



RESEARCH ARTICLE

Awareness of ICT Literacy Skills in Knowledge Based Societies: A Case Study

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Received: 21st Jan. 2016, Revised: 20th April 2016, Accepted: 2nd May 2016

ABSTRACT

The present study has been undertaken with a view to know the ICT literacy skills among the library users of Professional Institutes in Cachar District. The students, teachers, staffs and other members are mainly drawn from professional institutes. The present work was carried out during January to July 2013. For that purpose, survey method has been adopted, which comprises of questionnaire, for knowing the opinion of the respondents in respect of ICT literacy skills among the library users. The study result reveals that World Wide Web and e-mail are the mostly preferred types of ICT which has been using by the respondents. The study also reveals that the slow access speed of internet is the major problem which users always find in the time of using internet.

Key words: ICT, Knowledge Society, Cachar District

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INTRODUCTION

Information and Communication Technology (ICT) is widely considered as the most important revolution, humankind has experienced since the industrial revolution. Now a-days libraries are deeply engaged to modernize operations & activities to provide fast, integrated, interactive and comprehensive services. Information and Communications Technology (ICT) have transformed Library and Information services globally. The Internet has provided universal access to information. The application of modern ICT in the library users of professional institute are made near to the library as it gives the user some new services. Due to improved communications & networking facilities, the professional institute users are much more aware of online databases & other information services.

Information and knowledge are nowadays the drivers in the global society. The capacity to managing the knowledge-based society is the critical skill of this era. The ability to have a good base of knowledge means that a society can start influencing that base to create further knowledge and increasing its advantage over its competitors. Towards a knowledge based society ICT is acting as a vehicle for information acquisition and dissemination of knowledge.

OBJECTIVES OF THE STUDY

The primary aim of this study is to ascertain the ICT literacy skills in knowledge based societies of the library users of professional institutes. Briefly, the objectives of the study are summarized as follows:

1. To examine the awareness of ICT literacy skills in knowledge societies by the library users of professional institutes.
2. To study whether ICT literacy skills have influenced the library users in professional institutes in knowledge based societies.
3. To assess the professional development activities of Library Users of professional institutes in knowledge societies.
4. To investigate the effects of ICT literacy skills among the library users of professional institute.
5. To study the use of different types of ICT resources.

SCOPE OF THE STUDY

The scope of the present study is limited to the professional institutes of Cachar District like i) NIT, Silchar, ii) SMC, Silchar, iii) SILPO. The students & faculty members of the institute have been taken into consideration for the purpose of the present study.

METHODOLOGY

The present study has been conducted using survey method. Primarily, the questionnaire has been used as a data collection tool. For the present study self designed questionnaires were distributed randomly and responses were collected.

MAJOR FINDINGS

In order to accomplish the objectives of the study, a survey has been conducted through a questionnaire circulated randomly among 135 respondents including students, teachers, staffs and others belonging to the professional institutes in Cachar District.

Responses Received from the Respondents:

A total number of 135 questionnaires were distributed to the respondents, out of which 105 questionnaires duly filled by the respondents were received back. The overall response rate is 77.78 percent. In table 1, it is shown that majority of the responses are received from the respondents.

Institute Wise Distribution of Respondents:

Table 2 shows that, 45 questionnaires were distributed equally in all the three Institutes i.e. NIT, SMC and SILPO. Out of 3 Institutes, the highest numbers of questionnaire were received from NIT and the percentage rate is 88.89%. The lowest percentage responses i.e. 66.67% were received from SMC. From the above table 2 and graph 1, it is found that majority of the responses received from NIT, Silchar i.e. 88.89%.

