

**Use of Web Resources and Services by Social Science and Arts Faculty Members, A.M.U.
Aligarh**

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Abstract

Use of Web resources and services by Social Science and Arts faculty members, A.M.U. Aligarh. The study offers a way to identify the acceptance of web resources and services along with its advantages, performances, user's satisfaction and obstacles which come during the use of web-resources and services. The study is designed to seek user's opinion concerning the use of web resources among the faculty members of social science and arts A.M.U. Primary data were collected through a questionnaire survey of 150 faculty members of Social Science and Arts A.M.U. Aligarh.

Major findings of the study highlights that Social science and arts faculty members are aware of modern web services like email, chat, blogs, list serves, newsgroups and they frequently using it for their study teaching and research purposes. The popular search technique adopted being keyword and Boolean operators, they are of the opinion that web resources improves research work by providing relevant and required information. Too much information retrieved is a problem while using web resources. Limited access to computers and lack of IT knowledge to effectively utilize the web resources were the problems faced while accessing web resources and services.

INTRODUCTION

World Wide Web is an important source of supporting information which provides access to limitless sources of information. The World Wide Web increases access to a large amount of data, saves time and money, and obtains an opportunity to consult several experts and greater independence from specific times and places for information seeking (Savolainen,1999). Limited access to up- to -date materials in libraries of universities in developing countries is a main problem that hinders research as well as teaching. Interlibrary loans and document delivery projects have not been able to resolve this problem by themselves. The Internet makes opens the

door for users to have access to large volumes of information irrespective of their geographical boundaries (Gifty Adika, 2003). The development of new technology makes direct access to information easier for users that were previously impracticable. Of all the technological developments that have taken place in the last century, the Internet is the one that has had the most profound impact globally.

In the era of web world geographical boundaries which used to act as barriers in the way of free exchange of data and information, have been rendered irrelevant. As a natural corollary, the Internet has also affected the way one earns and World Wide Web has opened up new avenues and opportunities, by which a person, with the right skill set and drive, can earn from the comforts of one's home.

The challenge faced by the information society in terms of access to information sources and services is vital with the convergence of technologies and the resulting information overload has prompted the study of assessing the use of information.

Web Resource

The concept of resource is primitive in the web architecture, and is used in the definition of its fundamental elements. The term web resource was first introduced to refer to targets of uniform resource locators (URLs) but its definition has been further modified to include the referent of any Uniform Resource Identifier (URL). Web resource or webpage is a unit of information often called a document that is available over the World Wide Web. Web resources are created by using HTML, which defines the contents of a web page such as images, text, hypertext links, video and audio files etc. Web resources are sent and received through HTTP, a method used to transfer hypertext files across the Internet. Information contained in the web resources are provided in the form of hypermedia pages, which combines, graphics and text and also have the added feature that users can follow the links provided to other documents located virtually anywhere on the web.

Related Studies

Biradar and others (2006) conducted a study on internet usage by the students and faculties in Kuvempu University. The results indicated that 42.1% students use internet twice a week and 31.25% faculties use it every day. The majority of students as well as faculties use internet for study/ teaching purpose. The favorite place for using internet is library followed by commercial places. A thumping majority of respondents are satisfied with internet sources and services.

Asemi (2005) shows that all the respondents were using the Internet frequently because all faculties were provided connection to the Internet. It was revealed that the researchers of the university were getting quality information through the Internet. Fifty-five percent of the respondents searched for scientific information through the Internet because the university library had provided access to various databases and online journals for all the students and staff.

Rajeev Kumar and Amritpal Kaur (2004) studied the use of internet by teachers and students in Shaheed Bhagat Singh College of Engineering & Technology, Ferozepur (Panjab). They found that 46.7% teachers and 36.7% students' daily use the internet. About 90% respondents use internet at their college. Yahoo is found as the favorite search engine. Only 31.7% respondents were fully satisfied, whereas 36.7% were partially satisfied with internet facilities.

