

## Use of Internet by Faculty and Students in St. Peter's Engineering College (SPEC): A Case Study

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## ABSTRACT

*The study examines the use of Internet by faculty and students in St. Peter's Engineering College (SPEC). A well structured questionnaire was distributed among 50 faculty and 50 students (10 from each branch) to find out the use of Internet facilities at SPEC. The present study demonstrates and elaborates the various aspects of Internet use such as, frequency of Internet use, methods used for learning of Internet skill, most frequently used place for Internet use, purposes for which the Internet is use, use of Internet services, ways to browse the information from the internet, problems faced by the users and satisfaction level of users with the Internet facilities provided in the college. Suggestions have been given to make the service more beneficial for the academic community of the college.*

**Keywords:** Internet, faculty and students, Internet use, Internet services, user's satisfaction, and Internet facilities

## INTRODUCTION

The Internet is a "network of networks" that consists of millions of smaller domestic, academic, business, and government networks. Internet is also described as the worldwide publicly accessible network of interconnected computer networks that transmit data by packet switching using the standard Internet Protocol (IP). Internet is the transport vehicle for the information stored in files or documents on another computer. It carries together various information and services, such as electronic mail, online chat, file transfer, and the interlinked Web pages and other documents of the World Wide Web. The Internet itself does not contain information, it is a slight misstatement to say a "document was found on the Internet." It would be more correct to

say it was found through or using the Internet. What it was found in (or on) is one of the computers linked to the Internet.

Every aspect of our day to day life is affected by the Internet. Whether it is shopping, business, banking, communication, paying bills, social gathering, party, learning, education etc. Internet is everywhere, knocking at our door, making our life easier and smooth. Moreover, when it comes to education and research Internet is paving way for a great leap and sure library and information centers has no exception. The Internet made the information on our finger tips. The libraries of the developed world has adopted the Internet facilities to provide the fast and better library services to its patron but this is not the case with many developing nations and third world countries. The libraries of the third world countries still do not have the basic Internet access facilities in many cases because of the poor funding and budget crisis, while we are talking about web 2.0 in countries like United States, Europe and other developed nations. This paper has also tried to explore broadly the importance of Internet with regard to access of information sources and its utilities for library patrons in academic organizations and institutions.

Internet has become a global source of information with resources accessible at anytime by anyone from anywhere in the world. The internet represents one of the most successful examples of the benefits of sustained investment and commitment to research and development. It is a mechanism for information dissemination and a medium for collaborative interaction between individuals and computers independent of time and geographical barriers. The internet is an interactive, dynamic, borderless and infinite space for the production and dissemination of information. As the information super highway is in constant transition, the role of the internet on education is in constant transition.

## **1. INTERNET FACILITY AT ST. PETER'S ENGINEERING COLLEGE**

The college under study is one of the premier institute of Hyderabad. It was established by the Santa Educational Society in 2007. The college is affiliated to JNTUH and Approved by AICTE. The college offers four year B.Tech programmes in the following disciplines:

- Electrical and Electronics Engineering
- Electronics and Communication Engineering
- Computer Science Engineering
- Mechanical Engineering
- Information Technology

Internet was installed in 2007 from Apollo and Sky with 15 MBPS.

### **1.1 Need of the study**

As the college provides Internet facility to both faculty and students, it can be presumed that the facility is being utilized for academic purposes. However, it become necessary to conduct a study to determine whether it is being utilizing fully for academic activities.

