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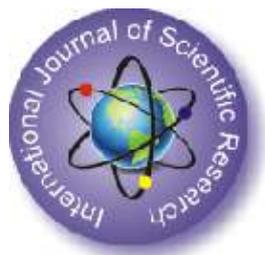
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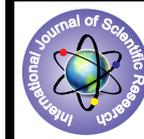
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Information Seeking Behaviour Of Medical & Engineering Professionals Of Lucknow: A Comparative Study



Library Science

KEYWORDS : Information Seeking Behaviour, Internet & Information need

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ABSTRACT

The paper is an outcome of the research study conducted by the authors on Information Seeking Behaviour of Medical and Engineering Professionals working in different Department of SGPGI, Lucknow and RDSO, Lucknow respectively. Data has been collected through the structured questionnaire and personal interview from both professionals. The collected data has analysed, compared and interpretation have done accordingly. Study discusses the findings of various strategies and procedures adopted by the Professionals in meeting their information requirements. The survey result shows that the Professionals have expressed great dependency on Internet in meeting their information requirements with the help of institutional Library & Information centre and personal efforts

1.1. Introduction

Information is a key element for any kind of research and development the fundamental and an important human need, as important as the need for food or shelter. Throughout history, seeking information has been associated with every task and activity. Information seeking is a natural & necessary mechanism of human existence. Information Seeking Behaviour is the purposive seeking for information as a consequence of a need to satisfy some goal (Wilson, 2000)¹.

In the current information age, seeking information is still a fundamental function and will continue to be so. This age of information explosion depends on information in all formats, their searching, collecting, organizing, storing, retrieving, and using are the main concerns. Information Seeking Behaviour is expressed in various forms like reading printed material to research and experimentation. The increase in information available on the web has affected information seeking behaviour. Presently the professionals are getting their desired information in a very short time with the help of using ICTs.

The Internet is not just about finding information but also encompasses publishing, broadcasting, establishing networks and interactive services (Kanungo, 2007)². It has expanded from an information resource to that of an effective marketing tool for business transactions.

The Internet is a global network of computers. Every computer that is connected to the Internet is considered a part of that network³. Internet has become a vital enabling technology. It offers huge opportunity through development of ICT. The advent of the Internet plays a vital role in changing the information seeking behaviour of every pupil.

Information seeking behaviour is an expansive phrase, which involves a set of events that a human being takes to utter information needs, hunt for information, appraise and select information, and lastly uses this information to gratify their information needs. Various factors may conclude the Information Seeking Behaviour of an individual or a group of individuals.

1.2. Scope of the Study

The present study focuses on the Information Need & Information Seeking Behaviour of the Medical & Engineering Professionals at Sanjay Gandhi Postgraduate Institute of Medical Sciences (SGPGIMS), Lucknow and the Research Designs and Standards Organization (RDSO), Lucknow respectively.

1.3. Review of Literature

At this point in time an effort has made significantly review some of the studies on Information Seeking Behaviour and Internet in general and particularly in the perspective of Impact of Internet on Information Seeking Behaviour. The inclination of literature search is given to the literature published in India and abroad too. Various theses, books and journal articles were consulted for Review of Literature, some are:

- Balasubramanian, S. (1998). Information Needs and Information Seeking Behaviour of Persons in Medical Education in Tamil Nadu. (Doctoral Thesis). Vidyasagar University Midnapore.
- Subramanian, N. (2003). Information Needs and Information Seeking Behaviour of Faculty of Engineering Institution in Tamil Nadu. (Doctoral Thesis). University of Madras.
- Jani, Yogesh Kumar. (2003). Impact of IT on Information Seeking Behaviour of Teachers in Medical College Libraries with Special Reference to M P and Chhattisgarh. (Doctoral Thesis). Jiwaji University Gwalior.
- Koganurmath, Muttayya Mahadevayya. (1995). Communication Pattern and Information Seeking Behaviour among the Teaching Faculty of Regional Engineering College in India. (Doctoral Thesis). Karnatak University Dharwad.
- Narasimha, GVSL Raju. (1989). Critical Study of Information Seeking Behaviour of Medical Specialist in Madras City (India). (Doctoral Thesis). Sri Venkateswara University Tirupati.
- Prasad, H. N. (1992). Information needs and users. Varanasi: Indian Bibliographic Centre.
- Elder, William G. (2009). Impact of two types of internet-based information on medical students' performance in an objective structured clinical exam (OSCE). *Patient Education and Counselling*, 76. Retrieved from www.elsevier.com/locate/pateducon.
- Davies, Karen. (2007). The information-seeking behaviour of doctors: a review of the evidence. *Health Information and Libraries Journal*, 24(2), 78-94.

