

Adequacy of Information Sources and Services for Competitive Examinations in Career Information Centres of Public Libraries in Karnataka

Dr. Swamy D.

Assistant Librarian

Bangalore University Main Library
Jnana Bharathi Campus, Bangalore-560056
e-mail: swamymysore01@gmail.com

Abstract - *Different competitive examinations for various levels of recruitments conducted by different recruiting agencies were identified. A common questionnaire was designed to seek answers for questions prepared based on objectives of study. Out of 1790 questionnaire distributed researcher got 1278 filled in questionnaire (71.40%). Majority of users (73.3%) refer information resources available in Career Information Centres of Public Libraries in Karnataka for appearing for examinations conducted by Karnataka Public Service Commission like KAS, KES, KSPS, etc. Good number of respondents was satisfied with adequacy of information resources in these libraries under this study. There is great demand for copies of previous question papers and advertisements appearing in newspapers and gazettes. Library staff looking after these centres needs to develop necessary skills for providing effective service for career and job aspirants*

Key Terms: Public Library, Information Sources and Services, Competitive Examinations, Career Information Centres, Karnataka, User satisfaction

INTRODUCTION

The public library system in India is catering to the information needs of the public irrespective of race, age, gender, profession, economic status and educational background. Competitive examination and career resource centre of public libraries can take pride in the development and well-being of its users. To achieve this in an effective manner, library staff should strive and provide career information literacy to the graduates so that they will be equipped with the knowledge about how to seek, evaluate and select career information and this may lead to better decision making for the quality of their future life. The public library is established to provide materials, which communicate experience and ideas from one person to another and make them easily and freely available to all people. The public library is a local centre of information that makes all kinds of knowledge and information readily available to its users. It is established, supported and funded by the community, either through local, regional or national government or through some other form of community organizations. It provides access to knowledge, information and works of imagination through a range of resources and services. (Aboyade, 1984)

REVIEW OF LITERATURE

D'Elia and Walsh (1983) in their study concluded that user satisfaction is potentially useful for evaluating the performances of services within a library but is not valid for comparing libraries unless demographic characteristics of the users can be controlled. **Jasmer Singh and Harisingh (1993)** to assess the needs and expectations of users of Punjab University Library, Chandigarh undertook a survey. The study examined the adequacy of library

collection. Satisfaction of user with regards to lending, reference and bibliographic services. **Khaiser Nikam and Rajashekara (2003)** have conducted a survey on reading habits of public library users in two branches of public library in Mysore city. 200 users were surveyed through the questionnaire method. The major findings were 71.50% of the users' visit the library for reading purpose, 70% of the users goes to the library for reading newspapers, 87.50% of the public library users use dictionaries. **Salma and Yelwa (2004)** made a study under the title "A Survey of Students Attitude Towards Public Library Services: A Case Study of Central Library in Borno State of Nigeria". The study analyses the attitude towards public Library services. The data was collected through questionnaire, interviews and observations. The survey results that the majority of students visiting library were not its registered members. Resources and services were inadequate to meet information needs of the users. Inadequate funds and accommodation were the practical problems.

OBJECTIVES

1. To know the gender-wise responses of members for preparation of various competitive examinations.
2. To know the adequacy of information resources on general studies.
3. To examine the adequacy of career information resources and services in Public libraries.
4. To know the users opinion about satisfaction of library facilities and services for career development.

METHODOLOGY

The researcher has structured questionnaire as a tool to collect the necessary primary data. The researcher in this study has distributed questionnaires to 1790 members of the competitive examination and career information centres and is able to get responses from 1278 members which account for 71.40% of response. The data received has been tabulated and analyzed using frequency, percentage and interpreted to arrive at the valid findings.

