table no 1 and Figure no. 1

Table No. 1: Quantum of questionnaire distributed department wise

Department	Number of Questionnaire Distributed	Response Received	Percentage
Economics	163	100	41
History	36	25	10
Journalism	24	20	8
Library and Information science	18	15	6
Political Science	48	35	14
Psychology	31	15	6
Public Administration	32	25	10
Sociology	19	10	5
Total	**371**	**245**	**100**

From Table No. 1 and Figure no. 1 it was revealed that questionnaire were distributed to the 8 departments of the social science. 163 questionnaire were distributed out of that 100 (41%) response was received from economics department, whereas 36 questionnaire were distributed out of that 25 (10%) response was received from history department, Similarly 18, 48, 31, 32, 19 questionnaire were distributed out of that 15(6%), 35(14%), 15(6%), 25(10%) and 10 (5%) response was received from library and information science, political science, psychology, public administration and sociology department respectively.

Figure No.1. Quantum of questionnaire distributed departmentwise
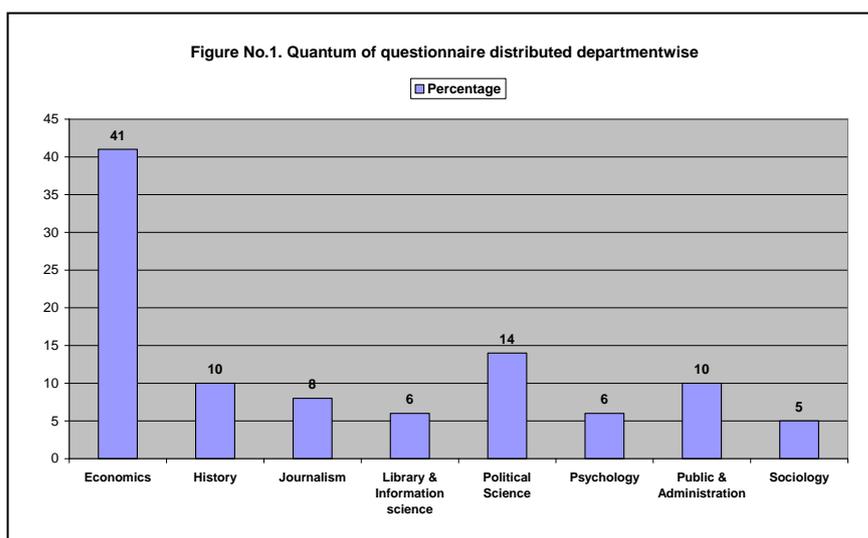
## 2 Experience of using Internet

Respondents were asked since how many years they had been using the Internet. Table no. 2 and Figure no. 2 indicates the experience of respondents using Internet.

Table No. 2   **Experience of using Internet**

Years of Experience	Respondents	Percentage (%)
1-2 Year	68	28
2-3 Year	77	31.22
3-4 Year	55	22.34
More than 4 Year	45	18.36
Total	**245**	**100**

It has been observed from the study that majority of users are using Internet from 2-3 years. The findings of the study revealed that 28% of the respondents had been using it for one to two year, 31.22% of the respondents who reported using it for two to three years, 22.34% of the respondents for three to four years, & 18.36% of the respondents more than four years.

Figure 2: Experience of using Internet
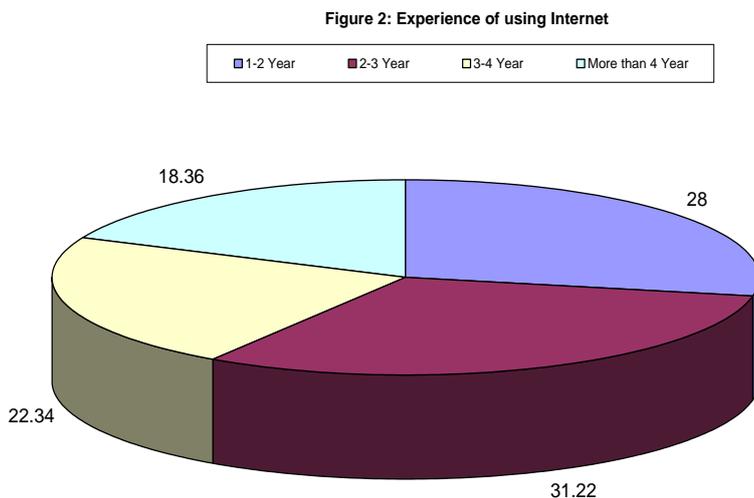
3. Ability to use the Internet

Respondents were also asked to rate their overall ability to use the Internet on a five point scale from (Beginners) to 5 (Experts). It shows in Table no3 and Figure no.3

Table no. 3: Rate of over all ability to use the Internet

Use of Internet	Respondents	Percentage (%)
Beginner	62	25.30
Below average	44	18.00
Average	79	32.24
Above average	31	12.65
Expert	29	11.83
Total	**245**	**100**

The above Table no. 3 identifies that the 32.24% of respondents rated themselves as average of ability to use Internet, 12.65% rated as above average, while 11.83% rated as expert and 18% as below average 25.30% respondents rated themselves as having at least average ability to use Internet they rated themselves as beginner. On the whole respondent self-perceived ability to use the Internet was quite high.

