Use of E-resources and Services by Users at Indian Institute of Management Kozhikode: A Study

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ABSTRACT: *The study investigated the use of electronic resources by the students, research scholars and faculty members of IIM Kozhikode. It examined the user's awareness of the different types of e-resources available in the IIM Kozhikode Library, purpose and frequency of using e-resources by the users, the factor affecting resource utilization, impact of e-resources and services on the academic work of the users, suggest the ways and means for the effective use of e-resources and services available in the IIM Kozhikode Library, etc.*

KEYWORDS: *E-resources, IIM Kozhikode Library, Indian Institutes of Management*

I. INTRODUCTION

The Information and Communication Technology (ICT) revolution and the advent of the Internet has had drastic and far-reaching impacts on the knowledge and information sector and added a new dimension to information retrieval platforms. It has created an environment where rapid continuous changes have become the norms. Developments in information and communication technologies have a profound impact on every sphere and academic activities. Academic libraries are not an exception for this. It has reduced the library stature from the custodian of our literature heritage to being a competitor among many others in the information society changes have been noticed in the academic libraries in professionals, collection and policies. Changes have also seen in information seeking behaviour of users. Their preferences have been changed. User satisfaction level has been increasing. Now libraries have been able to provide fast and seamless access of information to its users. In the 21st century, most of the library resources are being made available in electronic formats such as e-journals, e-books, e-databases, etc. Libraries are moving from print to e-resources either subscribing individually or through consortia because of its advantages over print resources [1]. But the appropriate selection of e-resources is one of the most difficult jobs faced by LIS professionals because there are too many products available in the market, making the task of a selector extremely difficult. For this a survey is conducted to find out the use and awareness of e-resources (management and related disciplines) available in the library for the users and the impact of these resources on their academic work.

II. INDIAN INSTITUTES OF MANAGEMENT

The Indian Institutes of Management (IIMs) are a group of 19 autonomous institutes of management in India. They were established with the objective of providing quality management education and research. The nineteen IIMs established in India at Calcutta (1961, West Bengal), Ahmedabad (1961, Gujarat), Bangalore (1973, Karnataka), Lucknow (1984, Uttar Pradesh), Kozhikode (1996, Kerala), Indore (1996, Madhya Pradesh), Shillong (2007, Meghalaya), Rohtak (2010, Haryana), Ranchi (2010, Jharkhand), Raipur (2010, Chhattisgarh), Tiruchirappalli (2011, Tamil Nadu), Udaipur (2011, Rajasthan) Kashipur (2011, Uttarakhand) Amritsar (2015, Punjab), Bodh Gaya (2015, Bihar), Sambalpur (2015, Odisha), Sirmaur (2015, Himachal Pradesh), Vishakhapatnam (2015, Andhra Pradesh) and Nagpur (2015, Maharashtra). One more to come up later in Jammu (Jammu & Kashmir).

The IIMs primarily offer postgraduate, doctoral and executive education programmes. The overall strategy of IIMs is overseen by the IIM council. The IIM Council is headed by India's Minister of Human Resource Development and consists of the chairpersons and directors of all IIMs and senior officials from the Ministry of Human Resource Development of the Government of India.

III. INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE AND ITS LIBRARY

Indian Institute of Management (IIM) Kozhikode was established in 1996 by the Government of India as a national level school of excellence in management science. This institute has well known library naming Library & Information Centre. The library has a total collection of 32,000 books, 265 current volume journals, 3,515 back

volume journals, 15,000 reports, 16 dissertations/theses, 300 audio-visual materials, 2,200 e-journals, 6,000 e-books, 3,000 CD/DVD ROM materials, 1,500 Press/Newspaper clippings, 1,500 working papers and subscribing 30 magazines and 21 newspapers. The library subscribes 4 databases through the IIM Consortium, 11 databases through the INDEST-AICTE Consortium and 25 databases are individually subscribed.

IV. REVIEW OF LITERATURE

Some of the studies related to the use of e-resources by users at Indian Institutes of Management in India are:
1.   Singh and Meera conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Lucknow. The major findings of the study are: (i) The majority of the respondents (58.14%) visit to the library 2-3 times a week (ii) The majority of the respondents (93.33%) indicate that they do not visit the library frequently because all the collection (e-resources) of library are accessible from their work place through WiFi/LAN (iii) The majority of the respondents visit the library to borrow & return the books (89.53%) and for research work/project (84.88%) (iv) The majority of the respondents (100%) are well aware of e-resource services and facilities provided by the IIM Lucknow Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (81.39%) and INDEST-AICTE Consortium (67.44%) (vi) Friends/colleagues (69.77%) and library orientation programmes (65.12%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (68.60%) using e-resources 2-3 times a week (viii) The majority of the respondents (72.09%) take the guidance by friends/colleagues to access e-resources (ix) The majority of the respondents prefer field (74.42%) and simple search (55.81%) to retrieve the information (x) The majority of the respondents (65.12%) have participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (93.67%) subscribed by the library as well as how to search & retrieve the content (82.28%) (xii) The majority of the respondents using e-resources for research work/project (80.23%) and writing articles/ research papers (80.23%) (xiii) The majority of the respondents (86.05%) indicate that due to wide range of online databases/journals available, they have been using e-resources (xiv) E-journals, online databases are frequently used by most of the respondents. E-books, e-research reports/projects are occasionally used by most of the respondents (xv) Springer Link (Kluwer), Sage HSS Collection, Taylor & Francis and Wiley Interscience (Blackwell) are occasionally used by most of the respondents (xvi) Business Source Complete (Ebsco), IEL Online, INSIGHT (AERC) and CRIS INFAC (CRISIL Research) are frequently used by most of the respondents, whereas ABI/Inform (Proquest), ACM Digital Library, Science Direct (Elsevier), Emerald Management Extra, Euromonitor (GMID), J-Gate Custom Content for Consortia, and Capitaline Plus are occasionally used by most of the respondents (xvii) CMIE-Business Beacon, CMIE-India Trades, CMIE-Prowess, ISI Emerging Markets, Jstor, MarketLine Advantage (Datamonitor 360) and PsycARTICLES are occasionally used by most of the respondents. Proquest Dissertations & Theses is never used by most of the respondents (xviii) The majority of the respondents (90.70%) stated that e-resources enhance the efficiency of their academic work (xix) The majority of the respondents (43.02%) faced non-friendly user interface problem while accessing and using e-resources (xx) The majority of the respondents (87.21%) are satisfied with the adequacy of e-resources (xxi) The majority of the respondents (86.05%) are expected more number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of books, reference sources, e-journals and online are adequate, whereas collection of periodicals, theses & dissertations, e-books and CD/DVDs are moderate [2].