Aldojan (2006) investigated the Internet use among Education faculty members in Jordanian Public Universities. The population of this study included the entire education faculty members (309) in seven Jordanian public universities, ranking instructor/lecturer, assistant, associate, and full professors. The study explored how often, what types of Internet tool is used on a daily basis, and the degree of satisfaction of education faculty members in Jordanian public universities using the Internet in their academic work. The purpose of this study was to collect and to analyze the data to determine the patterns of Internet use and to identify the faculty's concerns and their overall satisfaction degree of its services.

A doctoral study by Fortin (2000) explored faculty members' use of and their information seeking behaviors and activities on the Internet at Angelo State University. Using both a quantitative and qualitative methodology, differences were found between tenured and tenure track faculty members on the perceived value of the Internet to meet their research and classroom information needs. Similar differences were also found among faculty members in the broad discipline areas of the humanities, social sciences, and sciences. Tenure-track faculty members reported a higher average Internet use per week than tenured faculty members.

Sunil Kumar and Mathew (2006) outlined the importance of e-resources. They found that the quality of teaching improved very much with the use of information from e-resources, and internet became a daily reference solution.

SELECTION OF THE PROBLEM

The information available on World Wide Web are more up-to-date, and can be accessed anywhere, crossing all geographical boundaries. Due to its importance faculty members use web resources and services very frequently for academic and research purpose. As Web resources improve the competency of faculty members it is important to know the level of exploitation of web resources by them. Therefore the topic "Use of Web resources and services by Social Science and Arts faculty members, Aligarh Muslim University, Aligarh." was selected to study the use of various web resources and services.

SCOPE AND OBJECTIVES OF THE STUDY

Web resources and services help in research development by providing significant study materials and various services to exchange the resources. A handsome amount is invested in the development of web resources. But without conducting a study, there is no way of knowing whether the users accept them or not, do they find the web resources easy to use, reliable, and

useful or are web resources effectively in use. The study offers a way to identify the acceptance of web resources and services along with its advantages, performances, user's satisfaction and obstacles which come during the use of web-resources and services.

The study is designed to seek user's opinion concerning the use of web resources among the faculty members of social science and arts A.M.U. Aligarh.

Following are the Objectives of study:

- To know the purpose and use of web resources.
- To find out the frequency of using web resources.
- To locate the source of maximum use of web resources.
- To identify the various techniques adopted to locate relevant web resources.
- To know how web resources and services affect research and teaching.
- To identify the problems faced by faculty members while using web resources and services.
- To find out the level of satisfaction with content available on the web.

METHODOLOGY

The study has been conducted through the survey method of research. A structured questionnaire was designed and used for collecting the data. The collections of data from the entire faculty members of Social science and Arts were enough to be covered in a single study. Therefore, the total numbers of questionnaire distributed are 200 including faculties of social science and arts of AMU, Aligarh. A total number of 150 filled in questionnaires were returned back. The investigator selected 131 questionnaires for the analysis 19 questionnaire was not completely filled. The data collected through questionnaire, observation and interview were organized and tabulated by using statistical method.

DATA ANALYSIS AND INTERPRETATION

The data collected from the questionnaire are tabulated in the following paragraphs for analyses using percentage method in the categories given below:

Table.1 Purpose of using Web Resources

	Purpose				
<i>Faculty members</i>	<i>For study and Research</i>	<i>For improving knowledge</i>	<i>For depth knowledge of subject</i>	<i>Finding quick information</i>	<i>Writing paper for conference</i>

Social Science	48 (65%)	42 (57%)	23 (31%)	29 (39%)	16 (21%)
Arts	48 (82%)	26 (44%)	22 (37%)	40 (68%)	26 (44%)

The table shows that maximum 48 (65%) Social Science Faculty members and 48(82%) Arts faculty members use the new medium of Information for Study and research work, on other hand 42 (57%) Social Science Faculty members and 26(44%) Arts faculty members use web resources for improving knowledge. While 23(31%) Social Science Faculty members and 22(37%) Arts faculty members use web resources for depth knowledge and some faculty members of social science and arts also use web resources and services for finding quick information .Thus from above table we can say that most of the faculty members of arts and social science use web resources for study and research work.

