

STUDENT ATTITUDE TOWARDS THE USE OF INTERNET AT SCEM: A SURVEY

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ABSTRACT

Internet is a most popular and useful tool for all in the present information society. Use of internet is increasing day by day as it is time saving, more informative and less expensive. The present study investigates about Internet usage by the students of SCEM, Mangalore. A survey was conducted in order to assess the pattern of internet use by distributing well-structured questionnaires among the 100 students of SCEM. The response rate was 85 per cent. It was found that the Internet had become a vital instrument for education, research and learning process of these respondents. The present study demonstrates and elaborates the various aspects of Internet use such as, frequency of Internet use, place for Internet use, purposes for which the Internet is used, use of Internet services, ways to browse the information from the Internet, their favorite search engines, problems faced by the users in surfing the internet and satisfaction level of users with the Internet facilities provided by the college. However students have identified slow internet connection as the major problem in their use of internet. The results reveal that many students used internet daily. Further, it is recommended to educate students to use basic internet tools

Keywords : Internet, User studies, Sahyadri College of Engineering and Management, Student Attitude

INTRODUCTION:

Internet began with the development of electronic computers in the 1950s. It is a global system of interconnected computer networks that use the standard internet protocol suite (TCP/IP) to serve billions of users worldwide. It is a network of networks that consists of millions of private, public, academic, business and government networks, of local to global scope, that are linked by a broad array of electronic, wireless and optical networking technologies. The internet carries an extensive range of information resources and services, such as the inter-linked hypertext documents of world wide web(WWW) and the infrastructure to support email. It has become one of the most popular communication channels among college students worldwide.

In the era of networked information, Internet, the largest worldwide network of networks, has emerged as the most powerful tool for an instant access to information. Information is now

just a 'finger touch' distance away from the user and it would not be inappropriate to say that the Internet has become the biggest global digital information library which provides the fastest access to the right kind of information in nano-seconds of time to end-user at any time and at any place in the world. The Internet has become the most extensively used information source that empowers the average person to get in roaming with the latest information. Today's users can no longer depend on conventional information sources to cope with the latest developments in their respective fields.

The Internet has emerged as a powerful educational tool. With the increasing impact of information and communication technologies on higher education, all those concerned with higher education are attempting to grasp how ICT could help in modernizing the process of teaching, learning and research.

The Internet facility in India has grown tremendously over the years. The use of Internet is rapidly increasing owing to its efficiency and capability in providing right information to the right person at the right time. It works around the clock and connects every corner of the world. Internet has become an unavoidable necessity for every institution of higher learning. The engineering and technical education is important for the development of any country. The engineering colleges are very much needed for the scientific advancement of the country. For making engineering students more accomplished and innovative in the work force information play vital role, for accessing information and keeping abreast with the new developments, Internet is becoming an essential human needs with all its facets.

SAHYADRI COLLEGE OF ENGINEERING AND MANAGEMENT

SCEM is providing a quality education that enables students to be inspired learners and responsible global citizens through the collaboration of dedicated faculty and a supportive environment, a learning curve that provides an integrated learning ambience to develop independent thinking and promote self discipline; and also awaken the sense of national integration, patriotism and love for humanity. The institute provides a new generation environment for studies in 6 major streams, and presents a consistently fine record of success and growth in all of them. SCEM is recognized by the Government of Karnataka as well as the All India Council of Technical Education (AICTE), New Delhi, affiliated to the Vishveswaraya Technological University (VTU), Belgaum and governed by Sahyadri educational institutions.

OBJECTIVE OF THE STUDY

- To know the use and awareness of internet among the students of SCEM
- To know the purpose of using internet & to identify the preferred place for internet use
- Understand what internet-based services are accessed by users;
- Discover the most satisfactory source of information; assess user rating of Internet information sources in their academic activities
- Learn about the problems faced by users while using internet sources and services and their possible solutions.
- To study the satisfaction level of students of SCEM

LITERATURE REVIEW

Bavakutty and Salih (1999) conducted a study at Calicut University, which showed that students, research scholars, and teachers used the Internet for the purpose of study, research and teaching respectively. The purposes of Internet use were: sending and receiving e-mails in connection with academic requirements, making a search on library catalogues, downloading images and communication with the peer.

Safdar et al. (2010) revealed that the students were new internet users but used it regularly. Most had access to the internet at home. They used this technology mostly for communication and education purposes.