ANALYSIS AND INTERPRETATION OF DATA

Table-1
Prepare for Competitive Examinations

SL.NO.	Various career sources	Gender wise respondents		
		Male N=920	Female N=358	Total N=1278
1.	Clerical (SDA, FDA and others.	769 (83.6%)	225 (62.9%)	994 (77.8%)
2.	Banking	548 (59.6%)	233 (65.1%)	781 (61.2%)
3.	Railway	658 (71.6%)	100 (27.9%)	758 (59.4%)
4.	Department examinations-Police, Postal, KSRTC, ZP and others.	786 (85.5%)	235 (65.7%)	1021 (79.9%)
5.	SSC	538 (58.5%)	166 (46.4)	704 (55.1%)
6.	KPSC (KAS, KES, KSPS, etc.)	743 (80.8%)	202 (56.5%)	936 (73.3%)
7.	UPSC (IAS, IPS, IFS, etc.)	686 (74.6%)	234 (65.4%)	901 (70.6%)

8.	ESE(Engineering Services Examination)	204 (22.2%)	116 32.5 (18.9%)	320 (25.1%)
9.	DRDO Examination	211 (22.9%)	68 (18.9%)	279 (21.9%)

Table 1 shows gender-wise responses on using CE and CICs for getting prepared for various competitive examinations. Among the respondents, 769(83.6%) male respondents and 225(62.9%) female respondents prepare for various clerical posts such as SDA, FDA Office Assistants and the like. Further, 548(59.6%) male respondents and 233(65.1%) female respondents prepare for banking examinations. To get prepared for examinations of railway recruitment board, 658(71.6%) male respondents and 100(27.9%) female respondents avail the facilities and services of the CE and CICs. To get prepared for the entrance tests conducted by various department of State Government such as Police, KSRTC, Zillaparishat, including postal department of Central Government, 786(85.5%) male respondents and 235(65.7%) female respondents avail the facilities and services. For preparing themselves for the examinations of Staff Selection Commission of Central Government, 538(58.5%) male respondents and 166(46.4%) female respondents avail the facilities and services of CE and CICs. The users also avail the library facilities and services of CE and CICs to prepare for Karnataka Administrative Services examinations, which includes KES, KSPS, and such other competitive examinations that come under the purview of the State Government. 743(80.8%) male respondents and 202(56.5%) female respondents avail the services for this purpose. Further, 686(74.6%) male respondents and 234(65.4%) female respondents avail the facilities and services of CE and CICs to prepare for IAS, IPS, IFS and such other competitive examination conducted by the Central Government bodies. Some of the users of CE and CICs also prepare for the Engineering Services Examinations (ESE). The DRDO also conducts entrance examinations from time to time and 211(22.9%) male respondents and 68(18.9%) female respondents avail CE and CICs facilities and services to appear for examination conducted by the DRDO.

This clearly indicates that large percentage of users as male respondents in the present study avail the facilities and services of CE and CICs for getting prepared for banking examinations UPSC Examinations and engineering services examinations when compared to female respondents. However, on the other hand, female respondents avail the services to a great extent to get prepared for the examinations conducted for clerical post, railway postal department, Zillaparishat, KSRTC, Police department. When compared to male users. The data also reveal that a large percentage of users on priority avail the facilities and services of CE and CICs for preparing for clerical posts (77.8%), banking (61.2%) and railway department (59.4%) examinations, including the examinations of Karnataka Administrative Services (73.3%) and Indian Administrative Services (70.6%).

Table-2
Prepare to admission to higher degree courses

SL.NO.	Higher degree courses	Gender wise respondents		
		Male N=920	Female N=358	Total N=1278
1	K-MAT	228 (24.8%)	70 (19.6%)	298 (23.4%)
2	GMAT	170 (18.5%)	81 (22.6%)	231 (18.1%)
3	CAT	144 (15.6%)	69 (19.3%)	213 (16.7%)

Table 2 gives gender-wise respondent of users of CE and CICs regarding preparation for entrance examinations of various higher degree courses. Among the respondents 228(24.8%) male respondents and 70(19.6%) female respondents avail facilities and services of CE and CICs for taking K-MAT Examinations. Further, 170(18.5%) male respondents and 81(22.6%) female respondents avail the facilities and services of CE and CICs for preparing for G-MAT Examination. for getting prepared for the CAT Examinations, 144(15.6%) male respondents and 69(19.3%) female respondents avail the facilities and services of CE and CICs.