Table.2 Frequency of using web resources

Faculty members	Frequency				
	Everyday	2-3 times week	Weekly	Monthly	Occasionally
Social Science	36 (49%)	8 10%	8 10%	9 12%	12 16%
Arts	21 36%	11 18%	13 22%	9 15%	4 6%

The above table shows that 36(49%) of social science faculty members and 21(36%) of arts faculty members use web resources daily .whereas 8(10%) of social science faculty members and 11(18%) of arts faculty members use web resource 2-3 times in a week .Thus we can say that maximum faculty members of arts and social science use web resources and services daily.

Table.3 Search Technique frequently used

In this table the kinds of search technique that one frequently used by engineering Students for searching web resources.

Search Technique	Social Science	Arts
Keywords	29 (39%)	24 41%
Boolean Logic	16 (21%)	18 31%
Field Search	5 (6%)	7 12%
Phrase Search	23 23%	9 15%

The above table describes that 29 (39%) social science faculty members and 24(41%) arts faculty members use keyword for searching web resource on internet. Whereas 16(21%) social science faculty members and 18(31%) arts faculty members are using Boolean logic, 23% social science faculty members and 9(15%) of arts faculty members are using phrase search and 5(6%) social science faculty members and 7(12%) arts faculty members one using field search for searching information on web.

Table.4 Web Service use for Locating Information

Web Services	Social Science	Arts
Favorites	11 15%	20 34%
Book Marks	13 17%	10 17%
Furls	-	-

Mail	28	18
	38%	31%
Other	21	10
	28%	14%

From above table it is concluded that mail service is quite popular among faculty members for locating information it is clear that 38% of social science and 31% of arts faculty member use mail service for locating information on other hand 17% of each faculty members use bookmarks service for locating information. 11 (15%) social science faculty members and 20(34%) arts faculty members use favorites for locating information; other services are also used for locating information. Mail service, bookmarks and favorites are quite popular among Faculty members for locating web information.

Table.5 Web Services

E-reference sources	Social Science	Arts
Email	73 100%	58 100%
Chat	42 57%	26 44%
Blogs	32 43%	32 55%
List Serves	22 30%	16 27%
News groups	18 24%	14 24%

Social science and arts faculty members are aware of modern web services like email, chat, blogs, list serves, newsgroups and they frequently use them. Every faculties of social science and arts use email services, where as 57% social science faculty members and 44% of Arts faculty members use chat service. On the other hand 43% of social science and 55% of arts use Blog service on the World Wide Web. List Serves and news groups' services are also used by social science and arts faculty members.

Table.6 E-reference Source used as the Web Resource

E-reference sources	Social Science	Arts
Encyclopedia	47 64%	48 82%
Directory	18 24%	24 41%
Dictionary	21 28%	14 24%
Biography	29 39%	26 44%
Indexing Journal	22 30%	26 44%
Abstracting Journal	39 53%	32 55%
e-books	22 30%	8 13%
e-journals	47 64%	42 72%