2.   Singh and Meera conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Indore. The major findings of the study are: (i) The majority of the respondents (66.67%) visit to the library 2-3 times a week (ii) The majority of the respondents (87.50%) indicate that they do not visit the library frequently because all the collection (e-resources) of library are accessible from their work place through WiFi/LAN (iii) The majority of the respondents visit the library to borrow & return the books (88.89%) and for to consult print resources (76.54%) (iv) The majority of the respondents (88.89%) are well aware of e-resource services and facilities provided by the IIM Indore Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (88.89%) and INDEST-AICTE Consortium (81.48%) (vi) Friends/colleagues (74.07%) and institution website (69.13%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (54.32%) using e-resources 2-3 times a week (viii) The majority of the respondents (62.96%) take the guidance by friends/colleagues to access e-resources (ix) The majority of the respondents prefer field (61.73%) and phrase search (49.38%) to retrieve the information (x) The majority of the respondents (55.55%) have participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage

(87.32%) subscribed by the library as well as how to search & retrieve the content (85.91%) (xii) The majority of the respondents using e-resources for research work/project (75.31%) and writing articles/ research papers (64.20%) (xiii) The majority of the respondents (92.59%) indicate that due to wide range of online databases/journals available, they have been using e-resources (xiv) E-journals, online databases are frequently used by most of the respondents. E-books, electronic coursewares, e-reference sources and e-research reports/projects are occasionally used by most of the respondents (xv)Taylor & Francis is frequently used, whereas Springer Link (Kluwer), Sage HSS Collection and Wiley Interscience (Blackwell) are occasionally used by most of the respondents (xvi) ACM Digital Library and CRIS INFAC (CRISIL Research) are frequently used by most of the respondents, whereas ABI/Inform (Proquest), Business Source Complete (Ebsco), Science Direct (Elsevier), IEL Online, INSIGHT (AERC), Euromonitor (GMID), J-Gate Custom Content for Consortia and Capitaline Plus are occasionally used by most of the respondents. Emerald Management Extra is never used by most of the respondents (xvii) CMIE-Business Beacon, CMIE-India Trades, CMIE-Prowess, ISI Emerging Markets, Jstor, MarketLine Advantage (Datamonitor 360) and PsycARTICLES are occasionally used by most of the respondents. Proquest Dissertations & Theses is never used by most of the respondents (xviii) The majority of the respondents (82.71%) stated that e-resources enhance the efficiency of their academic work (xix) The majority of the respondents (51.85%) faced non-friendly user interface problem while accessing and using e-resources (xx) The majority of the respondents (85.18%) are satisfied with the adequacy of e-resources (xxi) The majority of the respondents (83.95%) are expected more number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of books, periodicals, reference sources, theses & dissertations, e-books, e-journals and online databases are adequate but they can't say about the collection of CD/DVDs [3].

3.   Singh conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Bangalore. The major findings of the study are: (i) The majority (37.84%) of the respondents visit the library 2-3 times a week (ii) The majority (94.74%) of the respondents indicate that they do not visit the library frequently because all the collection (e-resources) of library are accessible from their work place through WiFi/LAN (iii) The majority of the respondents visit the library to borrow & return the books (87.84%) and for research work/project (79.73%) (iv) The majority of the respondents (97.30%) are well aware of e-resource services and facilities provided by the IIM Bangalore Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (77.03%) and INDEST-AICTE Consortium (72.97%) (vi) Institution website (79.73%) and friends/colleagues (74.65%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii) The majority of the respondents (58.11%) using e-resources 2-3 times a week (viii) The majority of the respondents (74.32%) take the guidance by teachers/supervisors to access e-resources (ix) The majority of the respondents prefer field (85.13%) and simple search (68.92%) to retrieve the information (x) 50% of the respondents participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (94.54%) subscribed by the library as well as how to search & retrieve the content (83.64%) (xii) The majority of the respondents using e-resources for writing articles/research papers (94.59%) and research work/project   (91.89%) (xiii) The majority of the respondents (94.59%) indicate that due to wide range   of   online   databases/journals available, they have been using e-resources (xiv) E-books and e-research reports/projects are frequently used by most of the respondents. E-journals, e-theses & dissertations and e-reference sources are occasionally used by the respondents. E-coursewares and CD/DVDs are less used by most of the respondents (xv) Wiley Interscience (Blackwell) is frequently used, where as Springer Link (Kluwer) and Taylor & Francis are occasionally used by most of the respondents (xvi) ABI/Inform (Proquest), Business Source Complete (Ebsco), Emerald Management Extra and Capitaline Plus are frequently used by most of the respondents. Science Direct (Elsevier), IEL Online, INSIGHT (AERC), Euromonitor (GMID) and CRIS INFAC (CRISIL Research) are occasionally used by most of the respondents. ACM Digital Library and J-Gate Custom Content for Consortia are never used by most of the respondents (xvii) IndiaStat.com, MarketLine Advantage (Datamonitor 360) and PsycARTICLES are frequently used by most of the respondents. CMIE-Business Beacon, ISI Emerging Markets, Sage HSS Collection are occasionally used by most of the respondents. CMIE- CapEx, CMIE-Economic Intelligence, CMIE-Industry Analysis Service, Jstor, Proquest Dissertations & Theses and World Bank-eLibrary are never used by most of the respondents (xviii) The majority of the respondents (78.38%) stated that e-resources enhance the efficiency of their academic work (xix) No problem being faced by most of the respondents (52.70%) while accessing and using e-resources (xx) The majority of the respondents (81.08%) are satisfied with the adequacy of e-resources (xxi) The majority of the respondents (86.49%) are expected more number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of books, periodicals, e-books,

e-journals and CD/DVDs are adequate, whereas collection of reference sources, theses & dissertations and online databases are moderate [4].