1.4. Hypothesis

The following hypotheses have drawn for the study:-

- The purpose/motive of almost both the professionals for information need have close similarity.
- Both type of information sources have extensively used by the Professionals for seeking information.
- Both of the Professionals were spend sufficient time on information gathering activities.

1.5. Objective of study

Following were the objectives of the study:

- To investigate and compare the methods and sources used by the Medical & Engineering Professionals to ac-

quire their required information.

- To study the purpose and compare their information-seeking.
- To find out the problems faced by the both the Professionals in seeking information from the Internet.

1.6. SGPGI, Lucknow & RDSO, Lucknow: An Introduction

1.6.1. SGPGI, Lucknow: Sanjay Gandhi Postgraduate Institute of Medical Sciences (SGPGIMS), Lucknow (India) is a University established under State Act in 1983. The Institute is located on a sprawling 550 acres residential campus at Raebareli Road, 15 km away from the main city. The institute offers its own degrees, which are duly recognized by the Medical Council of India⁴. The Institute is rated amongst the top medical institutions in the country, delivering state-of-art tertiary medical care, super-specialty teaching, training and research. Dedicated faculty members endeavour to provide quality education, patient care and research and strive to meet the challenges and needs of the society. The Institute offers D.M., M.Ch., M.D., Ph.D., Post-Doctoral Fellowships (PDF), Post-Doctoral Certificate Courses (PDCC) and Senior Residency in various specialties. The peers in the field have recognized the courses offered by the Institute and the candidates obtaining degrees from SGPGIMS have been highly placed both within the country and abroad.

1.6.2. RDSO, Lucknow: Railways were introduced in India in 1853 and as their development progressed through to the twentieth century, several company managed systems grew up. To enforce standardization and co-ordination amongst various railway systems, the Indian Railway Conference Association (IRCA) was set up in 1903, followed by the Central Standards Office (CSO) in 1930, for preparation of designs, standards and specifications⁵. After the Independence a new organization called Railway Testing and Research Centre (RTRC) was setup in 1952 at Lucknow, for testing and conducting applied research for development of railway rolling stock, permanent way etc. Central Standards Office (CSO) and the Railway Testing and Research Centre (RTRC) were integrated into a single unit named Research Designs and Standards Organization (RDSO) in 1957, under Ministry of Railways at Lucknow. The status of RDSO has been changed from an 'Attached Office' to 'Zonal Railway' since 01.01.2003. Organisation RDSO is headed by a Director General. The Director General is assisted by Additional Director General, Sr. Executive Directors and Executive Directors, heading different directorates. RDSO has various directorates for smooth functioning: Bridges & Structures, CAMTECH, Carriage, EMU & Power Supply, Electric Loco, Energy Management, Energy development, Finance and accounts, Geotechnical Engineering, Library & Publications, Medical, Metallurgical & Chemical, Motive Power, Personnel Directorate, Psycho-Technical, Quality Assurance, Research, Signal Stores Directorate, Telecommunication, Testing, Track Design, Track Machines & Monitoring, Traction Installation, Traffic, Wagon, Design and Works.

1.7. Research Methodology

A structured questionnaire was distributed randomly between both the professionals and interviews were also made to collect the data. After collection of data, the data were analysed and comparative study have made. The interpretation have made on the basis of the data analysis.

1.8. Data Analysis and Interpretation

A structured questionnaire was distributed randomly between the 100 Medical & 100 Engineering professionals, out of which a total of 160 (80 each) filled questionnaires were received. Table 1.8. shows the details.

Table 1.8: Distribution of Questionnaire

Total Distributed Questionnaire	Received from Medical Professional	Received from Engineering Professional
200 (100 each)	80	80

1.8.1. Purpose/motive of Information need

The question was asked about the Purpose/motive of information need of the Professionals for seeking information. It is evident from Table 1.8.1 that both of the Professional's main purpose/motive of information need have to pursue their own work/research [19(23.75%), 18(22.5%)]. However it is also evident from the table that the other purpose/motive of information need have also close similarity.