Lohar & Kumbar (2008) conducted a survey among 110 undergraduate and post graduate students in different disciplines at Jawaharlal Nehru national College of Engineering Library, shimoga (Karnataka) to find out the use of internet resources and services. Finally, it is concluded that the main intension using internet resources and services has been the academic interest of the student community.

Kaur & Manhas (2008) surveyed on the use of internet services and resources in the engineering college of Punjab and Haryana states of India by using a questionnaire and follow-up interviews with Internet users, i.e teachers and students of engineering colleges. The survey revealed that the majority of the respondents, i.e. 65.6% access the internet from college or their workplace. More than 75% of the respondent's use the Internet services mainly for education and research purposes. Google and Yahoo search engines are found to be more widely used than other search engines. More than 70% of the respondents feel that the Internet is useful, informative, easy to use, inexpensive and time saving.

Maheswarappa and Alur (2003) studied internet use at PDA College of Engineering, Gulbarga. Their observation was that internet use is confined to general and recreational purposes, and that its potential in supporting curricular requirements has not been realized by students.

Kooganurmth and Jange (1999) conducted a study, which revealed that a majority of the users used the Internet for communication, followed by the access to information. More than 70% of the users used it for higher studies and only 39% used it for discussions with peer groups. The most used services of Internet were e-mail, the Web, discussion forums, FTP and Telnet.

Amritpal Kaur (2000) conducted a survey regarding the use of Internet facility at the Guru Nanak Dev University, Amritsar. The study indicated that all respondents used Internet for sending e-mail and 82% for Web. More than 60% of the respondents used Internet for primary information. 38% for secondary and only 15% used it for consulting OPACs. A majority of the respondents i.e. 75.6% faced the problem of slow Internet connectivity. All respondents used search engines to browse the required information. More than one third of the respondents typed the web address directly and only 1.5% used subscription databases. The results of the study further showed that more than 80% of the respondents felt that in comparison to traditional documents, Internet was time saving, easy to use, more informative, more useful and more preferred.

Kanaujia and Satyanarayana (2003) conducted a study of the Science & Technology community of Lucknow city to assess the level of awareness and demand of web based learning environment among Science & Technology information seekers. The major findings of the study revealed that 49.2% users browsed the Web for more than 2 to 4 hours and 14%

for more than 5 hours a day. The study further showed that 36.6% users consulted e-journals regularly on the Internet, 40.4% used Internet for consulting technical reports, 24.8% to find online databases and 10.4% for telnet service.

Recently, **Mishra, Yadav and Bisht** (2005) conducted a study to know Internet utilization pattern of the undergraduate students of G B Pant University of Agriculture and Technology, Pantnagar. The findings of the study indicated that a majority of the students (85.7%) used the Internet. Out of the Internet users 67.7% were male students and 32.3% female students. The findings of the study also showed that 61.5% of the males and 51.6% of the females used Internet for preparing assignments. A majority of the respondents i.e. 83.1% male and 61.3% female respondents indicated that they faced the problem of slow functioning of Internet connection.

SCOPE AND LIMITATION:

The topic selected for the present study use of Internet at Sahyadri College of Engineering & Management library, Mangalore. The Scope of the study limited to the use of Internet by the students of SCEM..

RESEARCH METHODOLOGY

This study of the research used questionnaire tool based survey method. To collect the primary data from the respondents a structured questionnaire is designed keeping in view of objective of the study and administered among 100 students of the SCEM, out of which 85 were returned dully filled in by the user's community and the overall response rate was 85.00 percent. The data were well checked and analyzed for data analysis. Percentage analysis was used to analyze the data which are obtained and descriptive analysis was used to interpret the results.

USE OF INTERNET

Gender Wise

Today gender is considered as one of the most important criteria particularly while conducting the survey method is better to see the respondents gender-wise, the respondents were categorized on the basis of their gender.

Table-1 Gender Wise

Sl. NO	Gender	Total	Percentage
1	Male	45	52.94
2	Female	40	47.06
Total		85	100

Table 1 shows that out of 85 respondents 45 (52.94 %) were male and 40(47.06 %) female showing more or less the students are equal respondents of this category.

Aware of Internet

Aware means having knowledge about things, awareness is very essential to users of internet, as soon as ICT has developed the thinking and searching of things have been increasing.

Table 2 Aware of Internet

Sl. NO	Aware of Internet	Total	%
1	Aware	85	100
2	Not aware	0	0
Total		85	100

Table 2 shows that all the respondents 85(100%) have aware of internet. It indicates that the students have improved and they were interesting in using and searching sources through internet.