Thus, the data reveals higher percentage of male users of CE and CICs get themselves prepared for K-MAT, G-MAT and CAT Examinations when compared to the female category of users.

Table-3
Prepare for national level eligibility examinations

SL.NO.	National level eligibility examinations	Gender wise respondents		
		Male N=920	Female N=358	Total N=1278
1	UGC-NET/SET/CSIR-NET etc.	361 (39.3%)	117 (32.7%)	478 (37.5%)

Table 3 reveals the extent of use of CE and CICs by the male and female respondents. It is clear from the table that among the users who avail the facilities and services of CE and CICs, 361 representing 39.3% male respondents and 117 representing 32.7% female respondents prepare themselves for appearing UGC-NET, K-SET, CSIR-NET and similar eligibility examinations for research fellowships and colleges. A large percentage of male users avail the facilities and services when compared to the female users. However, considering the entire population of respondents, 37.5% of them avail the facilities and services of CE and CICs for getting prepared for eligibility examinations of UGC, CSIR, State Level Examinations.

Table-4
Occupation wise respondents adequacy of information sources

SL.NO.	Information Sources	Student N=736	Unemployed N=272	Employed (Govt) N=191	Employed (Private) N=79	Total N=1278
1	General Knowledge	630 85.6%	194 71.4%	150 78.6%	58 73.4%	1032 80.8%
2	General aptitude and reasoning	474 64.5%	164 60.2%	129 67.5%	43 54.5%	810 63.4%
3	Numerical ability	466 63.4	179 65.9%	112 58.7%	34 43.1%	791 61.9%
4	Verbal/Non verbal aptitude test General English	462 62.8%	150 55.1%	102 53.5%	38 48.2%	752 58.9%

Table 4 depicts occupation-wise responses on the adequacy of information sources on general studies. It is evident from the table that all the categories of respondents, students, unemployed youths, employed persons have stated that the information on general knowledge is adequate. As regards the sources of information on general aptitude and reasoning, a large majority has offered positive response from all the categories of respondents. Referring to the adequacy of information sources on numerical ability 466(63.4%) students and 179(65.9%) unemployed youths and 112(58.7%) government employees have stated that the sources are adequate. However, a large percentage of respondents who are private employees has opined

that the sources are inadequate on numerical ability or airthmentics which account for 56.9% sources relating to general airthmentics need to be improved. While referring to the adequacy of information sources on General English except students community 462(62.8%) to a little extent the other categories of respondents, unemployed and employed have opined that the sources on General English or Functional English need to be strengthened. Among the respondents 150(55.1%) students, 102(53.5%) government employees and 34(43.1%) private firm employees have indicated that the sources on General English is adequate. However, a large percentage of employees who are respondents in the present study has expressed that the sources on General English need to be strengthened.

Table-5
User opinion about availability of question bank series and guides in CE and CICs
Occupation-wise respondents

SL.NO.	Question bank series and Guide	Student N=736	Unemployed N=272	Employed (Govt) N=191	Employed (Private) N=79	Total N=1278	CV and P
1	UPSC Model question bank series and guide	578 78.6%	129 47.5%	58 30.4%	34 43.1%	799 62.6%	CV=.400; P=.000
2	KPSC Model question bank series and guide	647 87.9%	206 75.8%	124 64.9%	38 48.2%	1015 79.5%	CV=.289; P=.000
3	Railway Model question bank series and guide	365 49.6%	111 49.9%	49 25.7%	19 24.1%	544 42.6%	CV=.195; P=.000
4	SSC Model question bank series and guide	448 60.9%	92 33.9%	28 14.7%	30 37.9%	598 46.8%	CV=.352; P=.000
5	Bank Model question bank series and guide	428 58.2%	168 61.8%	93 48.7%	43 54.5%	732 57.3%	CV=.081; P=.037
6	CSIR NET/SET Model question bank series and guide	308 32.5%	104 38.3%	13 6.9%	15 18.9%	440 34.5%	CV=.269; P=.000

Table 5 depicts occupation-wise responses on the adequacy of question bank series and guides. As regards UPSC Model question bank series and guides 578(78.6%) students have expressed that the sources are adequate for UPSC Examinations. A large segment of respondents who are unemployed, government employees and private sector employees have expressed the question bank series and guide are inadequate in the library.