4. Singh conducted a study to examine the use of e-resources and services by users at Indian Institute of Management Shillong. The major findings of the study are: (i) The majority of the respondents (42.03%) visit the library 2-3 times a week (ii) The majority of the respondents (72.97%) indicate that they do not visit the library frequently because all the collection (e-resources) of library are accessible from their work place through WiFi/LAN (iii) The majority of the respondents visit the library to borrow and return the books (85.51%) and for research work/project (69.56%) (iv) The majority of the respondents (88.40%) are well aware of e-resource services and facilities provided by the IIM Shillong Library (v) The majority of the respondents are well aware that library is a member of IIM Consortium (76.81%) and INDEST-AICTE Consortium (65.22%) (vi) Institution website (81.81%) and friends/colleagues (63.77%) are the most popular sources of awareness about e-resource services and facilities among respondents (vii The majority of the respondents (26.09%) using e-resources occasionally (viii) The majority of the respondents (65.22%) take the guidance by teachers/supervisors to access e-resources (ix) The majority of the respondents prefer field (63.77%) and simple search (60.87%) to retrieve the information (x) The majority of the respondents (52.17%) participated in orientation/training programmes (xi) The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (88.89%) subscribed by the library as well as how to search & retrieve the content (85.71%) (xii) The majority of the respondents (91.30%) using e-resources for research work/project and writing articles/ research papers (xiii) Majority of the respondents (97.10%) indicate that due to wide range of online databases/journals available, they have been using e-resources (xiv) E-research reports/projects are frequently used by most of the respondents. E-books, e-journals, online databases and e-coursewares are occasionally used by most of the respondents. E-reference sources, e-theses and dissertations and CD/DVDs are less used by most of the respondents (xv) Springer Link (Kluwer), Taylor & Francis and Wiley Interscience (Blackwell) are occasionally used by most of the respondents (xvi) Insight (AERC) and Capitaline Plus are frequently used by most of the respondents (xvii) Business Source Complete is frequently used by most of the respondents. ABI/Inform (Proquest), CMIE-Prowess, IndiaStat.com, ISI Emerging Markets and MarketLine Advantage (Datamonitor 360) are occasionally used by most of the respondents but World Bank-eLibrary is never used by most of the respondents (xviii) The majority of the respondents (84.06%) stated that e-resources enhance the efficiency of their academic work (xix) No problem being faced by most of the respondents (71.01%) while accessing and using e-resources (xx) The majority of the respondents (84.06%) are satisfied with the adequacy of e-resources (xxi) The majority (86.96%) of the respondents are expected more number of e-resources included in the collection (xxii) The majority of the students, research scholars and faculty members stated that collection of books, periodicals, reference sources, theses & dissertations, e-books and e-journals are adequate, whereas collection of online databases and CD/DVDs are moderate [5].

V. SCOPE OF THE STUDY
The study is limited to IIM Kozhikode Library and its users (students, research scholars and faculty members).

VI. OBJECTIVES OF THE STUDY
Specific objectives of the study are:
1.   To know the different types of e-resources and services available in the IIM Kozhikode Library.
2.   To know the awareness and use of different types of e-resources among the users.
3.   To know the purpose and frequency of using the e-resources by the users.
4.   To identify the frequently used databases for the purpose of literature searching by the users.
5.   To identify the major problems faced by the users while accessing e-resources.
6.   To ascertain the need for user orientation/training programmes in accessing e-resources.
7.   To know the impact of e-resources and services on the academic work of the users.
8.   To suggest the ways and means for the effective use of the e-resources and services available in the IIM Kozhikode Library.

VII. METHODOLOGY

A questionnaire was designed and was pre-tested before using it for the survey. The questionnaires were distributed personally among the students, research scholars and faculty members.

VIII. DATA ANALYSIS AND INTERPRETATION

A total of 100 questionnaires were randomly administered among the user community, i.e. 50 for students, 30 for research scholars and 20 for faculty members. Out of 100 questionnaires, 75 questionnaires (75%) were received.

Table I: Size of Sample

Categories of the Respondents	Distributed	Responded
Students	50	40 (80)
Research Scholars	30	23 (76.67)
Faculty Members	20	12 (60)
Total	100	75 (75)

Note: Figures in parenthesis indicate percentages.

The *Table* I indicates that a response rate of students is high (80%), whereas the response rate of faculty members is low (60%).

Table II: Sex Wise Total of Questionnaires

Sex	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Male	31 (77.50)	19 (82.61)	10 (83.33)	60 (80)
Female	09 (22.50)	04 (17.39)	02 (16.67)	15 (20)
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* II indicates that responded to the questionnaire from male respondents are high in faculty members (83.33%) and low in students (77.50%), whereas responded to a questionnaire from female respondents are high in students (22.50%) and low in faculty members (16.67%).

Table III: Library Membership

Membership	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Yes	40 (100)	23 (100)	12 (100)	75 (100)
No	-	-	-	-
Total	40 (100)	23 (100)	12 (100)	75 (100)

The Table III indicates that all the students (100%), research scholars (100%) and faculty members (100%) are having a membership of their library.

Table IV: Frequency of Visit to the Library

Frequency	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Daily	07 (17.50)	04 (17.39)	01 (8.33)	12 (16)
2-3 times a week	16 (40)	16 (69.56)	05 (41.67)	37 (49.33)
Once a week	09 (22.50)	02 (8.69)	02 (16.67)	13 (17.33)
2-3 times a month	03 (7.50)	01 (4.35)	01 (8.33)	05 (6.67)
Once a month	02 (05)	-	01 (8.33)	03 (4)
Occasionally	03 (7.50)	-	02 (16.67)	05 (6.67)
Never	-	-	-	-
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* IV indicates that the majority of the students (40%), research scholars (69.56%) and faculty members (41.67%) visit the library 2-3 times a week.