Table 1.8.1: Purpose/motive of information need

PURPOSE/MOTIVE	MEDICAL	ENGINEERING
Pursue own work/research	19 (23.75%)	18 (22.5%)
Visibility among peer	5 (6.25%)	4 (5%)
For recognition	4 (5%)	3 (3.75%)
Preparation of departmental/project review	9 (11.25%)	10 (12.5%)
For self- improvement	11 (13.75%)	10 (12.5%)
Acquiring and updating knowledge in the field	10 (12.5%)	12 (15%)
Writing & publishing	7 (8.75%)	9 (11.25%)
Self-satisfaction	10 (12.5%)	8 (10%)
Other motivation factors	5 (6.25%)	6 (7.5%)

1.8.2. Sources of information

The next question was asked about the Sources of information used by the Professionals for seeking information. The respondents were requested to put more than one option i.e. at least two options. There are two types of information sources formal and informal, in case of Formal Sources, the table 1.8.2. shows the details.

S.N.	Formal sources	Formal Sources		Informal Sources	Informal Sources	
		Medical	Engineering		Medical	Engineering
1.	Books/Monographs	11	10	Email	28	27
2.	Scientific-Technical Journals/Periodicals	21	19	list-server, Discussion forum	15	13
3.	Reference sources	12	14	Face-to-face Discussions	16	15
4.	Patents/Reports/Standard/Specifications	14	13	Conversations with colleagues	15	16
5.	Data Sheets	12	10	Meetings with professional	13	17
6.	Conference/workshop/Seminars Proceedings	12	13	Previous Knowledge	15	16
7.	Online-journals/ database/ archive	30	32	Private Correspondences	12	14
8.	Internet/Intranet sources as Audio/ Video CD-ROM/ DVD	17	18	Discussion with librarian or reference staff of you library	14	12
9.	Library Catalogue (OPAC)	16	15	Consult a knowledgeable person in the field/ Supervisor	17	14
10.	Review articles/Theses	15	16	Seminar/ onferences/ Workshops	15	16

Table 1.8.2. Shows the source of information used by the Professionals

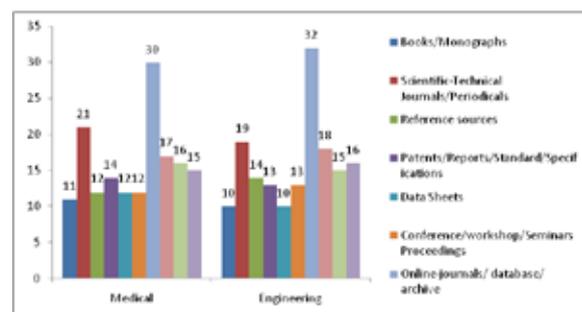
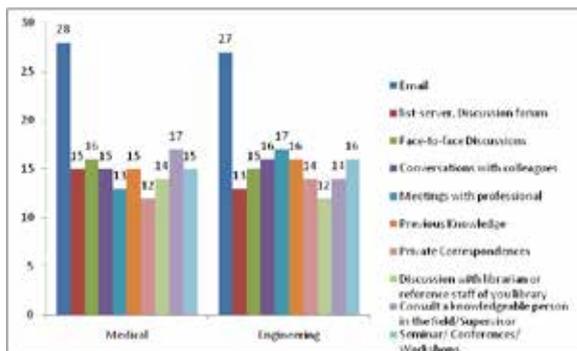


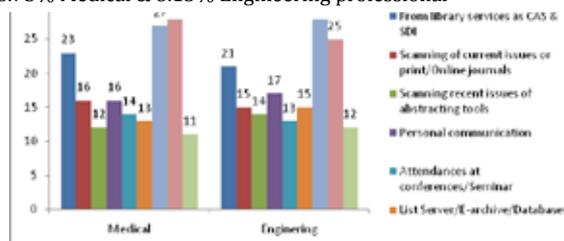
Fig. 1.8.2.1. Formal source of Information used by the Professionals