Figure no 3: Ability to use the Internet
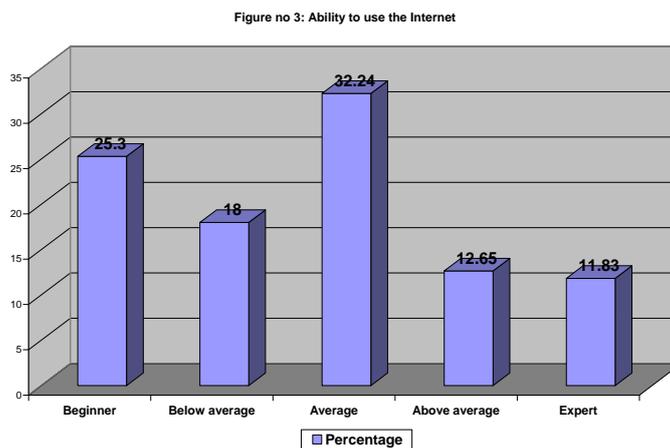
4. Using and citing E-Resources for research

Respondents were also asked about using and citing E-resources for the research, the response received is shown in Table no. 4

Table no. 4: Using and Citing Electronic Resources for the Research

Using E-Resources	Frequency	Percentage (%)
Yes	129	52.65
No.	96	39.28
Cannot recall	20	8.16
Total	**245**	**100**

From the Table no. 4 it is revealed that 52.65% answered YES, while 39.28% answer NO and 8.16% answer cannot recall. That is more than half of the respondents are using and citing electronic resources for their research. Those who replied that they don't use and cite Electronic resources were asked to give reasons for their non-use. The reasons given include:

- Computers are few
- Some haven't need to use in their research work.
- Storage of time
- Failure to afford access fee
- Little or No skills

5. Internet aspect/ topics included in the syllabus

The necessary information regarding this Question is asks to the users whether the Internet aspects/topics have included in their syllabus which is shown in Table no. 5

Table no. 5: Internet aspects included in the syllabus

Included in the syllabus	Respondents	Percentage (%)
Yes	98	40
No	120	48.97
Cannot recall	27	11.12
Total	**245**	**100**

The users opinion regarding the Internet aspects or topic in the syllabus is shown in Table no. 5. Total 98 respondents have said that they have Internet aspects in their syllabus and it accounts 40%, whereas 120 of the respondent said that they don't have Internet aspects in their syllabus they constitute 48.97% of the total response and 27 respondents has said that they can not recall and they constitute 11.12% of the total response. Those who said yes they study about the Internet in their post graduation level. Those who said No they haven't study about the use of Internet.

6. Places of Internet Browsing

Table no 6 and Figure no 4 shows the opinion of the respondents for place of Internet browsing.

Table No. 6: Browsing places for Internet

Place for Internet browsing	Respondents	Percentage (%)
Net surfing center	124	50.61
Department lab.	94	39.69
Home	24	9.79
Library	-	-
Any other	-	-
Total	**245**	**100**

Figure no. 4. Using and Citing Electronic Resources for the Research
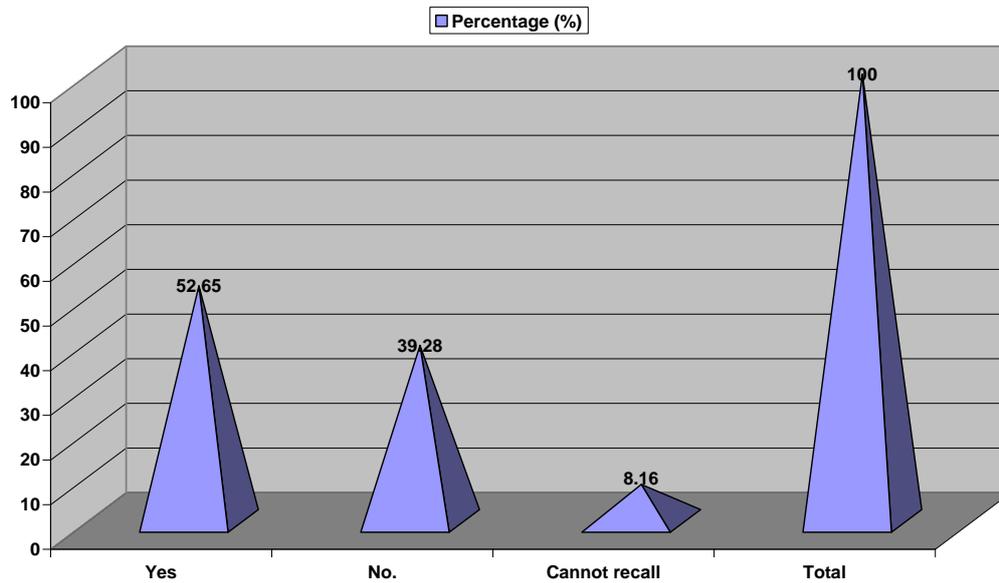
From Table No. 6 it is shows that out of 245 respondents 124 (50.16%) respondents access the Internet based information resources at the surfing center, 94 (39.69%) respondents in their department laboratory, and 24 (9.79%) use Internet at home.