Table V: Reasons for do not Visit the Library Frequently

Reasons	*Categories of the Respondents*			*Total (N=26)*
	Students (N=17)	*Research Scholars (N=03)*	*Faculty Members (N=06)*	
The library is far off from my work place	06 (35.30)	-	-	06 (23.08)
Library working hours are inconvenient	-	-	-	-
Library collection doesn't fulfil my information needs	-	-	-	-
The library collection is accessible from my workplace through WiFi/LAN	15 (88.23)	03 (100)	06 (100)	24 (92.31)
Any other	-	-	-	-

The *Table* V indicates that the majority of the students (88.23%), research scholars (100%) and faculty members (100%) stated the reason for do not visit the library frequently (Daily or 2-3 times a week) is library collection is accessible from their workplace through WiFi/LAN.

Table VI: Purpose of Visit to the Library

Purposes	*Categories of the Respondents*			*Total (N=75)*
	Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
To borrow & return the books	33 (82.50)	18 (78.26)	08 (66.67)	59 (78.67)
For research work/project	27 (67.5)	21 (91.30)	02 (16.67)	50 (66.67)
To study	21 (52.50)	19 (82.61)	-	40 (53.33)
To consult print resources	16 (40)	13 (56.52)	5 (41.67)	44 (58.67)
To access e-resources	12 (30)	11 (47.83)	2 (16.67)	25 (33.33)
Any other	02 (5)	-	-	02 (2.67)

The *Table* VI indicates that the students (82.50%) and faculty members (66.67%) visit the library to borrow & return the books, whereas research scholars (91.30%) visit the library for a research work/project.

Table VII: Awareness about E-resources Services and Facilities

Awareness	*Categories of the Respondents*			*Total (N=75)*
	Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
Yes	33 (82.50)	23 (100)	12 (100)	68 (90.67)
No	07 (17.5)	-	-	07 (9.33)
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* VII indicates that the majority of the students (82.50%), research scholars (100%) and faculty members (100%) are well aware of e-resource services and facilities provided by the library.

Table VIII: Awareness about Library Consortiums

Awareness		*Categories of the Respondents*			*Total (N=75)*
		Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
IIM Consortium	Yes	35 (87.50)	21 (91.30)	12 (100)	68 (90.67)
	No	05 (12.50)	02 (8.69)	-	07 (9.33)
INDEST-AICTE Consortium	Yes	31 (77.50)	16 (69.56)	12 (100)	59 (78.67)
	No	09 (22.50)	07 (30.43)	-	16 (21.33)

The library is a member of both IIM Consortium and INDEST-AICTE Consortium. The *Table* VIII indicates that majority of the students (87.50%), research scholars (91.30%) and faculty members (100%) are well aware about library is a member of the IIM Consortium. The table also indicates that students (77.50%), research scholars (69.56%) and faculty members (100%) are also well aware about library is a member of the INDEST - AICTE Consortium

Table IX: Source of Awareness about E-resources Services and Facilities

Sources of Awareness	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Library orientation programmes	23 (57.50)	16 (69.56)	06 (50)	45 (60)
Library staff	16 (40)	08 (34.78)	03 (25)	27 (36)
Friends/colleagues	31 (77.50)	21 (91.30)	08 (66.67)	60 (80)
Teachers/research supervisors	25 (62.50)	15 (65.22)	03 (25)	43 (57.33)
Institution website	11 (27.50)	17 (73.91)	03 (25)	31 (41.33)
Printed sources	06 (15)	02 (8.69)	01 (8.33)	09 (12)
E-mail notification from Library	19 (47.50)	11 (47.83)	07 (58.33)	37 (49.33)
Self Awareness	03 (7.50)	01 (4.35)	04 (33.33)	07 (9.33)
Any other	-	-	-	-

The *Table* IX indicates that the most popular sources of awareness about e-resource services and facilities provided by the library. Students stated friends/colleagues (77.50%) and teachers/research supervisors (62.50%). Research scholars stated friends/colleagues (91.30%) and Institution website (73.91%). Faculty members stated friends/colleagues (66.67%) and e-mail notification from library (58.33%).

Table X: Place of Access E-resources

Place of Access	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Central Library	03 (7.50)	07 (30.43)	-	10 (13.33)
Computer Centre	11 (27.50)	05 (21.74)	-	16 (21.33)
Chamber/Hostel/Residential Flat	37 (92.50)	21 (91.30)	12 (100)	70 (93.33)
Any other	-	-	-	-

The *Table* X indicates that students (92.50%), research scholars (91.30%) and faculty members (100%) are accessing e-resources in their chamber/Hostel/Residential.

Table XI: Frequency of Using E-resources

Frequency	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Daily	05 (12.50)	09 (39.13)	02 (16.67)	16 (21.33)
2-3 times a week	19 (47.50)	07 (30.43)	08 (66.67)	34 (45.33)
Once a week	07 (17.50)	03 (13.04)	01 (8.33)	11 (14.67)
2-3 times a month	02 (05)	01 (4.35)	-	03 (4)
Once a month	01 (2.50)	-	-	01 (1.33)
Occasionally	06 (15)	03 (13.04)	01 (8.33)	10 (13.33)
Never	-	-	-	-
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* XI indicates that the majority of the students (47.50%) and faculty members (66.67%) responded 2-3 times a week, whereas research scholars (39.13%) responded daily frequency of using e-resources.

Table XII: Method Used to Access E-resources

Methods	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Trial and error	11 (27.50)	06 (26.09)	05 (41.67)	22 (29.33)
Guidance from friends/colleagues	17 (42.50)	19 (82.61)	08 (66.67)	44 (58.67)
Guided by library staff	08 (20)	05 (21.74)	04 (33.33)	17 (22.67)
Guided by teachers/supervisors	27 (67.50)	16 (69.56)	01 (8.33)	44 (58.67)
Courses offered by the institution	09 (22.50)	02 (8.69)	01 (8.33)	12 (16)
Library brochures/pamphlets	03 (7.50)	-	-	03 (4)
Any other	-	-	-	-

The *Table* XII indicates that the majority of the students (67.50%) guided by teachers/supervisors to access e-resources, whereas research scholars (82.61%) and faculty members (66.67%) responded guidance from friends/colleagues to access e-resources.