It is evident from the Table 1.8.2 and Fig 1.8.2.1. that there is a close resemblance in both the Professionals in using Books/Monographs as formal sources (7% Medical & 6.25% Engineering), in using Scientific-Technical Journals/Periodicals (13.25% Medical & 11.88% Engineering), in using Reference sources (7.5% Medical & 8.75% Engineering), in using Patents/Reports/Standard/Specifications sources (8.75% Medical & 8.13% Engineering), in using Data Sheets (7.5% Medical & 6.25% Engineering) in using Conference/workshop/Seminars Proceedings (7.5% Medical & 8.13% Engineering), in using Online-journals/ database/archive as formal sources (18.75% Medical & 20% Engineering) in using Internet/ Intranet sources {Audio/Video/CD-ROM/DVD} (10.63% Medical & 11.25% Engineering) in using Library Catalogue (OPAC) (10% Medical & 9.38% Engineering) and in using Review of articles/Theses (9.38% Medical & 10% Engineering). In case of Informal Sources, it is evident from Table 1.8.2 and Fig. 1.8.2.2. that there is close similarity in both the Professionals in use of Email as an informal sources (17.25% Medical & 16.88% Engineering), in uses of list-server/Discussion forum (9.38% Medical & 8.13% Engineering), in use of Face-to-face Discussions (10% Medical & 9.38% Engineering), in use of Conversations with colleagues (9.38% Medical & 10% Engineering), in use of Meetings with professionals (8.13% Medical & 10.63% Engineering), in use of Previous Knowledge (9.83% Medical & 8.13% Engineering) in use of Private Correspondences (7.5% Medical & 8.75% Engineering), in use of Discussion with Librarian or reference staff of library (8.75% Medical & 7.5% Engineering), in use of consulting a knowledgeable person in the field/supervisor (10.63% Medical & 8.75% Engineering) and by attending/participating in Seminar/Conferences/ Workshops (9.83% Medical & 10% Engineering).



1.8.3. Keep abreast of current developments in profession

The question was asked about the How you keep abreast of current developments in your profession. The respondents were requested to put more than one option i.e. at least two options. The Fig. 1.8.3. shows that how the both professionals keep abreast with the current developments in their professions. 14.38% Medical & 13.13% Engineering Professionals preferred to keep abreast through library services as CAS & SDI, 10% Medical & 9.38% Engineering Professionals preferred to keep abreast through scanning of Current issues or Print/Online journals, 7.5% Medical & 8.75% Engineering Professionals preferred to keep abreast through scanning recent issues of abstracting tools, 10% Medical & 10.63% Engineering Professionals preferred to keep abreast by the Personal communication, 8.75% Medical & 8.13% Engineering professional



referred to keep abreast through Attendances at Conferences/Seminar, 8.13% Medical & 9.83% Engineering Professionals preferred to keep abreast through List-Server/E-archive/Databases, 16.88% Medical & 17.5% Engineering Professionals preferred to keep abreast through Internet/ Internet based services, 17.5% Medical & 15.63% Engineering Professionals preferred to keep abreast through E-mail alert and 6.88% Medical & 7.5% Engineering Professionals preferred to keep abreast through other sources.

1.8.4. Time spend per week in information-gathering activities

The next question was asked about the time spend per week in information-gathering activities. The Table 1.8.4. and Fig. 1.8.4. shows the details.

S.N.	Information-gathering activity 0-4 Hr.		Time span			
			4-8 Hr.	8-12 Hr.	>12 Hr.	
1	Reading e-mail alerts/ Discussion forum	Medical	31	23	14	12
		Engineering	29	27	13	11
2	Scanning journals articles Printed/ Online	Medical	32	22	15	11
		Engineering	31	26	14	9
3	Conferring with co-workers	Medical	32	25	14	9
		Engineering	30	27	15	8
4	Experts service	Medical	32	28	12	8
		Engineering	33	25	13	9
5	Library Services	Medical	32	25	13	10
		Engineering	33	23	12	12
6	Other (s)	Medical	37	27	8	8
		Engineering	39	26	7	8

Table 1.8.4. Time spend per week for information gathering activity

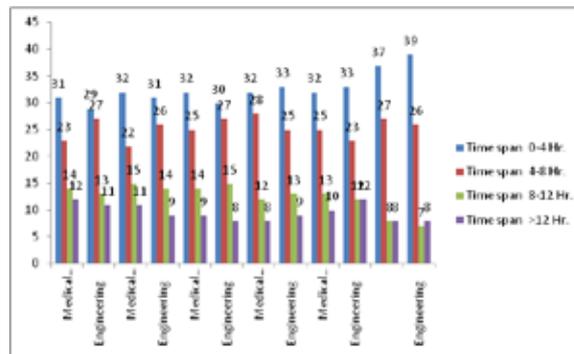


Fig. 1.8.4. Time spend per week for information gathering activity

It is evident from the Table 1.8.4. & Fig. 1.8.4. that there is similarity in both the professionals in all the information gathering activity.