7. Reasons for using Internet at different places

The response collected has analyzed in Table no.7 and Figure no 5.

Table no 7: Reasons for using Internet at different places

Reasons	Respondents	Percentage (%)
Convenient hours	83	33.87
Easy accessibly	63	25.71
Provision to download & get print (Economical based)	41	16.83
Higher bandwidth	58	23.67
Total	**245**	**100**

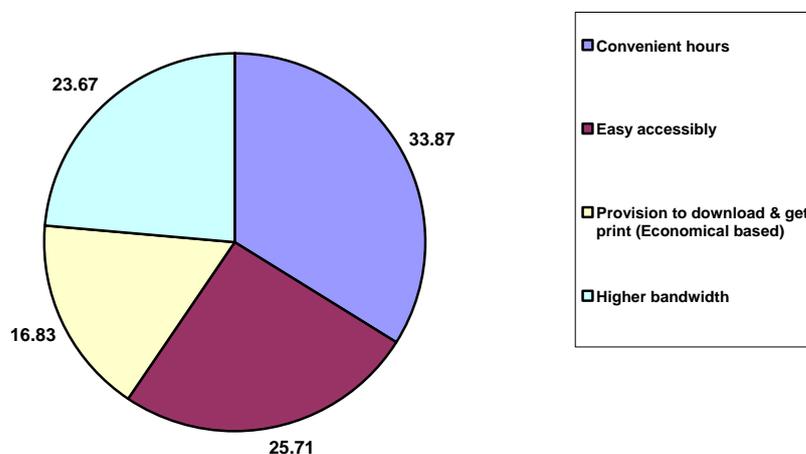**Figure no 5: Reasons for using internet at different places**

Table no. 7 shows that 83 (33.87%) use the Internet in different places, because of convenient hours, 63 (25.71%) respondents use the Internet in different places because of easy accessibility, 41 (16.83%) respondents use the Internet because of the provision to download and get a print out (economical based) 58 (23.67%) use the Internet where there is high bandwidth, so that they can have fast access to the information.

8. Different ways to learn the use of Internet

Table No. 8: Ways to learn the use of Internet

Ways to learn	Respondents	Percentage (%)
With the help of friend	79	32.24
Self study & learning	67	27.34
By formal training	54	22.14
Short term course	45	18.36
Total	**245**	**100**

Figure No. 6: Ways to learn the use of Internet
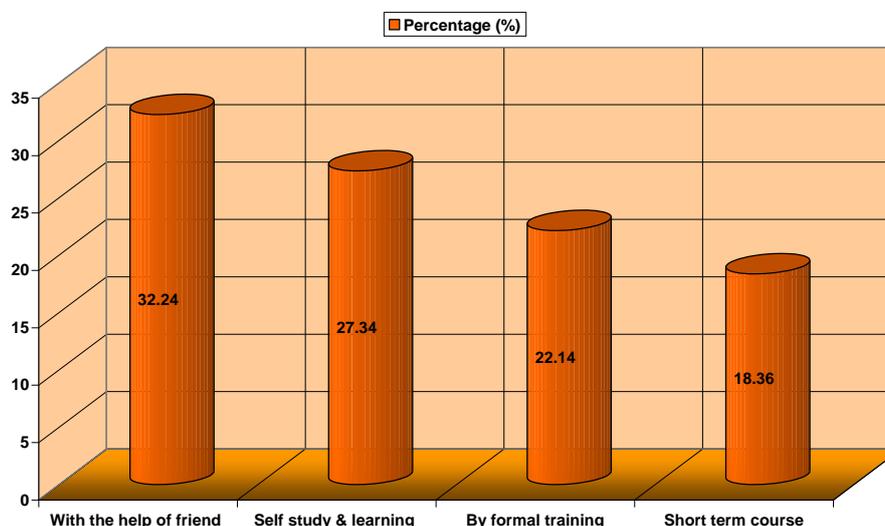
The findings revealed that most respondents acquired their Internet use skills through teaching by friends 79 (32.24%) and self teaching learning 67 (27.34%) through reading of books, 45(18.36%) through attending a course and 54 (22.14%) through normal IT lecture classes.