Table XIII: Method Used to Locate E-resources

Methods	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Through institution website	37 (92.50)	22 (95.65)	08 (66.67)	67 (89.33)
Through publisher's website	16 (40)	09 (39.13)	05 (41.67)	30 (40)
Through search engines	07 (17.50)	03 (13.04)	-	10 (13.33)

The *Table* XIII indicates that the majority of the students (92.50%), research scholars (95.65%) and faculty members (66.67%) are used to locate e-resources through the institution website.

Table XIV: Commonly Used Search Techniques to Retrieve Information

Search Techniques	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Simple search	27 (67.50)	12 (52.17)	05 (41.67)	44 (58.67)
Phrase search	16 (40)	19 (82.61)	08 (66.67)	43 (57.33)
Field search	19 (47.50)	21 (91.30)	10 (83.33)	50 (66.67)
Boolean search	08 (20)	06 (26.09)	03 (25)	17 (22.67)
Any other	05 (12.50)	09 (39.13)	04 (33.33)	18 (24)

The *Table* XIV indicates that the majority of the students (67.50%) prefer simple search, whereas research scholars (91.30%) and faculty members (83.33%) prefer field search to retrieve the information.

Table XV: Method Used for Reading Full Text Articles

Methods	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Read online	35 (87.50)	16 (69.56)	09 (75)	60 (80)
Take print out	17 (42.50)	09 (39.13)	08 (66.67)	34 (45.33)
Save in storage devices for further reference	33 (82.50)	11 (47.83)	05 (41.67)	49 (65.33)

The *Table* XV indicates that the majority of the students (87.50%), research scholars (69.56%) and faculty members (75%) read full text articles online.

Table XVI: Participation in Orientation/Training Programmes

Participation	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Yes	23 (57.50)	16 (69.56)	06 (50)	45 (60)
No	17 (42.50)	07 (30.43)	06 (50)	30 (40)
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* XVI indicates that the majority of the students (57.50%) and research scholars (69.56%) have participated in orientation/training programmes. Only 50% of the faculty members have participated in orientation/training programmes.

Table XVII: Whether Faced Problem During Participation in Orientation/Training Programmes

Problems Faced	Categories of the Respondents			Total (N=45)
	Students (N=23)	Research Scholars (N=16)	Faculty Members (N=06)	
Yes	08 (34.78)	05 (31.25)	02 (33.33)	15 (33.33)
No	15 (65.22)	11 (68.75)	04 (66.67)	30 (66.67)
Total	23 (100)	16 (100)	06 (100)	45 (100)

The question asked to the respondents whether they faced problems during participation in orientation and training programmes. The Table XVII indicates that the majority of the students (65.22%), research scholars (68.75%) and faculty members (66.67%) have not faced any problem.

Table XVIII: Problem Faced During Participation in Orientation/Training Programmes

Problems	Categories of the Respondents			Total (N=15)
	Students (N=08)	Research Scholars (N=05)	Faculty Members (N=02)	
Participants were from different subject background	06 (75)	02 (40)	01 (50)	09 (60)
The period was too short	02 (25)	04 (80)	01 (50)	07 (46.67)
Programmes were lectured oriented	05 (62.50)	01 (20)	-	06 (40)
Too many participants	03 (37.50)	02 (40)	-	05 (33.33)
Any other	-	-	-	-

The question asked to those respondents who faced the problem during orientation/training programmes. The *Table* XVIII indicates that the majority of the students (75%) stated participants were from different subject background, research scholars (80%) stated that the period was too short, whereas faculty members (50%) stated that the participants were from different subject background and the period was too short.

Table XIX: Reason for Non Participation in Orientation/Training Programmes

Reasons	Categories of the Respondents			Total (N=30)
	Students (N=17)	Research Scholars (N=07)	Faculty Members (N=06)	
Lack of information	04 (23.53)	03 (42.86)	01 (16.67)	08 (26.67)
Not required	05 (29.41)	01 (14.28)	01 (16.67)	07 (23.33)
Lack of time	08 (47.06)	03 (42.86)	04 (66.67)	15 (50)
Any other	-	-	-	-

The question asked to the respondents give the reason for not participated in orientation/training programmes. The *Table* XIX indicates that majority of the students (47.06%), research scholars (42.86%) and faculty members (66.67%) stated the lack of time is the main reason.

Table XX: Whether Need of Specialised Orientation/Training Programmes

Need	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Yes	35 (87.50)	21 (91.30)	11 (91.67)	67 (89.33)
No	05 (12.50)	02 (8.69)	01 (8.33)	08 (10.67)
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* XX indicates that the majority of the students (87.50%), research scholars (91.30%) and faculty members (91.67%) need a specialised orientation/training programmes.

Table XXI: Area Where Need of Specialised Orientation/Training Programmes

Areas	Categories of the Respondents			Total (N=67)
	Students (N=35)	Research Scholars (N=21)	Faculty Members (N=11)	
To know all the e-resources & its coverage	32 (91.42)	21 (100)	10 (90.91)	63 (94.03)
How to search & retrieve the content	27 (77.14)	15 (71.43)	11 (100)	53 (79.10)
Any other	-	-	-	-

The question asked to the respondents in which area they need a specialized orientation/training programmes. The *Table* XXI indicates that the majority of the students (91.42%) and research scholars (100%) stated that to know all the e-resources & its coverage, whereas faculty members (100%) stated that how to search & retrieve the content in the databases subscribed by the library.

Table XXII: Purpose of Using E-resources

Purposes	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
For studying course work	33 (82.50)	16 (69.56)	2 (16.67)	51 (68)
For research work/Project	36 (90)	21 (91.30)	8 (66.67)	65 (86.67)
For teaching purposes	-	-	12 (100)	12 (16)
To update the subject knowledge	27 (67.50)	17 (73.91)	07 (58.33)	41 (54.67)
For writing articles/research papers	32 (80)	19 (82.61)	09 (75)	60 (80)
Any other	-	-	-	-

The *Table* XXII indicates that the majority of the students (90%) and research scholars (91.30%) using e-resources for a research work/project, whereas most of the faculty members (100%) are using e-resources for teaching purposes.