On the basis of data analysis it is evident that both the professional spends <4hr in a week for gathering information from Reading E-mail alerts/Discussion forum (38.75% Medical & 36.25% Engineering), from scanning journals articles printed/on-line (40% Medical & 38.75% Engineering), from conferring with co-workers (40% Medical & 37.5% Engineering), from expert service (40% Medical & 41.25% Engineering), from library services (40% Medical & 41.25% Engineering) and from other sources (46.25% Medical & 48.75% Engineering).

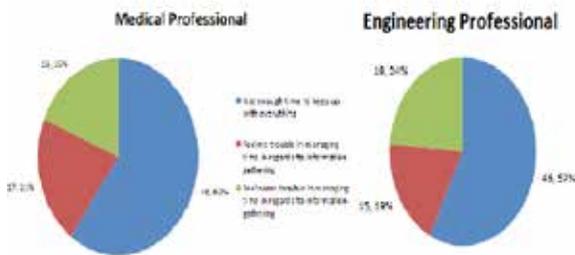
It is also evident that both the Professional spends <8hr in a week gathering information from Reading E-mail alerts/Discussion forum (28.75% Medical & 33.75% Engineering), from scanning journals articles printed/on-line (27.5% Medical & 32.5% Engineering), from conferring with co-

workers (31.25% Medical & 33.75% Engineering), from expert service (35% Medical & 31.25% Engineering), from library services (31.25% Medical & 28.75% Engineering) and from other sources (33.75% Medical & 32.5% Engineering).

It is also apparent that both the Professional spends <12hr in a week gathering information from Reading E-mail alerts/ Discussion forum (15% Medical & 13.75% Engineering), from scanning journals articles printed/on-line (13.75% Medical & 11.25% Engineering), from conferring with co-workers (11.25% Medical & 10% Engineering), from expert service (10% Medical & 11.25% Engineering), from library services (12.5% Medical & 15% Engineering) and from other sources (10% each Medical & Engineering Professional).

1.8.5. Sufficiency of amount of time spending on information gathering

The question was asked about the sufficiency of time spend on information gathering. It is evident from the Fig. 1.8.5. that 48 (60%) of Medical & 46 (57%) of Engineering Professional says that the time spend on information gathering is not enough time to keep up with everything, 17 (21.25%) of Medical & 15 (18.75%) of Engineering Professional of respondent reply that they feel no trouble in managing time in regards to information-gathering and rest 15 (18.75%) of Medical & 19 (23.75%) of Engineering Professional reply that they feel some trouble in managing time in regards to information-gathering.



1.8.6. Internet self-efficacy

The next question was asked about the self-efficacy in respect of internet. The table 1.8.6 and fig. 1.8.6 shows the details.

S.N.	Choice		YES	NO
1.	Feel confident in using the Internet to find needed information	Medical	75	5
		Engineering	74	6
2.	Feel confident in using the Internet to communicate with people	Medical	79	1
		Engineering	78	2
3.	Feel confident in using network equipment	Medical	65	15
		Engineering	60	20
4.	Feel confident to complete a job or task using the Internet	Medical	70	10
		Engineering	65	15
5.	Feel confident to retrieve the internet based resources	Medical	68	12
		Engineering	62	18
6.	Feel confident to update the recent development in the field	Medical	67	13
		Engineering	66	14