Experience of Internet

Table-3: Experience of Internet use

Sl.No.	Experience of Internet use	Students	%
1	Less than 1 year	6	7.06
2	1 to 2 years	11	12.94
3	2 to 4 years	25	29.41
4	More than 4 years	43	50.59
Total		85	100

Table 3 shows that out of 85, there are 43(50.59%) of students have experience of more than 4 years in using the internet, 25 (29.41%) of students have 2 to 4 years experience and 11(12.94%) students have 1 to 2 years of experience and 6(7.06%) of students have less than 1year experience in using internet.

Frequency of Internet use

Table 4: Frequency of Internet use

Sl. NO	Frequency	Response	%
1	Daily	62	72.94
2	2-3 times a week	20	23.53
3	2-3 times a month	3	3.53
4	Once in a month	0	0
Total		85	100

Table 4 shows that 62 (72.94%) respondents use internet facilities daily, followed by 20 (23.53%) respondents who use the internet 2 to 3 times a week, 3 (3.53%) respondents who use the internet 2 to 3 times in a month, and none of the students use internet once in an month. It is clear from the analysis that majority of the students use internet daily.

Location of Internet use

Table 5: location of using Internet

Sl.No	Location of use Internet	Students	%
1	At College/computer lab	38	44.70
2	At Home	36	42.35
3	At Other Place	11	12.95
Total		85	100.0

Table 5 highlights the location from where the Internet is accessed by the students. A majority of the respondents i.e.38 (44.70%) access the Internet at college/computer lab, 36(42.35%) access the Internet at their homes and 11(12.95%) choose other places to access the internet respectively.

Purposes for Browsing Internet

Table 6: Purposes for browsing Internet

Sl.No	Purpose of using internet	Response	%
1	Education	85	100
2	communication	85	100
3	entertainment	51	60
4	Searching jobs	32	37.65
5	Preparing seminars & assignments	68	80
6	To read e-news papers & magazines	10	11.76
7	research	53	62.35

(Multiple answers are received)

From the Table 6, it is clear that all the respondents 85(100%) use the Internet resources for the purpose of education and communication followed by 68(80%) for preparing seminars and assignments 51(60%) for entertainment, 32(37.65%) of them use internet to reading e-newspapers and magazines and 10 (11.86%) of students were using internet for research purpose.

Use of Different Internet Resources

Table 7: Use of Internet resources

Sl. No	Use of different Internet Resources	Response	%
1	E-books/ E-journals	72	84.70
2	Technical Reports	58	68.23
3	Databases	53	62.35
4	Conference Proceedings	32	37.64
5	Theses and Dissertations/Projects	48	56.47
6	News papers	10	11.76
7	Standards and Patents	32	37.64

Multiples answers are received

Table 7 indicates that use of different internet resources by the students of SCEM , Mangalore. Use of E-books/E-Journals has the highest responses for 72(84.70%), while use of news papers the lowest responses of 10(11.76%) on internet resources being used. The result depicts that majority of the students consult E-Books/E-journals more than other resources available on the internet. Further 58 (68.23%) of students uses Technical reports, 53(62.35%) of students used Databases, 32(37.64%) of students used conference proceedings, 48(56.37%) of students use Theses and Dissertations/Projects and 32(37.64%) of students use the standards and patents.

Table -8 Use of Search Engines

Sl.No	Purpose of using internet	Response	%
1	Google	85	100
2	Yahoo	80	94.11
3	Rediff	62	72.94
4	Alta Vista	32	37.64
5	MSN	52	61.17

Multiples answers are received

Table 8 shows that all 85 students use Google search engine for search information representing 100% followed by yahoo 80(94.11%) rediff 62(72.94%) Alta Vita 32(37.64%) and MSN 52(61.17%). It is clear from the data that Google, Yahoo and Rediff are the most used searching engines among the students.

Use of Internet services

Table 9: Use of Internet services

Sl.No	Use of internet services	Response	%
1	Electronic Mail (E-mail)	85	100
2	World Wide Web	85	100
3	Chatting	85	100
4	Discussion group	38	44.70
5	Frequently Asked Questions (FAQs)	15	17.64
	File Transfer Protocol (FTP)	11	12.94

Multiple answers are received

Table 9 exhibits that e-mail is the most popular service among the respondents. It can be inferred from the above table that all the respondents use email, www and chatting services over the internet, while there are 38(44.70%) representing use discussion groups. Those users who aware about FAQs are 15(17.64%) and FTP are 11(12.94%) respectively.