Table XXIII: Option Which Motivate to Use E-resources

Options	Categories of the Respondents			Total (N=75)
	Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
Archival access	08 (20)	02 (8.69)	01 (8.33)	11 (14.67)
Core journals	29 (72.5)	19 (82.61)	12 (100)	60 (80)
A wide range of online databases/ journals	35 (87.5)	22 (95.65)	12 (100)	69 (92)
Expert assistance from library staff	08 (20)	03 (13.04)	02 (16.67)	13 (17.33)
Abstract of the articles	03 (7.5)	01 (4.35)	-	04 (5.33)
Table of content	06 (15)	02 (8.69)	-	08 (10.67)
Any other	-	01 (4.35)	-	01 (1.33)

The *Table* XXIII indicates that the majority of the students (87.5%) and research scholars (95.65%) stated that the due to a wide range of online databases/journals available, they have been using e-resources, whereas faculty members (100%) stated wide range of online databases/journals and core journals.

Table XXIV: Regularly Used E-resources

Types of E-resources		Categories of the Respondents			Total (N=75)
		Students (N=40)	Research Scholars (N=23)	Faculty Members (N=12)	
E-books	Frequently	17 (42.50)	11 (47.83)	03 (25)	31 (41.33)
	Occasionally	17 (42.50)	09 (39.13)	08 (66.67)	34 (45.33)
	Never	06 (15)	03 (13.04)	01 (8.33)	10 (13.33)
E-journals	Frequently	29 (72.50)	16 (69.56)	08 (66.67)	53 (70.67)
	Occasionally	11 (27.50)	07 (30.43)	04 (33.33)	22 (29.33)
	Never	-	-	-	-
Online Databases	Frequently	21 (52.50)	11 (47.83)	06 (50)	38 (50.67)
	Occasionally	19 (47.50)	12 (52.17)	06 (50)	37 (49.33)
	Never	-	-	-	-
CDs/DVDs	Frequently	03 (7.50)	05 (21.74)	-	08 (10.67)
	Occasionally	11 (27.50)	09 (39.13)	03 (25)	23 (30.67)
	Never	26 (65)	09 (39.13)	09 (75)	44 (58.67)
E-theses & Dissertations	Frequently	-	08 (34.78)	02 (16.67)	10 (13.33)
	Occasionally	03 (7.50)	11 (47.83)	06 (50)	20 (26.67)
	Never	37 (92.50)	04 (17.39)	04 (33.33)	45 (60)
E-Coursewares	Frequently	19 (47.50)	03 (21.74)	02 (16.67)	24 (32)
	Occasionally	13 (32.50)	15 (65.22)	03 (25)	31 (41.33)
	Never	08 (20)	05 (21.74)	07 (58.3)	20 (26.67)

E-reference sources	Frequently	08 (20)	08 (34.78)	05 (41.67)	21 (28)
	Occasionally	27 (67.50)	06 (26.09)	03 (25)	36 (48)
	Never	05 (12.50)	09 (39.13)	04 (33.33)	18 (24)
E-research reports/projects	Frequently	06 (15)	03 (13.04)	02 (16.67)	11 (14.67)
	Occasionally	15 (37.50)	11 (47.83)	04 (33.33)	30 (40)
	Never	19 (47.50)	09 (39.13)	06 (50)	34 (45.33)

The *Table* XXIV indicates that the e-books (42.50%), e-journals (72.50%), online databases (52.50%) and e-coursewares (47.50%) are frequently used by most of the students, e-books (47.83%) and e-journals (69.56%) are frequently used by research scholars, whereas e-journals (66.67%) and online databases (50%) are frequently used by most of the faculty members.

Table XXV: Frequency of Using E-journal Databases Subscribed through IIM Consortium

Frequency of Using E-journal Databases		*Categories of the Respondents*			*Total (N=75)*
		Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
Springer Link (Kluwer)	Frequently	16 (40)	05 (21.74)	02 (16.67)	23 (30.67)
	Occasionally	16 (40)	11 (47.83)	08 (66.67)	35 (46.67)
	Never	08 (20)	07 (30.43)	02 (16.67)	17 (22.67)
Sage HSS Collection	Frequently	08 (20)	05 (21.74)	03 (25)	16 (21.33)
	Occasionally	21 (52.50)	16 (69.56)	05 (41.67)	42 (56)
	Never	11 (27.50)	02 (8.69)	04 (33.33)	17 (22.67)
Taylor & Francis	Frequently	17 (42.50)	12 (52.17)	06 (50)	35 (46.67)
	Occasionally	11 (27.50)	07 (30.43)	04 (33.33)	22 (29.33)
	Never	12 (30)	04 (17.39)	02 (16.67)	18 (24)
Wiley Interscience (Blackwell)	Frequently	07 (17.50)	03 (13.04)	08 (66.67)	18 (24)
	Occasionally	23 (57.50)	16 (69.56)	04 (33.33)	43 (57.33)
	Never	10 (25)	04 (17.39)	-	14 (18.67)

The *Table* XXV indicates that Springer Link (Kluwer) is frequently used by the students (40%) but occasionally used by the research scholars (47.83%) and faculty members (66.67%). Sage HSS Collection is occasionally used by the students (52.50%), research scholars (69.56%) and faculty members (41.67%). Taylor and Francis is frequently used by the students (42.50%), research scholars (52.17%) and faculty members (50%). Wiley Interscience (Blackwell) is frequently used by the faculty members (66.67%) but occasionally used by the students (57.5%) and research scholars (69.56%).