9 Network service available at the place

The question was asked regarding the network service available at there browsing place. It shows in Table no 9

Table No. 9: Available network service at the place

Network service	Respondents	Percentage (%)
ISDN	59	24.18
Broad band	186	75.91
Any other	-	-
Total	**245**	**100**

From the Table no 9 it was revealed that out of 245 respondent 59 (24.18 %) said ISDN and 186 (75.91 %) respondents to broadband networks service available at the place.
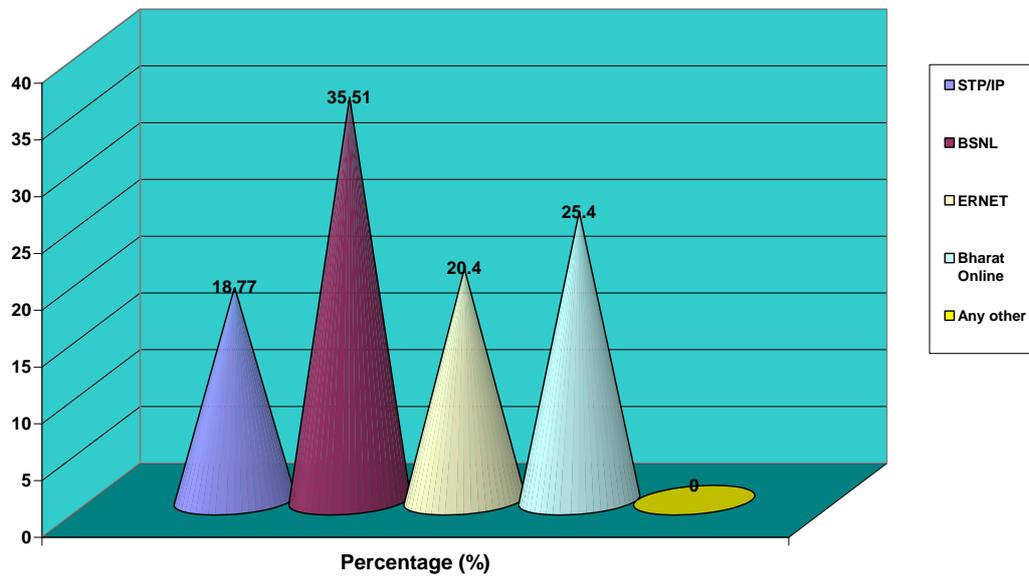
10. Internet Service providers available at the place

The question was asked to the users about Internet service provider available at the place which is shown in Table no. 10and Figure no.7

Table No. 10: Available Internet service provider at the place

Service available	Respondent	Percentage (%)
STP/IP	46	18.77
BSNL	87	35.51
ERNET	50	20.40
Bharat Online	62	25.40
Any other	-	-
Total	**245**	**100**

Figure No.7: Available internet service provider at the place

From Table no. 10 and Figure no 7 it is revealed that the respondents were asked as to which Internet service provider is available at there browsing place. Out of 245 respondents 46 (18.77%) response to STP/IP service provider, 87 (35.51%) response to BSNL service provider at there browsing place, 50 (20.40%) said ERNET and 62 (25.40%) respondents said Bharat Online service provider is available at there browsing places.
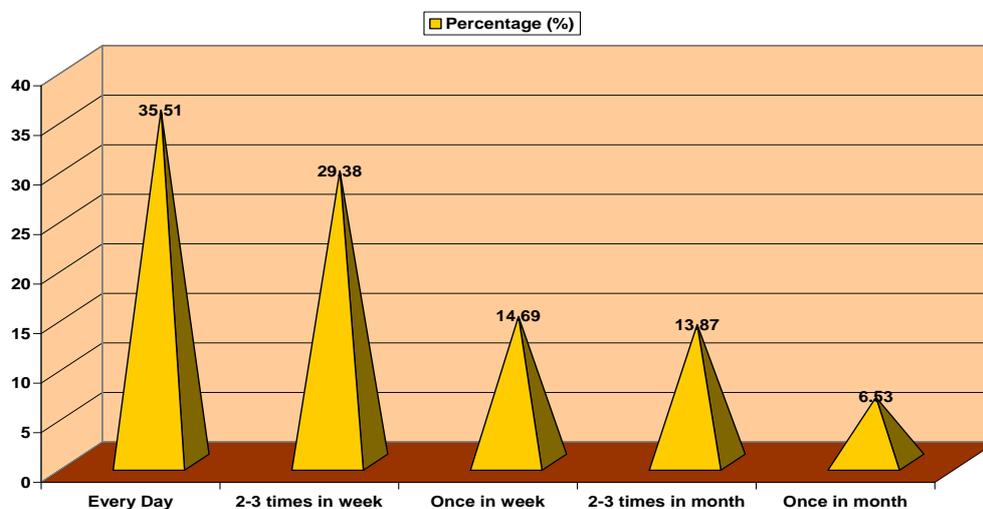
11. Frequency of use of Internet Resources

