

Students Attitudes and Awareness towards Dental College Library online services: A Study on Bangalore City Dental Colleges

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ABSTRACT

A well-structured questionnaire was distributed among the 90 faculty and students of the five Dental colleges in the Bangalore city. Out of which 80 questionnaires were received back duly exactly filled in. The response rate was 72%. The study stated that the level of faculty and student's 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 major findings also stated that the rate of internet use was more among the faculty and students of Oral and Maxillofacial Surgery Department (OMSD) and Conservative Dentistry Department faculty as compared to the faculty of Oral Medicine and Radiology Department. (OMRD). However, the majorities of the students expressed their interest in the use of internet and its resources and were enthusiastic in improving their skills in the use of the internet. The study again recommends the provision of more computers with internet facilities, better access speed, and providing more orientation/training programs in the use of internet in these institutions.

KEYWORDS: Internet, Email, Network, online services.

INTRODUCTION

The internet is the world system of interconnected computer networks that use the internet protocol suite (TCP/IP) to link billions of devices around the world. This is a network of networks that consists of millions of private, public, academic, business, and government and non-government networks of local to global scope, linked by a broad array of electronic, wireless, and optical networking technologies. The internet carries an extensive range of information sources and services, such as the inter-linked hypertext (HTML) documents and applications of the World Wide Web (WWW), electronic mail, telephony, and peer-to-peer networks for file sharing.

In current earth web has grown incredibly over the years in this landscape, web is considered as an affluent source of details. The potential affect of this tech an academic and research scenario is not an exception, as it greatly impacts t he teaching and research environment in higher education treat. In the exhibit situation education mainly, higher educ ation is bound to decide on the not free shift from culture of print to a culture of digital tech impacts the teaching acq uiring and research but additionally the complete of higher education.

At same time college libraries are currently largely committed to the use of –Resources and online services, because they are required to provide high quality services to large number of teachers and students. Who must access to information services which in practical terms can now only be provided with the aid of e-Resources. Users of college libraries were to know their level of awareness about available e-Resources, which support their day today activities.

REVIEW LITERATURE

In the study by **Asemi** showed that all the respondents were using the internet frequently because all faculties were provided connection to the internet. It was stated that the students of the university were getting quality information through the internet.

Tublin (2007) has conducted a study on when ICT meets schools: differentiation, complexity and adaptability. The main objective of this study is to explore the interaction between Information Communication Technology (ICT) and the schools organizational structure and propose an analytical model based both on Luhman’s system theory and empirical findings. The approach of building a theory from a case study research along with an instrumental multicast study method were applied to analyze nine Israeli schools that successfully implemented ICT based innovation within school’s structure: segmentation, stratification and functional differentiation. The type of differentiation correlates with the schools communications and set of contingencies which includes ICT usage types, leadership style, time and space arrangement source of expertise, and the champions-those who bear the burden. All the differentiation types were found to increase internal complexity and enhance school’s adaptability and in a recursive process after school’s communication and its sensitivity towards further ICT integration.

Khaiser and Pramodini (2007) have surveyed the use of e-Journals and databases by the academic community of University of Mysore. In the paper described the use of e-Journals and databases subscribed by UGC-Infonet Consortium in University of Mysore. The main objectives of the study were to determine the extent of use of e-Resources, and to identify the alternative sources used and the extent of awareness of UGC-Infonet Consortium resources among the users Kumar and Naik (2014). The study used structured questionnaires and interview schedule for data collection. The result of the survey stated that the use was marginal and the scientists in the Mysore University campus need constant guidance and training to maximize the use of the e-Resources. Again the paper also examined the utilization and satisfaction levels of users with respect to the electronic resources. Kumar and Naik (2015). The paper also discussed about the role of Information Communication Division (ICD) of the University of Mysore in informing the users about the availability of the e-Resources.

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OBJECTIVES

The study was conducted with the following specific Objectives:

- ✓ To study the use of internet and online services by the faculty and students in the Dental college under study.
- ✓ To identify the different purposes of using internet and online services by the academic community.
- ✓ To identify the constraints encountered by the respondents while using the internet and online services.
- ✓ To assess the satisfaction level of the internet and online services facilities provided by the colleges.
- ✓ To suggest ways of providing better internet services to the users.