Problems faced by the Users

It can be inferred from Table 10 that using the Internet is not free from problems. The most common problem faced by the users is that of slow Internet access speed which takes a lot of their slot time to retrieve the relevant information.

Table 10: Problems faced by the Users

Sl. NO	Problems faced by the users	Response	%
1	Slow access speed	72	84.71
2	Difficulty in finding relevant information	68	80
3	Privacy Problem	52	61.18
4	Overload of information	63	74.12
5	Downloading Problem	51	60
6	Lack of training	16	18.82

Multiples answers are received

The above table depicts that there are 72(84.71%) students faced the problem of slow speed while using internet, 68(80%) of students faced the problem of finding relevant information, 52(61.18%) of students face the privacy problem, 63(74.12%) of students faced information overload while using internet, 51(60%) of students faced problem with downloading and 16(18.82%) of students faced difficulty because they need lacked training for using internet.

User satisfaction level with Internet facilities**Table 11: User satisfaction with Internet facilities**

Sl.No	Level of Satisfaction	Response	%
1	Fully satisfied	18	21.18
2	satisfied	48	56.47
3	Partially satisfied	14	16.47
4	Least satisfied	5	5.88
	Total	85	100.0

Table 11 shows that 18(21.18%) of the respondents feel fully satisfied with the service, 48(56.47%) Satisfied, 14(16.47%) of respondents partially satisfied and 5(5.88%) of students least satisfied. Above table clear that most of respondents are satisfied with internet facilities.

FINDINGS

Major findings of the survey are:

- The most frequently used places for accessing the Internet are the college (70.1%) and the home (18.5%).
- A majority of the respondents i.e. 69.4% use the Internet mainly for educational purposes and comparatively less number of respondents i.e. 34.7% use the Internet for entertainment purposes.
- A majority of the respondents use the Internet for consulting technical reports (54.3%), for reading e-books on the Internet (42.3%) and for consulting e-journals (38.5%).
- All the Internet users prefer e-mail facility. The World Wide Web comes next in order of preference.
- The most common problems faced by the majority of the respondents in surfing Internet relate to the inordinate delay in retrieving relevant information (69.4%) and difficulty in finding the relevant information (21.3%).
- More than one third of the respondents feel that the Internet has improved their professional competence.
- More than 50% of the respondents are partially satisfied with the facilities provided by the college.

SUGGESTIONS

- Based on the findings of the study, the following suggestions are recommended to improve the use of the Internet among the academic community i.e. teachers and students of engineering colleges under study:
- More computers with latest specifications and multimedia kit should be installed, so that users can use Internet telephony, video-conferencing, chatting and other useful services of the Internet.
- Some printers should be installed in the Internet sections of the colleges, so that the respondents can get print outs of their study material and other important documents at nominal rates.
- More efficient technical staff should be appointed and they should be present in the Internet section for expert advice.
- Electronic version of the journals should be subscribed by the library.
- Websites providing only entertainment should be locked so that students should not unnecessarily sit on computers.

- All the engineering colleges should have their own website, so that users can easily get the academic news and college's websites should be regularly updated.

CONCLUSION

The Internet facility has enabled the teachers and students to enhance their academic excellence by providing them the latest information and access to worldwide information. The present study has highlighted the existing situation of the Internet services provided by the engineering colleges of Punjab, India. The situation is not, however, very satisfactory from the library point of view. Only some engineering college libraries have Internet facility, and even this is not extended to the users. So, it should be extended to all the engineering college libraries. The information on the Internet is not usually available in an organized way and the users are unable to get pin pointed information from the Internet. In order to make the Internet more beneficial, the library staff who have acquired a good deal of efficiency in the collection, organization and retrieval of information should feel duty-bound to see that the users are able to obtain right information at the right time. For this, they should organize and classify the information on a website in such a way that the users are able to find easily the information they need for their studies and research purposes. The library services supplemented by Internet services can prove a great boon to the users in getting the right information at the right time.

The present study has concentrated on the most frequent users of Internet in the engineering colleges i.e. the teachers and the students. The scope of the study was limited to the engineering colleges of Punjab (including Chandigarh). There is a vast scope for future research in different types of users' behavior and comparison of users' behavior and attitudes towards the Internet.

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