The data is presented in Table no. 11 and Figure no. 8

Table No. 11: Frequency of use of Internet resources

Frequency of use	Respondents	Percentage (%)
Every Day	87	35.51
2-3 times in week	72	29.38
Once in week	36	14.69
2-3 times in month	34	13.87
Once in month	16	6.53
Total	**245**	**100**

Figure No. 8. Frequency of use of Internet resources

The data in the Table no. 11 and Figure no. 8 indicates frequency of using Internet resources by the respondents from the above Table 87 (35.51%) respondents said they used Internet every day, 72 (29.38%) said two or three times in week, 36 (14.69%) said once in week, 34 (13.87%) said two or three times in month, and 16 (6.53%) said once in month.

12. Search Engines to be use

The question is asked about frequency of using search engines, the data is presented in the Table no. 12 and Figure no 9.

Table No 12: Preference to use of search engines

Search Engines	Respondents	Percentage (%)
Google	106	43.36
Yahoo	61	24.89
MSN	12	4.89
Altavista	36	14.69
Dogpile	26	10.61
Any other	4	1.63
Total	**245**	**100**

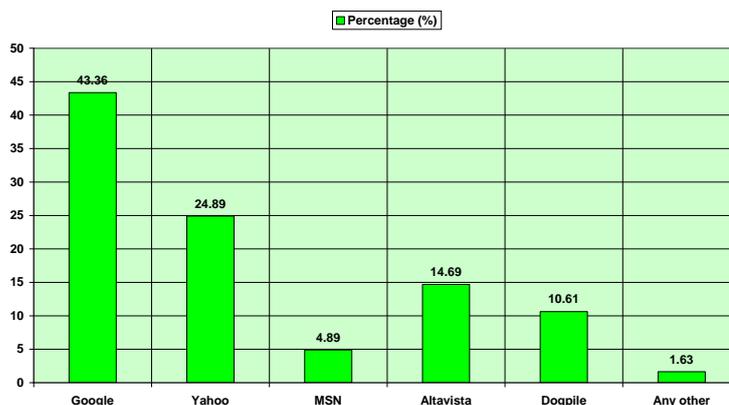Figure No 9. Preference to use of search engines

Table no 12 and Figure no 9 shows that 106 (43.36%) respondents use Google (goo) as their favorite search engine, 61 (24.89 %)   use Yahoo (Yah) Search engine 12 (4.89%) of them use (msn), 36 (14.69%) have prefer to use AltaVista (alt), 26 (10.61%) have used Dogpile and other remaining 4 (1.63%) preferred other search engines like look smart, Lycos and askjeevs (ask) search engine to use.

13. Purpose of using Internet

While asking the purpose of using Internet, the response received is shown in Table no. 13 and Figure no. 10

Table No 13: Purpose of using Internet

Purpose of use	Respondent	Percentage (%)
E-mail	47	19.28
To prepare a project report	13	5.30
To seminar/conference/ assignments	25	10.20
For career opportunities development	28	11.42
To know the latest information in specialization	31	12.65
For paper publication	17	6.93
Keeping abreast with new development	42	17.14
To gain current information	30	12.24
Other technical and management sites	12	4.89
Total	**245**	**100**

Table no 13 and Figure no 10 shows that 47(19.28%) of users use Internet for E-mail purpose, 13(5.30 %) use Internet to prepare a project report, 25(10.20%) use for seminar /conference/assignment. 28(11.42%) use Internet for career opportunities development, 31(12.65%) use to know the latest information in their specialization,

Figure No 10. Purpose of using Internet
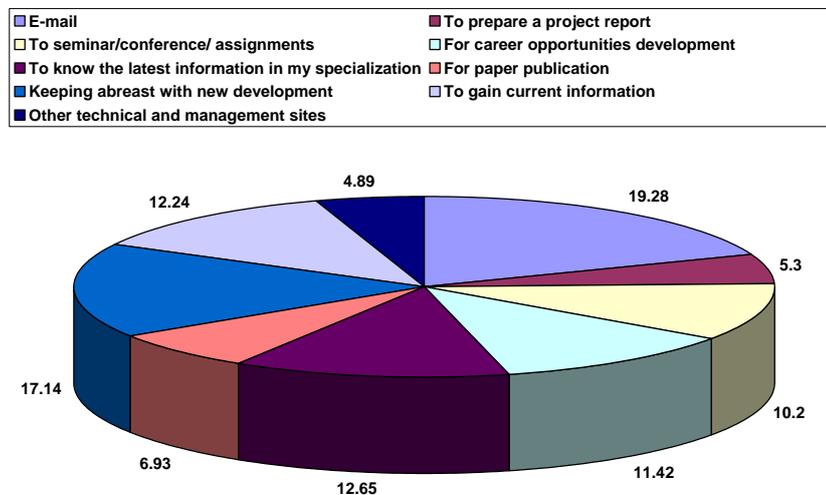
17(6.93%) respondents used Internet for paper publication, 42(17.14%) use for keeping abreast with new development. 30(12.24%) use to gain current information and remaining 12(4.89%) use for other technical and management sites.