## **2. OBJECTIVES**

The primary objective of the study is to assess the internet by the faculty and students of St. Peter's Engineering College, Hyderabad. The specific objectives of the study are:

- To understand the perceptions of Internet technology by faculty and students of college,
- To identify the purpose for using the Internet by faculty and students of college,

- To identify the use of Internet services and its impact on college activities and services.
- To understand the search strategy adopted for searching information by faculty and students of college,
- To know the level of satisfaction towards Internet and evaluate the features of Internet as an information source and
- To understand the difficulties faced by users in using the Internet.
- Understand what Internet-based services are accessed by users;
- Assess user rating of Internet information sources in their academic activities;

### **3. REVIEW OF LITERATURE**

**Pangannaya** (2000) is an attempt to investigate the use of Internet resources by the academic community of Mysore University, using survey as the research tool. The paper has investigated the faculty wise frequency and length of use of the Internet. Moreover, it describes the emergence of Internet, has revolutionized the academic world. **Darries** (2004) discusses issues related to Internet-based reference. An electronic survey was conducted using the web and e-mail to distribute the questionnaire. The target population was the heads of reference services at large libraries and the directors at smaller libraries of the 36 higher education institutions in South Africa. The response rate to the questionnaire was 28 (30.4 %); two returned questionnaires were spoilt. These results showed that all libraries surveyed have Internet access, and all but one provided access to their users. Librarians had access to the Internet for a longer period than their users. User Internet training tended to be on a one-to-one basis at the point-of-use. **Jay and Webber** (2005) conducted a research study which investigated the impact of the Internet on reference services in public libraries in England. A questionnaire was administered in 2003 to a sample of the public library authorities in England, investigating the use of the Internet for receiving or answering reference enquiries, the use of electronic reference sources, and the nature of public library web sites. **Eynon** (2005) studied the most common use of ICTs in all subjects was to provide students with access to a range of online resources. Academic's students with access to it range of online resources. Academic's motivations for using ICTs included: enhancing the educational, such as the rise in student numbers and demand for flexible learning opportunities; and personal interest and enjoyment. The difficulties academics encountered when using these technologies for teaching included; a lack of time; dissatisfaction with the software available; and copyright. This is a small scale, exploratory study. The study of the extent use of the Internet by **Adanu and Alemna** (2005).The study was undertaken at the Balme Library, University of Ghana. The findings indicate that among the services, email is the most used, followed by the use for research. The study undertaken by **Adame** (2005) surveyed 743 undergraduate students at two academic institutions to examine their Internet use, health-seeking behaviors, and attitudes related to the use of the Internet to obtain health information. Fifty-three percent of the respondents indicated that they would like to get health information online, and 288 reported that they would like to attend a health program online. Overall, 74% of the students reported having ever received health information online, and more than 40% reported that they frequently searched the Internet for information. The study by **Luambano and Julita** (2004) revealed that the level of students' access to the Internet was low, and the major reason was that at the time of the study, computers with Internet facilities were inadequate. The findings also revealed that the students who had access to the Internet were not using it effectively. They used it mainly for communication with friends and relatives more than for academic purposes. The cause of this was found to be lack of skill required for effective use of the Internet. The study recommends the provision of more computer with Internet facilities, increasing Internet access

speed, as well as providing more chances of training in Internet use. **Chandran** conducted a study on use of internet resources and services S.V. University, Tirupati, which showed that more than 56% of respondents used internet for accessing information. it was found that web and e-mail services of internet were used by a majority of the respondents.

#### 4. METHODOLOGY

The present study was conducted using a questionnaire-based survey method. The sample population was faculty and students of the St. Peter's Engineering College, Hyderabad, India. There are around 2000 faculty and students in SPEC. A total of 150 questionnaires were distributed to the faculty and students. Out of which, 100 filled in questionnaires were received back which accounts 67.6%.

#### 5. DATA ANALYSIS AND INTERPRETATION

The collected data has been analyzed and interpreted in the following paragraphs.

##### 5.1 Status-wise of distribution of study population

**Table 1 Status-wise distribution of study population**

Status	No. of Respondents
Faculty	50
Students	50
<b>Total</b>	<b>100</b>

It is evident from Table 1 shows that status wise distribution of questionnaires for faculty (50%) and the remaining 50 percent for students.