Table 1.6.6. Shows the Self-efficacy

It is evident from the Table 1.8.6. & Fig. 1.8.6. that 75 (93.75%) Medical and 74 (92.5%) Engineering Professionals says that they feel confident in using the Internet to find needed information while only 5 (6.25%) Medical and 6 (7.5%) Engineering Professionals says that they don't feel confident in using the Internet to find needed information, 79 (98.75%) Medical and 78 (97.5%) Engineering Professionals says that they feel confident in using the Internet to communicate with other people while only 1 (1.25%) Medical and 2 (2.5%) Engineering Professionals says that they don't feel confident in using the Internet to communi-

cate with other people, 65 (81.25%) Medical and 60 (75%) Engineering Professionals says that they feel confident in using the network equipment's while only 15 (18.75%) Medical and 20 (25%) Engineering Professionals says that they don't feel confident in using the network equipment's, 70 (87.5%) Medical and 65 (81.25%) Engineering Professionals says that they feel confident to complete a job or task using the Internet while only 10 (12.5%) Medical and 15 (18.75%) Engineering Professionals says that they don't feel confident to complete a job or task using the Internet, 68 (85%) Medical and 62 (77.5%) Engineering Professionals says that they feel confident in retrieving the internet based resources while only 12 (15%) Medical and 18 (22.5%) Engineering Professionals don't feel confident in retrieving the internet based resources and 67 (83.75%) Medical and 66 (82.5%) Engineering Professionals says that they feel confident to update the recent development in the field while only 13 (16.25%) Medical and 14 (17.5%) Engineering Professionals says that they don't feel confident to update the recent development in the field.

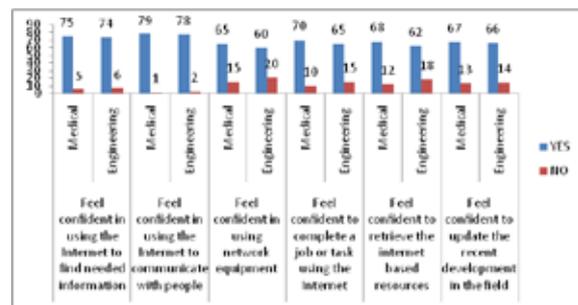


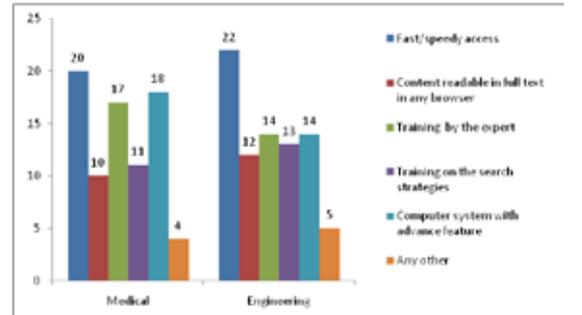
Fig. 1.8.6. Shows the Self-efficacy

1.8.7. Desirable attributes needed
A next and last question was asked to the respondent about what attributes they desire with the Internet and the Table 1.8.7. & Fig. 1.8.7. shows the details.

It is evident from the Table 1.8.7. & Fig. 1.8.7. that 20 (25%) Medical and 22 (27.5%) Engineering Professionals says that they desired Internet access should be fast/speedy, it is also evident that 10 (12.5%) Medical and 12 (15%) Engineering Professionals desired that the content should be readable in full text

S.N.	Attributes desired	Medical	Engineering
1	Fast/speedy access	20	22
2	Content readable in full text in any browser	10	12
3	Training by the expert	17	14
4	Training on the search strategies	11	13
5	Computer system with advance feature	18	14
6	Any other	4	5

Table 1.8.7. Shows the desired attributes



in any browser, 17 (21.25%) Medical and 14 (17.5%) Engineering Professionals desired that there should be train-

ing by the expert, 11 (13.75%) Medical and 13 (16.25%) Engineering Professionals desired that the training should also on the search strategies, 18 (22.5%) Medical and 14 (17.5%) Engineering Professionals desired that the computer system should be with advance feature and 4 (5%) Medical and 5 (6.25%) Engineering Professionals desired to select other attributes.

Conclusion

On the basis of the data analysis and interpretation researcher should conclude on the following conclusions, that purpose/motive of almost both the professionals of information need is having close similarity in many cases however the percentage varies in some cases. The main purpose/motive of information need was to pursue their own work/research, self-improvement, acquire and update knowledge in the field and self-satisfaction.

The Sources of information used by the Professionals for seeking information are both types formal and informal,

mainly Scientific-Technical Journals/Periodicals, Online-journals/database/archive, Patents/Reports/Standard/Specifications, Reference sources, Private correspondence, Conversations with colleagues, List-server, Discussion forum and E-mail etc.

Both of the Professionals were spend sufficient time on information gathering activities but the time spend was not enough to keep up with everything, some of them were feel no trouble in managing time while some of them feel some trouble in managing time.

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