METHODOLOGY

The five under Dental colleges of Bangalore city having Oral Medicine and Radiology Department (OMRD), Oral and Maxillofacial Surgery Department (OMSD), and Conservative Dentistry Department faculties and students were selected for the study and the author were visited personally to collect data from the respondents. A total sample of 90, 55 Faculty and 35 students, was taken up for the study. For sampling, random sampling process was followed for data collection. The faculty and students were randomly selected, in equal proportion, from the Conservative Dentistry Department., Oral Medicine and Radiology Department. (OMRD), and Oral and Maxillofacial Surgery Department.(OMSD) faculties. Out of 90 questionnaires, 80 were duly filled and returned accounting to 72%. The data collected from the faculty and students was further computed and interpreted using simple statistical techniques like frequency, percentages as well as other statistical tools were used to analyses of the data.

SCOPE AND LIMITATIONS OF THE STUDY

The research study was confined to the Dental colleges in the Bangalore city having permanent affiliation from the Rajeev Gandhi Health Conservative Dentistry Department. University, Bangalore all the combination of Conservative Dentistry Department., Oral Medicine and Radiology Department.(OMRD) and Oral and Maxillofacial Surgery Department.(OMSD) faculty. The following colleges were selected for the study:

- Government Dental College And Research Institute
- Vokkaligara Sangha Dental College & Hospital
- Ramaiah Dental College
- Dayananda Sagar College of Dental Conservative Dentistry Department.
- Mathrusri Ramabai Ambedkar Dental College & Hospital

DATA ANALYSIS

Characteristics of Study Population

Table 1 Status and sex-wise respondents

Status	No. of responses	Percentage	No. of male Respondents	No. of female respondents
Faculty	50	62.5	30	20
Students	30	37.5	20	10
	80	100	50 (62.5)	30(37.5)

Table 1 shows those more than one-third, 62.5% of study population comprised teachers, and 30 (37.5 per cent) students. The respondents comprised 50 (62.5 per cent) males and 30 (37.5 per cent) females.

Use of Internet and Online Services

Table 2 Faculty-wise breakup of the respondents showing internet and online services use

Faculties	No. of respondents using the online services and internet	No. of respondents not using the and online service internet	Total respondents
Oral Medicine and Radiology Department. (OMRD)	10(16.12%)	05(27.77%)	15(18.75%)
Oral and Maxillofacial Surgery Department. (OMSD)	20(32.25%)	05(27.77%)	25(31.25%)
Conservative Dentistry Department. (CDD)	32(51.61%)	08(44.44%)	40(50.00%)
	62(100)	18(100)	80(100)

Table 2 shows that of the total 80 respondents, 62 used online service and internet. To ascertain the online service and internet use by the faculty and the students, a faculty-wise breakup of the respondents is shown in Table 2. It shows that fluctuation in the use of online service and internet among different faculties. Nearly half (27.77 per cent) of the OMRD faculty did not use the online service and internet, while among the Conservative Dentistry Department faculty only 27.77 per cent of the respondents were non-users of the online service and internet. Among the online service and internet users, it was found that 32.25 per cent of the OMSD and 51.61 per cent of the CDD faculty were online service and internet users while only 16.12 per cent of the OMRD faculties were online service and internet users. 18 (22.5 per cent) respondents, who were not using the online service and internet, were further queried to understand the reasons for their not using the online service and internet.

Table 3 Reasons for not using online service and internet by the respondents

Reasons for not using	No. of responses	Percentage
No interest	5	27.77%
Need training	2	11.11%
Do not feel it necessary	2	11.11%
No proper internet facility in the institution	6	33.33%
Other reasons (e.g. language problem, etc.)	3	16.66%
Total	18	100%

Table 3 shows that 22.5 per cent of the respondents did not use the online service and internet because they needed training, 27.77 per cent had no interest in using it whereas 33.33 per cent were not using since the institution was not having proper internet facility. Also, 11.11 per cent of the respondents did not feel its necessity and 16.66 per cent had other reasons such as language-related problems, etc.