##### 5.2 Discipline-wise distribution of Respondents

**Table 2 Branch-wise distribution of respondents**

Branches	Faculty	Students	Total
Electrical and Electronics Engineering	10	10	20
Electronics and Communication Engineering	10	10	20
Computer Science Engineering	10	10	20
Mechanical Engineering	10	10	20
Information Technology	10	10	20
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

It is evident from Table 2 shows that branch-wise distribution of questionnaires for respondents all branches are equal to faculty and students.

### 5.3 Experience of Internet Use

**Table 3 Experience of Internet Use**

Experience	Faculty	Students	Total
Less than 1 year	2 (08.0)	5 (10.0)	07
1-2 years	8 (16.0)	10 (20.0)	18
2-4 years	15 (30.0)	15 (30.0)	30
More than 4 years	25 (50.0)	20 (40.0)	45
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

It can be referred from table 3 that 45% of the academic community have more than 4 years of experience in using Internet, followed by 2-4 years of experience in the using Internet with 30%. 18% respondents have started using the Internet for 1-2 years. Whereas 7% respondents have less than 1 year experience in using Internet. The analysis clearly indicates that on an average majority of the respondents have more than 2 years of experience in using Internet.

### 5.4 Frequency of Internet use

**Table 4 Frequency of Internet Use**

Frequency	Faculty	Students	Total
Daily	25 (50.0)	27 (54.0)	52
2-3 times in a week	12 (24.0)	10 (20.0)	22
Once in a week	6 (12.0)	5 (10.0)	11
2-3 times in a month	5 (10.0)	4 (08.0)	09
Once in a month	2 (04.0)	4 (08.0)	06
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

In order to assess the frequency of using Internet services, the respondents were asked to indicate any one out of five categories of time lag. It has been found that 52% of the respondents use the Internet daily, 22% use it 2-3 times in a week, 11% once in a week, 9% use it 2-3 times in a week and 6% of use the Internet once in a month.

### 5.5 Placement of Internet use

**Table 5 Place of Internet Use**

Place of Internet Use	Faculty	Students	Total
At College	35 (70.0)	25 (50.0)	60
At Home	10 (20.0)	18 (36.0)	28
At Other Place	05 (10.0)	07 (14.0)	12
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

Table 5 shows that majority of the respondents i.e. 60% reported that they access the Internet from the college, while 28% also access it from home. Another 12% also use the other places such as cyber café etc. for accessing the Internet. This indicates that though the respondents have their preferences, many of them use multiple access venues, as they find it convenient. The use of the Internet seems to have become pervasive and not confined to specific place or venue.

### 5.6 Methods of Learning Internet Skills

**Table 6 Methods of Learning Internet Skills**

Learning Internet Skills	Faculty	Students	Total
Trail & Error	15 (30.0)	18 (36.0)	33
Guidance from colleagues and friends	25 (50.0)	22 (44.0)	47
Training offered by college	06 (12.0)	8 (16.0)	14
Self Instruction	04 (08.0)	2 (04.0)	06
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

Table 6 shows that the most popular method of acquiring the necessary skills to use Internet is via trial and error method. A majority of the respondents (i.e.47%) use this method to learn the Internet, followed by guidance from colleagues and friends (33%) responses. 14% respondents acquired by training offered by college and 6% respondents acquired skills by self instruction method.

### 5.7 Purpose of Internet Use

**Table 7 Purpose of Internet Use**

<b>Purpose of Internet Use</b>	<b>Faculty</b>	<b>Students</b>	<b>Total</b>
Research	35 (70.0)	10 (20.0)	45
Education	05 (10.0)	15 (30.0)	20
Entertainment	02 (04.0)	12 (24.0)	14
Communication	08 (16.0)	13 (26.0)	21
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

The respondents were asked to indicate their purposes for using the Internet. It is evident from Table 7 that 45% of the respondents use the Internet primarily for the research purpose, followed by 21% for the communication purposes. 20% of the respondents also admitted that use Internet for education purpose, and 14% of respondents also admitted that they use Internet for Entertainment purposes.