Regarding the sources for KPSC examinations 647(87.9%) students, 206(75.8%) unemployed and 124(64.9%), government employees have stated about adequacy. However, a large percentage of private sector employees have offered negative response in this regard.

While referring to the adequacy of sources for railway recruitment examinations, in all the categories of respondents a large percentage of respondents have indicated that there is inadequacy of question bank series and guides. As regards SSC examinations except 448(60.9%) students in all categories a large majority of the respondents have offered negative response.

As regards the adequacy of question bank series and guides for Bank Examinations majority of the respondents in all the categories have expressed adequacy of sources. However, government employees representing 93(48.7%) have offered positive response. In respect of adequacy of sources for CSIR Examinations respondents belonging to all the categories have expressed inadequacy of sources.

Table-6
Region-wise users opinion about satisfaction of library facilities and services for career development

SL. NO	Satisfaction of library services for career development	Urban N=950	Rural N=328	Total N=1278
1	Bulletin board/Display circulars	763 (80.3%)	191 (58.2%)	954 (74.6%)
2	Career counselling	491 (51.6%)	172 (52.4%)	663 (51.9%)
3	Career talks/Seminar/Workshop	621 (65.3%)	153 (46.6%)	774 (60.5%)

Table 6 depicts whether the respondents are satisfied with the services of competitive examinations and career information centres. The data reveal that 954 respondents representing 74.6% have expressed satisfaction over the library bulletin (display/circulars). However, only 663 respondents representing 51.9% have indicated satisfaction over career counseling undertaken by the library staff. Another segment representing 48.1% has offered negative response. Further, 774 respondents representing 60.5% have expressed satisfaction over the career talks, seminars and workshop organized by the competitive examinations and career information centres for its members.

Table-7
Region-wise Responses regarding satisfaction towards career information services extended competitive examinations and career and information centres

Responses	Urban N=950	Rural N=328	Total N=1278
YES	669 (70.5%)	252 (76.8%)	921 (72.1%)
NO	281 (29.5%)	76 (23.2%)	357 (27.9%)

Table 7 depicts the responses on the satisfactions expressed by the respondents on the career information services extended by the Competitive examinations and career and information centres. Among the respondents 921 representing 72.1% have offered positive response indicating satisfaction over the career information services extended by the centres. Further, 669(70.5%) urban and 252(76.8%) rural respondents have expressed satisfaction over the services. A large majority of the respondents have offered satisfactory remarks over the career information services being extended by the competitive examinations and career and information centres.

FINDINGS OF THE STUDY

1. The gender wise study also reveals that, out of 1278 users a majority of 994(77.8%) of Prepare for competitive examinations Clerical (SDA, FDA and others. Among the users a large segment of respondents comprising of 769(83.6%) are male and 225(62.9%) are female.

2. The gender wise study also reveals that, out of 1278 users a majority of 936(73.3%) of Prepare for competitive examinations KPSC (KAS, KES, KSPS, etc.). Among the users a large segment of respondents comprising of 743(80.8%) are male and 225(73.3%) are female.
3. Region-wise comparison of data shows that, out of 1278 respondents a large majority comprising of 954 respondents representing 74.6% have expressed satisfaction over the library bulletin (display/circulars).

CONCLUSION:

Public Libraries in Karnataka play a vital role in providing infrastructure, environment and document sources facilitating thousands of aspirants in preparing for competitive and career examinations like UPSC, KPSC, Bank Examinations, Railway Examinations, Specific job composite books for (SDA/FDA/PDO), GMAT, CAT, etc. Most of the Competitive Examinations and Career Information Centers use notice board to display about notifications of career advancement, job vacancies and other required information. There is great demand by users for copies of previous question papers and advertisements appearing in newspapers and gazettes. Library staff looking after need to develop skills like communication, job marketing and teaching to provide effective service for career and job aspirants. Many attempts are being made by organizing extension programmes and also by inviting specialists mainly to develop the knowledge and skills of its users community.

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