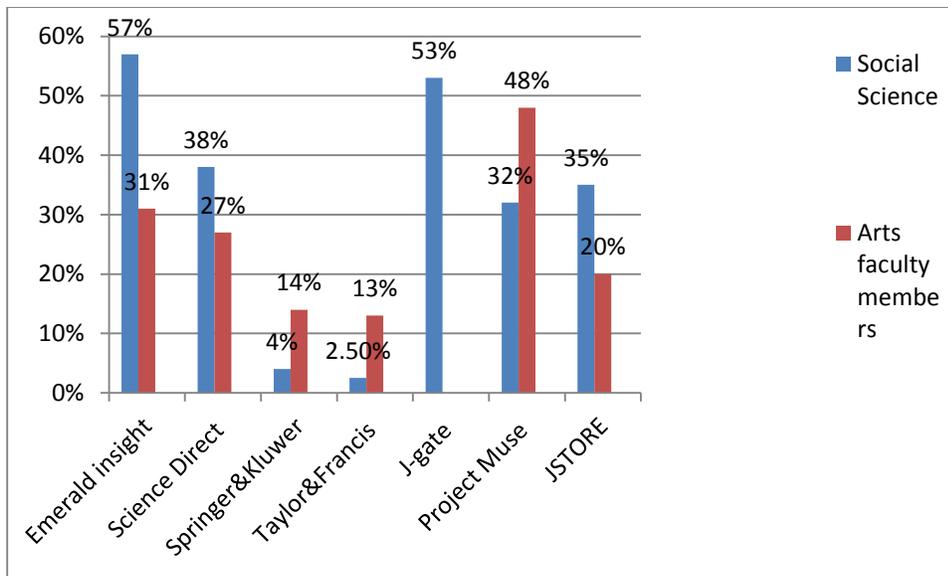
Table shows that web resources consulted by faculty members. Online encyclopedia is most popular web resource among faculty members 64% of social science and 82% of arts consult encyclopedia regularly. 39(53%) social science faculty members and 32 (52%) arts faculty members use online abstracting journal and e-journal is consulted 47(64%) by social science faculty members and 42(72%) by arts faculty members .Biography is consulted 29(39%) by social science faculties and 26 (44%) by Arts faculties. Online dictionary, directory and indexing journals are also consulted by faculties.

Table.7 Type of Information Generally prefer by user

Types of Information	Social Science	Arts
Biographic Inputs	16 21%	18 31%
Abstract	29 39%	12 20%
Full text	28 38%	28 48%
Any other	-	-

Table shows that maximum faculties 28 (38%) of social science and 28(48%) of arts faculty generally prefer full text information from web, 29 (39%) of social science and 12(20%) of arts faculty member prefer abstract knowledge and 16 (21%) of social science and 18(31%) of arts faculty members prefer bibliographic information from the web.

Fig.1 Use of e-journals



From above figure it clear that faculty members of social science and arts are aware about e-journals and they frequently use various e-journals for their information requirement , 57 % of social science and 31% arts faculty members consult Emerald for accessing information, whereas J-gate is also quite popular among faculty members and it is used by 53 % of social science and 48% of arts faculty members ,32% of social science faculties and 20% Arts faculty members consult Project Muse, JSTORE is used by 35% of social science and 48% of arts faculty members and 38 % of social science and 27 % arts faculty member use Science Direct for consulting web Information. Springer and Kluwer and Taylor & Francis are also used by some of faculty members.

Table.8 Web Resources – Influence on Efficiency

Efficiency	Social Science	Arts
Improves the Research process	29	22
	39%	37%
Improves professional competency	48	24
	65%	41%
Access to up to date Information	26	42
	35%	72%

Access to wide Range of Information	52 71%	26 44%
Quick Access to Information	21 28%	52 89%

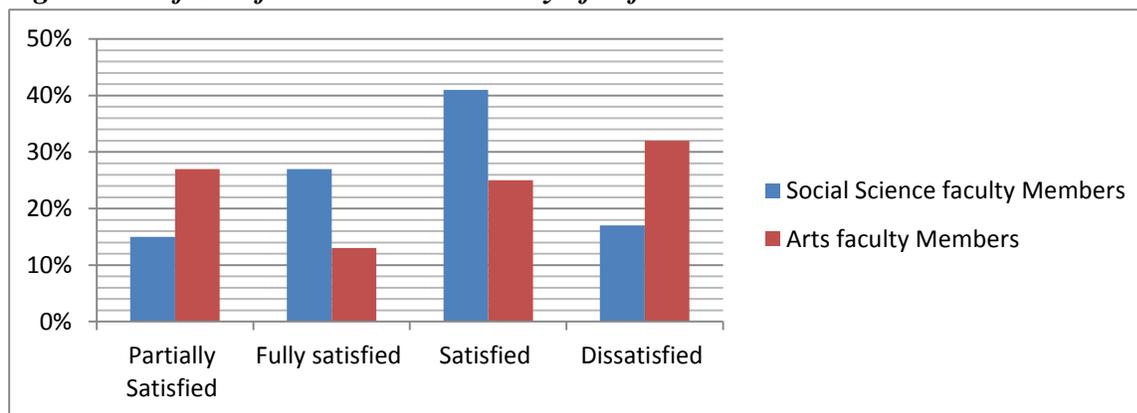
The table shows that 48 (65%) social science faculty and 24(41%) of arts faculty respondents state that web resources improves professional competency while 26(35%) of social science respondents and 42(72%) of arts said that it improves efficiency by providing up-to-date information. On the other hand 52(71%) social science faculty members and 26(44%) Arts faculty members said that web resource influence the efficiency by accessing wide range of information and 29 (39%) of social science faculty members and 22(37%) arts faculty members state that web resources improves research work by providing relevant and required information.