14. Number of E-mail accounts

Table No 14: E-mail accounts of users

E-mail Accounts	Respondents	Percentage (%)
One	146	59.59
Two	68	27.75
Three	22	9.00
Four	4	1.63
Five	5	2.04
Total	**245**	**100**

Table no 14 shows that out of 245 respondents 146 have one E-mail ID, 68 of them have two E-mail ID's, 22 of them have three E-mail ID's, 4 have four E-mail ID's, and only 5 have five E-mail ID's. From this we can find that usually users have one or two E-mail accounts only. The study also exhibits that maximum number of users possess only one E-mail account.

15 Use of Websites for opening accounts

The use of websites for opening an account is shown in table no15 .

Table No 15: Websites for opening accounts

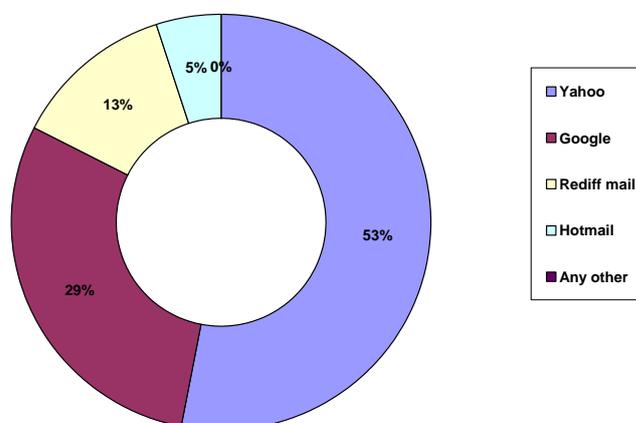| Websites	Respondents	Percentage (%)
Yahoo	130	53.06
Google	72	29.48
Rediff mail	31	12.65
Hotmail	12	4.89
Any other	0	0
Total	**245**	**100**

Figure No.11: Websites for opening accounts

Table no 15 and Figure no 11 shows that out of 245 respondents, majority of respondents 130 (53.06%) have their E-mail account in recommended "Yahoo" (YA) website. 72 (29.48 %)   of them said that they preferred "Google" (goo) website, 31 (12.65%) respondents preferred "Rediffmail" (RD) and 12 (4.89%) respondents opened that "Hotmail" (HM) website to open their E-mail account.

16. Chatting on Internet

Some where chatting with their friends, some chat to get education and exchange of information which is shown in Table no. 16

Table No 16: Chatting on Internet

Chat	Respondents	Percentage (%)
YES	66	27
NO	179	73.06
Total	**245**	**100**

Table no 16 shows that 66 (27%) respondent were chatting on Internet for fun or any other reason, and 179 (73.06%) were not chatting on Internet.

17. Purpose for Internet chatting

Table No   17: Purpose for Internet chatting

Purpose	Respondents	Percentage (%)
Fun	28	11.42
Friendship	4	1.63
To get Education	34	13.87
Any other	0	0
Total	**66**	**68.5**

Table no 17 shows that 28 (11.42%) respondents, chat for fun, 4 (1.63%) respondents for friendship purpose, and 34 (13.87 %) respondents chat to get education and other exchange of information. Those who replied that they are using Internet chatting were asked to give purpose for their chatting, the purpose given include, 11.42 percent said they get fun and entertainment from chatting, 1.63 percent replied for friendship purpose or wanted to chat with their friends, 13.87 percent said they get education and knowledge from chatting.