Table 1: Responses Received from the Respondents

Questionnaire	Nos.	Percentage (%)
Received	105	77.78
Not Received	30	18.52
Total Distributed	135	100

Graph 1: Institute Wise Distribution of Questionnaires and Responses Received

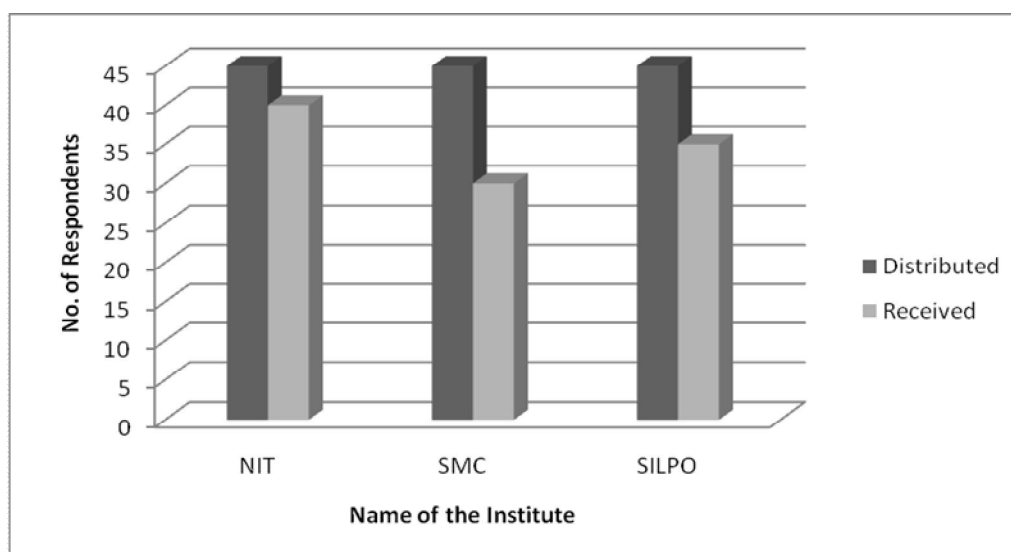


Table 2: Institute Wise Distribution of Questionnaires & Responses Received

Name of Institute	Distributed	Received	Percentage (%)
NIT	45	40	88.89
SMC	45	30	66.67
SILPO	45	35	77.78
Total	135	105	77.78

Category Wise Distribution of Respondents:

Table 3 reveals that 38.10% responses were received from the NIT, 28.57% received from the SMC and 33.33% responses were received from the SILPO. These respondents were divided into four categories i.e. Students, Teachers, Staffs and others. The percentage of responses received from the students, teachers, staffs and others were 71.43%; 18.10%, 10.48% and 0% respectively.

Table 3: Category Wise Distribution of Questionnaires & Responses Received

Category	NIT		SMC		SILPO		Total	
	Nos.	%	Nos.	%	Nos.	%	Nos.	%
Student	30	28.57	20	19.05	25	23.81	75	71.43
Teacher	7	6.67	4	3.81	8	7.62	19	18.10
Staff	3	2.86	6	5.71	2	1.90	11	10.48
Other	0	0.00	0	0.00	0	0.00	0	0.00
Total	40	38.10	30	28.57	35	33.33	105	100