Table.9 Barriers while using web resources

Barriers	Social Science	Arts
To much information Retrieved	39 53%	16 27%
Time consuming\ slow speed	42 57%	22 37%
Limited access to computer terminals	7 10%	16 27%
Lack of IT knowledge to effectively utilize the resources	16 21%	28 48%

From the above table it is clear that maximum faculty members of Arts and social science face problem of slow speed of internet 57% social science 37% of arts faculties says that slow speed is the major barriers for using web resources and services .On the other hand 39(53%) social science faculty members and 16(27%) arts faculty members respondent said that too much information retrieved is problem while accessing web resources. Limited access of computer and lack of IT knowledge to effectively utilize the web resources is also problems while accessing web resources and services.

Fig.2 Level of Satisfaction about accuracy of Information Retrieve



Above figure state that the 30(41%) of social science faculty members and 15(25%) Arts faculty members are just satisfied with the accuracy on the information available on the web. Whereas 20 (27%) of social science faculty members and 8(13%) of arts faculty members are fully satisfied with the accuracy of information retrieved. On the other hand 15% of social science and 27 % of arts faculty members are partially satisfied and 17% social science faculty members and 32% arts are dissatisfied with the accuracy of information retrieved.

FINDINGS AND SUGGESTION

1. Most of the faculty members use web resources for study and research work and also for improving knowledge.
2. Maximum number of faculty members of Social science and Arts use web resources and services daily.
3. Bookmarks and favorites are quite popular among Faculty members for locating web information.
4. Slow speed is the major hurdle while using web resources.

5. Key word search is most preferred search technique used for accessing information.
6. Emerald is most consulted e-journal followed J-gate and JSTOR.
7. Most respondent said that web resources improve their efficiency by providing up to date information, quick and wide range information and improves professional competency.
8. Majority of the faculty members are just satisfied and partially satisfied and some were dissatisfied also.

SUGGESTION

This study has a vital significance in redesigning the policy frame work with more emphasize on information technology and providing access to information .The survey also helps a great deal to identify the areas, which needs be looked in and gives more importance to providing better internet services to the faculty members of the Social Science and Arts.

Some of the suggestions include:

More academic journal should be subscribed by the university.

Internet speed downloading and printing facilities should be extended to Faculty members.

Internet connectivity should be made available to all the departments as well as faculty members chambers.

CONCLUSION

This study sought to examine the use of web resources and services by the faculty members of Social Science and Arts, Aligarh Muslim University. The Faculties were grouped in two categories Social Science and Arts. The present study proved that 100% Faculty members were aware of the web resources and services and they made use of them .The objective of the following study are satisfactorily met and most of the Faculty members are satisfied with the web services available to them. They use new means of technology for study and research work. Web contains a wide range of information and provides links to other pages .For searching web resources generally links through search engine are preferred.

Web resources have become the vital part of human life in 21st century .It has rapidly changed the way of seeking information .For searching quick information Boolean search is quite popular among Faculty members and advance search is also used for searching particular information. It is clear from the study that web resources are useful to Faculty members and some problems were also faced while accessing and utilizing web resources and services. The study helps help in planning developing and extending the computer and Internet facilities at university level.

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