### 5.8 Use of Internet Services

**Table 8 Use of Internet Services**

<b>Internet Services</b>	<b>Faculty</b>	<b>Students</b>	<b>Total</b>
E-Mail	10 (20.0)	20 (40.0)	30
WWW	10 (20.0)	10 (20.0)	20
Telnet	08 (16.0)	03 (06.0)	11
FTP	11 (22.0)	02 (04.0)	13
Archie	05 (10.0)	--	05
Chatting	06 (12.0)	15 (30.0)	21
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

Table 8 depicts that use of Internet services. E-mail has been chosen as the most popular Internet service with 30% response, followed by WWW with 20% responses. The use of other Internet services in order of preference is Chatting 21%, [FTP 13%](#), Telnet service 11% and Archie 5%.

## 5.8 Favorite Search Engine

**Table 9 Favorite Search Engine**

Search Engine	Faculty	Students	Total
Google	20 (40.0)	25 (50.0)	45
Yahoo	10 (20.0)	10 (20.0)	20
AltaVista	05 (10.0)	05 (10.0)	10
Lycos	05 (10.0)	03 (06.0)	08
Rediff	10 (20.0)	07 (14.0)	17
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

Table 9 shows that Google is the most preferred search engine with 45% responses, followed by yahoo and Rediff with 20% and 17% response respectively. Other search engines are gaining popularity slowly but Google and Yahoo are reigning in providing the information on Internet.

## 5.9 Problems faced by the users

**Table 10 Problems faced by the Users**

Problems faced by users	Faculty	Students	Total
Slow Internet speed	15 (30.0)	25 (50.0)	40
Lack of enough computers	22 (44.0)	15 (30.0)	37
Electricity failure	07 (14.0)	05 (10.0)	12
Missing link	06 (12.0)	05 (10.0)	11
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

Table 10 depicts the problems faced by the users in surfing. 40% of the respondents find the slow internet speed. 37% opinion that they face the problem of lack of enough computers. 12% of the users' opinion that they face the problem of electricity failure in the college and 11% find it relevant information missing link.



### 5.10 Users satisfaction with Internet facilities

**Table 11 Users satisfaction with Internet Facilities**

Level of Satisfaction	Faculty	Students	Total
High	27 (54.0)	25 (50.0)	52
Average	15 (30.0)	17 (34.0)	32
Low	08 (16.0)	08 (16.0)	16
<b>Total</b>	<b>50</b>	<b>50</b>	<b>100</b>

Table 11 shows that only 52% of the respondents high satisfied with the services, 32% respondents are average satisfied and 16% of users are low satisfaction with the Internet facilities.

## 6. FINDINGS

1. Majority of the respondents have more than 4 years experience of using the Internet
2. Majority 52% of the users of the college use the Internet service daily.
3. 60% of the users are Internet using at college.
4. 47% of the users are learning internet skills guidance at colleagues and friends.
5. 45% of the users are using Internet for Research purpose.
6. 30% of the users are Internet for services for E-mail.
7. 45% of responses are search engine with Google.
8. 40% of responses problems faced with slow internet speed.
9. 52% of users are satisfaction with Internet high.

## 7. SUGGESTIONS

Based on the findings of the study, the following suggestions are put forward to improve the use of Internet among the faculty and students in St. Peter's Engineering college:

1. High speed internet connectivity is required for fast browsing of internet
2. The number of Wi-Fi systems must be increased in the college for Internet access
3. Electronic learning courses / classes should be arranged in the college
4. The time slot of Internet should be increased, if possible there should be no time limitation
5. Internet facility should also be extended to staff rooms so that they can make maximum use of the facility.
6. More computers with latest specifications and multimedia kit should be installed, so that the uses can users can use Internet telephony, video-conferencing, chatting and other useful services of the Internet.
7. Sites providing only entertainment should be locked so that users should not unnecessarily sit on computers.
8. Capacity of servers should also be increased and firewalls should installed for protection from viruses.

9. At regular intervals the college should organized orientation training programmed so that maximum number of users can learn how to use Internet for academic purposes.

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