Table XXVI: Frequency of Using E-journal Databases Subscribed through INDEST-AICTE Consortium

Frequency of Using E-journal Databases		*Categories of the Respondents*			*Total (N=75)*
		Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
ABI/Inform (Proquest)	Frequently	09 (22.50)	06 (26.09)	03 (25)	18 (24)
	Occasionally	18 (45)	11 (47.83)	05 (41.67)	34 (45.33)
	Never	13 (32.50)	06 (26.09)	04 (33.33)	23 (30.67)
ACM Digital Library	Frequently	16 (40)	09 (39.13)	06 (50)	31 (41.33)
	Occasionally	13 (32.50)	11 (47.83)	02 (16.67)	26 (34.67)
	Never	11 (27.50)	03 (13.04)	04 (33.33)	18 (24)
Business Source Complete (Ebsco)	Frequently	12 (30)	14 (60.87)	08 (66.67)	34 (45.33)
	Occasionally	21 (52.50)	05 (21.74)	02 (16.67)	28 (37.33)
	Never	07 (17.50)	04 (17.39)	02 (16.67)	13 (17.33)
Science Direct (Elsevier)	Frequently	19 (47.50)	06 (26.09)	05 (41.67)	30 (40)
	Occasionally	15 (3.50)	13 (56.52)	03 (25)	31 (41.33)
	Never	06 (15)	04 (17.39)	04 (33.33)	14 (18.67)
Emerald Management Extra	Frequently	06 (15)	11 (47.83)	02 (16.67)	19 (25.33)
	Occasionally	13 (32.50)	09 (39.13)	05 (41.67)	27 (36)
	Never	21 (52.50)	03 (13.04)	05 (41.67)	29 (38.67)
IEL Online	Frequently	17 (42.50)	04 (17.39)	04 (33.33)	25 (33.33)

	Occasionally	10 (25)	15 (65.22)	06 (50)	31 (41.33)
	Never	13 (32.50)	04 (17.39)	02 (16.67)	19 (25.33)
Euromonitor (GMID)	Frequently	13 (32.50)	06 (26.09)	06 (50)	25 (33.33)
	Occasionally	19 (47.50)	11 (47.83)	05 (41.67)	35 (46.67)
	Never	08 (20)	06 (26.09)	01 (8.33)	15 (20)
INSIGHT (AERC)	Frequently	06 (15)	10 (43.48)	08 (66.67)	24 (32)
	Occasionally	15 (37.50)	10 (43.48)	02 (16.67)	27 (36)
	Never	19 (47.50)	03 (13.04)	02 (16.67)	24 (32)
J-Gate Custom Content for Consortia	Frequently	14 (35)	08 (34.78)	02 (16.67)	24 (32)
	Occasionally	11 (27.50)	06 (26.09)	04 (33.33)	21 (28)
	Never	15 (37.50)	09 (39.13)	06 (50)	30 (40)
Capitaline Plus	Frequently	12 (30)	13 (56.52)	05 (41.67)	30 (40)
	Occasionally	15 (37.50)	06 (26.09)	03 (25)	24 (32)
	Never	13 (32.50)	04 (17.39)	04 (33.33)	21 (28)
CRIS INFAC (CRISIL Research)	Frequently	12 (30)	08 (34.78)	02 (16.67)	22 (29.33)
	Occasionally	19 (47.50)	09 (39.13)	07 (58.33)	35 (46.67)
	Never	09 (22.50)	06 (26.09)	03 (25)	18 (24)

The *Table* XXVI indicates that the ACM Digital Library (40%), Science Direct (Elsevier) (47.50%) and IEL Online (42.50%) are frequently used by most of the students. Business Source Complete (Ebsco) (60.87%) and Capitaline Plus (56.52%) are frequently used by most of the research scholars. ACM Digital Library (50%), Business Source Complete (Ebsco) (66.67%), Euromonitor (GMID) (50%), INSIGHT (AERC) (66.67%) and Capitaline Plus (41.67%) are frequently used by most of the faculty members.

Table XXVII: Frequency of Using E-journal Databases Subscribed Individually by IIM Kozhikode

Frequency of Using E-journal Databases		*Categories of the Respondents*			*Total (N=75)*
		Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
CMIE-Business Beacon	Frequently	10 (25)	06 (26.09)	03 (25)	19 (25.33)
	Occasionally	18 (45)	15 (65.22)	06 (50)	39 (52)
	Never	12 (30)	02 (8.69)	03 (25)	17 (22.67)
CMIE-CapEx	Frequently	17 (42.50)	12 (52.17)	04 (33.33)	33 (44)
	Occasionally	13 (32.50)	06 (26.09)	07 (58.33)	26 (34.67)
	Never	10 (25)	05 (21.74)	01 (8.33)	16 (21.33)
CMIE-India Trades	Frequently	08 (20)	06 (26.09)	04 (33.33)	18 (24)
	Occasionally	17 (42.50)	13 (56.52)	05 (41.67)	35 (46.67)
	Never	15 (37.50)	04 (17.39)	03 (25)	22 (29.33)
CMIE-Economic Intelligence Service	Frequently	11 (27.50)	08 (34.78)	02 (16.67)	21 (28)
	Occasionally	17 (42.50)	05 (21.74)	06 (50)	28 (37.33)
	Never	12 (30)	10 (43.48)	04 (33.33)	26 (34.67)
CMIE-Industry Analysis Service	Frequently	08 (20)	03 (13.04)	01 (8.33)	12 (16)
	Occasionally	18 (45)	16 (69.56)	03 (25)	37 (49.33)
	Never	14 (35)	04 (17.39)	08 (66.67)	26 (34.67)
CMIE-Prowess	Frequently	16 (40)	05 (21.74)	02 (16.67)	23 (30.67)
	Occasionally	15 (37.50)	16 (69.56)	06 (50)	37 (49.33)
	Never	09 (22.50)	02 (8.69)	04 (33.33)	15 (20)
MarketLine Advantage (Datamonitor 360)	Frequently	19 (47.50)	09 (39.13)	08 (66.67)	36 (48)
	Occasionally	14 (35)	11 (47.83)	03 (25)	28 (37.33)
	Never	07 (17.50)	03 (13.04)	01 (8.33)	11 (14.67)
ISI Emerging Markets-India	Frequently	16 (40)	11 (47.83)	07 (58.33)	34 (45.33)
	Occasionally	13 (32.50)	06 (26.09)	05 (41.67)	24 (32)
	Never	11 (27.50)	06 (26.09)	-	17 (22.67)
Indiastat.com	Frequently	11 (27.50)	09 (39.13)	03 (25)	23 (30.67)
	Occasionally	19 (47.50)	11 (47.83)	04 (33.33)	34 (45.33)