18. Use of Internet based information resources

Table No. 18: Extent of using Internet based information resources

Extent of satisfaction	Respondents	Percentage (%)
100 %	21	8.57
75 %	58	23.67
50 %	84	34.38
25 %	82	33.46
Total	**245**	**100**

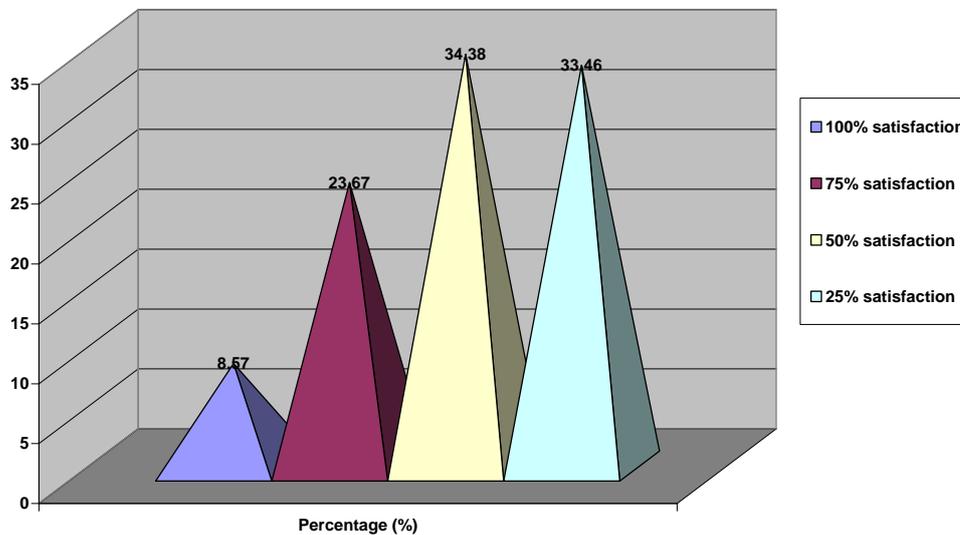**Figure No 12: Extend of using internet based information resources**

Table no 18 and Figure no. 12 exhibits that 82 respondents (33.46%) out of 245 said that percentage of useful information resources obtained from Internet is 25%, whereas 84 (34.38%) respondents said 50% useful, 58 respondents (23.67%) had obtained information 75% and 21 (8.97%) respondents revealed information is useful to 100%.

19. Comparisons of information resources on Internet with printed sources

Table No 19: Comparisons of Internet with printed resources

Satisfaction	Respondents	Percentage (%)
Satisfied	98	40
Moderately satisfied	65	26.63
Fully satisfied	51	26.63
Not satisfied	31	12.65
Total	**245**	**100**

Table no 19 and shows that 98 (40%) are satisfied with the information resources on the Internet compared with printed sources, whereas 65(26.63%) are moderately satisfied, 51(20.81%) respondents are fully satisfied with the information resources on Internet. The remaining 31(12.65%) respondents are not satisfied with the Internet resources.

20 Internet Browsing Problems

A question was asked what is the impact of use of Internet. The response received is presented in Table no. 20

Table No 20: Problem encountered while using Internet

Browsing Problem	Respondent	Percentage (%)
Lack of information	44	18
Too much information retrieved	82	33.46
Lack of organized information	40	16.32
Limited computer terminals	24	9.79
Internet often distracts from doing work	28	11.42
Lack of IT knowledge to effective utilization of the service	27	11.02
Total	**245**	**100**

From Table no 20 and it is observed that 44 (18%) respondents said there is lack of information, 83(33.46%) respondents said too much information is retrieved, 40(16.32%) said there is lack of organizing information, 24(9.79%) respondents responded there is limited computer terminals, whereas 28(11.42%) said Internet often distracts from doing work, and remaining 27 (11.02%) said that there is lack of IT knowledge to effective utilization of the service.

21. Benefits of Internet over conventional document

The respondents were asked the question they get benefit from Internet over conventional document.

Table No. 21: Benefits of Internet over conventional document

Benefits	Respondents	Percentage (%)
More useful	71	28.97
Time saving	49	20
Easy to use	45	18.46
More expensive	39	15.91
More time consuming	41	16.73
Total	**245**	**100**

Table no 21 shows that 71 (28.97%) respondents responded that Internet resources are more useful, whereas 49 (20%) said that they are time saving, 45(18.46%) respondents said that they are easy to use, 39 (15.91%) said they are more expensive, and 41 (16.73%) said they are more time consuming to use the information resources on the Internet.

22. Use of Internet service.

The question was asked to the respondents about use of Internet service. The response received is presented in Table no. 3.22

Table No .22: Use of Internet service

Internet service	Respondents	Percentage (%)
Bibliographic database	89	36.42
E-journal	73	29.79
Bulletin board service	37	15.10
Newsgroups	6	2.44
Obtain copies of article	40	16.32
Other service	0	0
Total	**245**	**100**

Table no 22 shows that 89 (36.42%) respondents use bibliographic database, whereas 73 (29.79%) respondents use E-journals, 37 (15.10%) used bulletin board service, 6 (2.44%) use newsgroups service and 40 (16.32%) obtained copies of article.