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Experience of Online Service and Internet Use

Table 4 shows that out of the 62 online service and internet users, 20.80% of the respondents were using online service and internet for more than four years. Whereas 19.35 per cent of the academic community were using it for 1-2 years and 20.80 per cent were using online service and internet for 2-4 years. Rests of the respondents were using it for less than a year. The analysis indicates that half of the respondents were using online service and internet on an average for more than 2 years.

Table 4 Experience of Online Service and Internet Use

Years	No. of responses	Percentage
0-6 Months	5	8.06%
6-1 Year	12	19.35%
1-2 Years	13	20.96%
2-4 Years	16	20.80%
4 and above years	16	20.80%
Total	62	100%

Table 5 Frequency of Online Service and Internet Use

Frequency of online service and Internet Use	No. of responses	Percentage
Daily	15	24.19%
2-3 times a week	20	32.25%
2-3 times a month	20	32.25%
Once in a month	05	08.06%
Total	62	100%

To the above table access the frequency of using the online service and internet services, the time was classified into four different categories: daily, 2-3 times a week, 2-3 times a month, and once in a month. It was found that 32.25 per cent used Internet 2-3 times a week and month, respectively and 24.19 per cent of the academic community used it daily. The analysis clearly indicates that on an average majority of the respondents used online service and internet once in a week and month.

Table 6 Purpose of Online Service and Internet Use

Purpose	Frequency	%
Finding relevant information	60	96.77
Accessing online journals	53	85.48
E-mail	58	93.54
Research work	59	95.16
Searching Job opportunity	43	69.35
General information	35	56.45
Social networking	43	69.35
E-books	44	70.96

Table 6 shows the different purposes for which the respondents used the online service and internet. 60(96.77 per cent) of the respondents used online service and internet ‘to finding related information, 85.48 per cent used for accessing online journals, 93.54 per cent for ‘communication’ mainly through e-mail, 95.16 per cent for ‘their research work and almost equal percentages (69.35 per cent, 69.35 per cent and 42.2 per cent) for ‘searching jobs and social networking 70.96 per cent fore-books It is encouraging to note that the respondents were making maximum use of the online service and internet and were aware of its benefits for educational purposes as well as other purposes.

Table 7 Using Different Online Service and Internet Services

Online Service and Internet Services	Frequency	%
E-mail	58	93.54
Search engines	59	95.16
WWW (world wide web)	43	69.35
Chatting	35	56.45
Frequently asked questions	43	69.35
File transfer protocol(FTP)	25	40.32
Bulletin board services	10	16.12

Online Service and Internet provides a number of services like e-mail, search engines, WWW, etc. Table 7 shows that majority of the users used e-mail (93.54 percent), search services (95.16 per cent) as well as the WWW (69.35 per cent) while about 56.45 percent use it for chatting.

Table 8 Problems Encountered in Using Online Services Internet

Problems encountered while Online Services and Internet Services	Frequency	%
Slow online service and internet access speed	62	100
Too long to view/download	59	95.16
Electricity failure	57	91.93
Difficulty in finding relevant information	56	91.35
Limited number of computers	53	85.48
Important sites in subject area not known	55	88.70
Time slot insufficient	54	87.09
Internet connectivity always off	53	85.48
Poor computer using skills	52	83.87

The respondents were asked to state whether they faced any problems (constraints) while using the Online Services and Internet. It was observed that, 100 per cent encountered difficulties while using slow Internet access speed. In continuation of the query on whether they faced any problems in the use of the Online Services and Internet.

CONCLUSION AND SUGGESTIONS

Based on the findings of the study, the following suggestions are recommended to improve the use of Online Services and Internet among the faculty and the students of the Bangalore city colleges:

- There is a need for extensive training programme organized at regular intervals so that all categories of users can improve their proficiency in the use of the Online Services and Internet.
- Online Services and Internet and allied technologies should be included in the curriculum.
- More computers with latest specifications are required in the library as well as the computer Centre.
- To solve the slow downloading problem, the colleges should acquire high speed Online Services and Internet connection with maximum bandwidth.
- Information regarding the popular and the latest websites with their addresses should be displayed on the notice board in the library and in the computer centre.
- Printing facility should be provided so that the users can get printout of their study materials and other important documents.
- The Online Services and Internet facility should be familiarized to all.

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