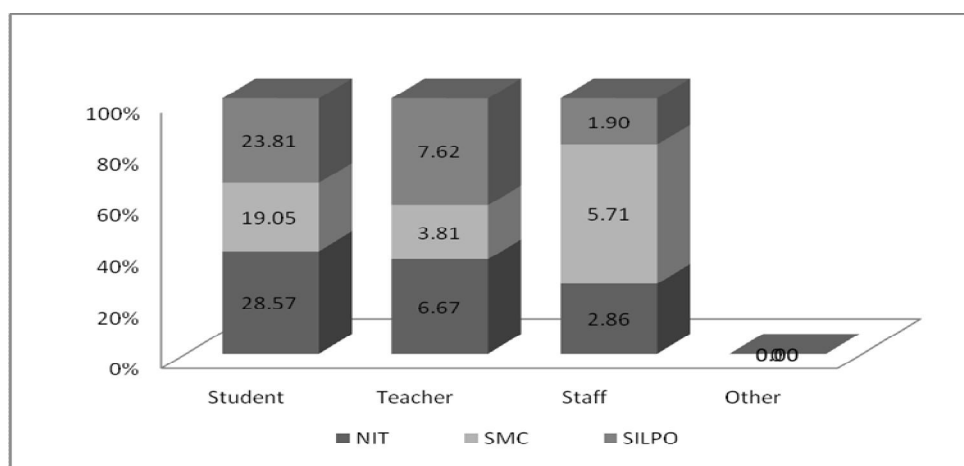
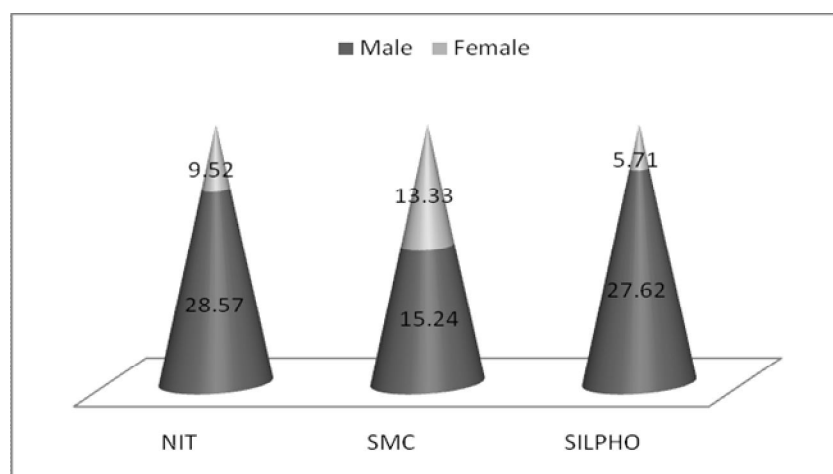
Graph 2: Category wise Distribution of Respondents**Gender Wise Distributions of Respondents:**

Table 4 reveals that 38.10% responses were received from the NIT, 28.57% received from the SMC and 33.33% responses were received from the SILPO. The percentage of responses received from the NIT, SMC and SILPO males were 28.57%, 15.24% & 28.57% respectively and females were 9.52%, 13.33% & 4.76% respectively. From total respondents the responses received from male were 72.38% and from female the responses received were 27.62%.

Table 4: Gender Wise Distribution of Questionnaires & Responses Received

Gender	NIT		SMC		SILPO		Total	
	Nos.	%	Nos.	%	Nos.	%	Nos.	%
Male	30	28.57	16	15.24	29	27.62	75	71.43
Female	10	9.52	14	13.33	6	5.71	30	18.10
Total	40	38.10	30	28.57	35	33.33	105	100

Graph 3: Category and Gender wise Distribution of Respondents

From the above table and graph it is found that majority of the responses are received from male respondents i.e. 71.42%.

Types of ICT like to Use by the Respondents:

Table 5 reveals that E-mail and World Wide Web were more usable types of ICT among the users. 77.14% of the respondents like to use E-mail and 76.19% respondents like to use World Wide Web. 49.52% of the respondents also like to use of Computer. Only 29.52% and 15.24% of the respondents like to use Word Processing & Electronic Spreadsheet respectively.

Table 5: Types of ICT like to Use by the Respondents

Types of ICT	Response (N=105)	Percentage (%)
World Wide Web	80	76.19
E-Mail	81	77.14
Electronic Spreadsheet	16	15.24
word Processing	31	29.52
Use of Computer	52	49.52

Above table shows that E-mail and World Wide Web are more usable types of ICT among the users from the total respondents.

Strategy Followed for Searching Information:

Table 6 reveals that 89.52% of the respondents followed access internet & go through web sources followed by 37.14% respondents consult a knowledgeable person in the field. Only 20% of the respondents come to the library & consult information for searching information.