23. Impact of Internet on research work activities

There is impact of Internet on related research work activities. It shows in Table no. 23

Table No 23: Impact of Internet on research work activities

Research Activities	Respondents	Percentage (%)
Save lot of time	100	40.81
Obtain fast information	57	23.26
Get fast access to database	54	22.14
Browse less printed material	34	13.87
Any other	0	0
Total	**245**	**100**

From Table no 23 shows the impact of Internet on related research work activities, out of 245 respondents 100 (40.81%) said Internet saves lot of time, whereas 57 (23.26%) said that it obtains fast information, 54 (22.14%) said that it gets fast access to database and remaining 34 (13.87%) said it browses less printed material.

24 Satisfaction with use of Internet.

A question was asked that the respondent were satisfied or not with use of Internet. The response received from the respondents is shown in Table no. 24.

Table No. 24: Satisfaction with use of Internet

Satisfaction	Respondents	Percentage (%)
Yes	188	76.73
No	57	23.26
Total	**245**	**100**

From Table no 24 shows that 188 (76.73%) respondents are satisfied with the use of Internet, whereas 57 (23.26%) respondents are not satisfied with use of Internet.

25. Extent of satisfaction about the use of Internet.

The most of the users are satisfied with the use of Internet. The extent of satisfaction of the respondents about the use of Internet is shown in Table no. 25

Table No. 25: Extent of satisfaction about the use of Internet.

Extent of Satisfaction	Respondent	Percentage (%)
Satisfied	71	28.97
Fully satisfied	70	28.67
Moderately satisfied	47	19.18
Not satisfied	57	23.26
Total	**245**	**100**

From Table no 25 revealed that out of 245 respondents 71 (28.97%) are satisfied with the use of Internet, 70 (28.67%) are fully satisfied, 47 (19.18%) are moderately satisfied with the use of Internet, 57 (23.26%) are not satisfied with the use of Internet.

26. Barriers while using Internet

A question was asked regarding the barriers encountered while using Internet. The response received is shown in Table no. 3.26

Table No 26: **Barriers while using Internet.**

Barriers	Respondent	Percentage (%)
Retrieval of unwanted pages	44	17.95
Problem of URL (Domain name)	27	11.02
Less speed	67	27.44
System hang-up	49	20
Virus effected	35	14.28
Power failure	23	9.38
Total	**245**	**100**

From Table no 26 it is seen that out of 245 respondents 44 (17.95%) respondents have barriers of retrieval of unwanted pages, whereas 27 (11.02%) have barriers of URL (Domain name), 67 (27.44%) have barriers of less speed while accessing Internet, 49 (20%) have problem of system hang-up, 35 (14.28%) have encountered barriers of virus effected, and 23 (9.38%) had power failure barriers.

6. Conclusion

Internet is a vast ocean of information pertaining to almost all subjects. The present study indicates that a majority of users use Internet as one of their sources of information. The study also indicates that most users are satisfied with the information available on Internet. Orientation to what Internet has to offer and how we go about achieving our tasks using its potential is the focus. A perspective of the working of the net is very desirable if one wants to embark upon the responsibility of producing information services using the Net. This study has a vital significance in redesigning the policy framework to suit to the modern era with more emphasize on information technology and providing access to information more and more. The survey also helps us in great deal to indentify the areas, which has to be looked in and give more importance to provide better Internet services to the Research scholars of the University.

7. Suggestion

Necessary training facilities to be provided to the research scholars to make use of Information resources available on the Internet. Downloading and printing facilities should be extended to research scholars. Internet connectivity should be made available to all the departments and laboratories of the university library with broadband connectivity with fast access.

REFERENCES

Asemi,A.(2005) Information searching habits of user; A case study on Medical Science University of Isfan (MUI), Iran, Webology.1(2).

Dongerkery,S.R.(1966).Memories two universities .Bombay. Maniktata. (148-149)

Chandran, D. (2000). Use of Internet resources and services in S.V.University, Tirupathi environment. In Conference on information services in a networked environment in India (pp. 3.124-127), Organised by INFLIBNET, Ahmedabad, 18-20 December.

Khaparde,V.S.(2004). Evaluation of biological science collection in Dr. Babasaheb Ambedkar Marathwada University library. (pp. 1& 2).

Luambano.I & Nawe (2006).Internet use by researchers; A study of Panjab University, Chandigarh,Library Philosophy and practice.8(2).

Madhusuddhan (2007).Internet use by research scholors in university of Delhi India High Tech News 8 ;(36-42)

Maheswarappa, B.S., & Ebnazar, C.E. (2003). Use of Internet resources and services in Gulbarga City: An exploratory study. *SRELS Journal of Information Management 40* (4): 409-420.

Parameshwar & Patil (2009).Ues of the internet by faculty & research scholars at Gulbarga University Library.(264 ,Libraries at University of Nebraska-Lincoln Library Philosophy and Practice (e-journal)