Table 6: Strategy Followed for Searching Information

Strategy	Response	Percentage
	(N=105)	(%)
Consult a knowledgeable person in the field	39	37.14
Come to the Library & consult information sources	21	20
Access Internet & go through web sources	94	89.52
Others	0	0

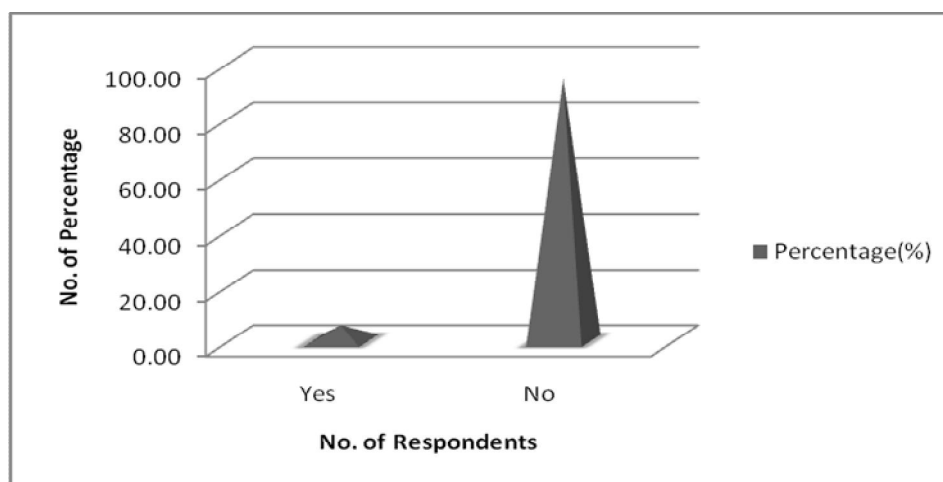
It is shown from the above table for searching information the respondents followed different strategies among that majority of the respondents (89.52%) followed access internet & go through web sources and 37.14% consult a knowledgeable person in the field.

Knowledge about the Library Management Software:

Table 7 shows that majority of the respondents (94.29%) do not have knowledge about library management software only 5.71% know about library management software.

Table 7: Knowledge about the Library Management Software

Response	Nos.	Percentage (%)
Yes	6	5.71
No	99	94.29
Total	105	100

Graph 4: Knowledge about the Library Management Software

In the above table & graph it is clearly shown that majority of respondents (94.29%) do not have knowledge about library management software only 5.71% know about library management software.

Awareness about the Search Engine:

Table 8 reveals the awareness of search engine among the users. From the table it is clear that respondents were more aware about the search engine. 98.10% respondents were aware about search engine. Only 1.90% was not aware about search engine.

Table 8: Awareness about the Search Engine

Response	Nos.	Percentage (%)
Yes	103	98.10
No	02	1.90
Total	105	100

Majority of the respondents i.e. 98.10% are aware about search engine. Only 1.90% is not aware about search engine.

CONCLUSION

In the changing technology ambitious world, without awareness of ICT, none of the libraries is able to provide satisfaction to their users. Most of the library users have a positive approach towards the application of ICT based services in libraries on knowledge based societies. This paper has gone some way in imparting the minimum amount of technological awareness required for the full approval of the benefits of ICT.

The respondents using ICT for their research/ study and communication purpose respectively. World Wide Web and E-mail are the types of ICT which is used by the respondents. The analysis of

ICT literacy skills and awareness of various technologies revealed that library users are moderately skilled in various technologies and applications, but the awareness level was low in the case of tools and services.

To improve the knowledge and image of library users of professional institutes to give much emphasis on ICT awareness and its proper utilization in the knowledge based societies, the above factors may take into consideration so that the situation may improve and the professional institutes libraries in Cachar district.

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How to cite this article:

Kurmi A.K. (2016): Awareness of ICT Literacy Skills in Knowledge Based Societies: A Case Study. *Annals of Education*, Vol. 2[3]: Sept., 2016: 17-22.