	Never	10 (25)	03 (13.04)	05 (41.67)	18 (24)
Jstor	Frequently	11 (27.50)	03 (13.04)	01 (8.33)	15 (20)
	Occasionally	15 (37.50)	06 (26.09)	09 (75)	30 (40)
	Never	14 (35)	14 (60.87)	02 (16.67)	30 (40)
FT.com	Frequently	08 (20)	05 (21.74)	06 (50)	19 (25.33)
	Occasionally	11 (27.50)	06 (26.09)	03 (25)	20 (26.67)
	Never	21 (52.50)	12 (52.17)	03 (25)	36 (48)
PsycARTICLES	Frequently	16 (40)	09 (39.13)	08 (66.67)	33 (44)
	Occasionally	08 (20)	11 (47.83)	04 (33.33)	23 (30.67)
	Never	16 (40)	03 (13.04)	-	19 (25.33)
Ebrary	Frequently	13 (32.50)	08 (34.78)	03 (25)	24 (32)
	Occasionally	15 (37.50)	14 (60.87)	07 (58.33)	36 (48)
	Never	12 (30)	01 (4.35)	02 (16.67)	15 (20)

The *Table* XXVII indicates that CMIE-CapEx (42.50%), CMIE-Prowess (40%), MarketLine Advantage (Datamonitor 360) (47.50%), ISI Emerging Markets-India (40%) and PsycARTICLES (40%) are frequently used by most of the students. CMIE-CapEx (52.17%) and ISI Emerging Markets-India (47.83%) are frequently used by most of the research scholars. MarketLine Advantage (Datamonitor 360) (66.67%), ISI Emerging Markets-India (58.33%) and PsycARTICLES (66.67%) are frequently used by most of the faculty members.

Table XXVIII: Way of Access Full Text Articles Not Subscribed by Library

Way of Access Full Text Articles	*Categories of the Respondents*			*Total* *(N=75)*
	Students *(N=40)*	*Research Scholars* *(N=23)*	*Faculty Members* *(N=12)*	
Through friends/colleagues	27 (67.50)	16 (69.56)	04 (33.33)	47 (62.67)
Through library's document delivery services	23 (57.50)	11 (47.83)	08 (66.67)	52 (69.33)
From other libraries	03 (7.50)	01 (4.35)	-	04 (5.33)
Obtain reprints/soft copy directly from the authors	11 (27.50)	07 (30.43)	09 (75)	27 (36)
Any other	-	-	-	-

The *Table* XXVIII indicates that the majority of the students (67.50%) and research scholars (69.56%) access full text articles not subscribed by the library through friends/colleagues, whereas faculty members (66.67%) access full text articles not subscribed by the library through library's document delivery services.

Table XXIX: Time Spent for Searching and Downloading of E-resources

Time Spent	*Categories of the Respondents*			*Total* *(N=75)*
	Students *(N=40)*	*Research Scholars* *(N=23)*	*Faculty Members* *(N=12)*	
Less than 1 hour	09 (22.50)	03 (13.04)	01 (8.33)	13 (17.33)
Less than 3 hours	16 (40)	07 (30.43)	04 (33.33)	27 (36)
Less than 5 hours	10 (25)	04 (17.39)	05 (41.67)	19 (25.33)
More than 5 hours	05 (12.50)	09 (39.13)	02 (16.67)	16 (21.33)
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* XXIX indicates that the majority of the students (40%) spent time less than 3 hours, the majority of the research scholars (39.13%) spent time more than 5 hours for searching and downloading of e-resources, whereas faculty members (41.67%) spent time less than 5 hours for searching and downloading of e-resources.

Table XXX: Number of Full Text Articles Downloaded Per Month

Full Text Articles Downloaded	*Categories of the Respondents*			*Total* *(N=75)*
	Students *(N=40)*	*Research Scholars* *(N=23)*	*Faculty Members* *(N=12)*	
0 to 5	02 (5)	-	-	02 (2.67)
5 to 9	16 (40)	05 (41.67)	01 (8.33)	22 (29.33)
10 to 19	11 (27.50)	07 (58.33)	04 (33.33)	22 (29.33)

20 to 29	07 (17.50)	11 (91.67)	06 (50)	24 (32)
30 to 49	04 (10)	-	01 (8.33)	05 (6.67)
More than 50	-	-	-	-
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* XXX indicates that the majority of the students (40%) downloaded 5 to 9 full text articles in a month, whereas the majority of the research scholars (91.67%) and faculty members (50%) downloaded 20 to 29 full text articles in a month.

Table XXXI: E-resources Enhance the Efficiency of Academic Work

Opinion	*Categories of the Respondents*			*Total (N=75)*
	Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
Yes	37 (92.50)	23 (100)	12 (100)	72 (96)
No	03 (7.50)	-	-	03 (4)
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* XXXI indicates that the majority of the students (92.50%), research scholars (100%) and faculty members (100%) stated that e-resources enhance the efficiency of their academic work.

Table XXXII: Influence of E-resources on the Efficiency of Academic Work

Influence	*Categories of the Respondents*			**Total (N=72)**
	Students (N=37)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
Expedited the research/project process	24 (60)	18 (78.26)	11 (91.67)	53 (70.67)
Improved profession competence	16 (40)	14 (60.87)	10 (83.33)	40 (53.33)
Expedited the teaching process	-	-	12 (100)	12 (16)
Access to wider range of information	32 (80)	19 (82.61)	08 (66.67)	59 (78.67)
Easier and faster access to information	29 (72.50)	16 (69.56)	07 (58.33)	52 (69.33)
Any other	02 (5)	-	-	02 (2.67)

The *Table* XXXII indicates that the majority of the students (80%) and research scholars (82.61%) stated e-resources help in access to a wider range of information, whereas the majority of the faculty members (100%) stated that e-resources help in expedited the teaching process.

Table XXXIII: Problem Faced While Accessing and Using E-resources

Problems	*Categories of the Respondents*			*Total (N=75)*
	Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
Non-friendly user Interface	13 (32.50)	08 (34.78)	04 (33.33)	25 (33.33)
Not enough coverage	07 (17.50)	03 (13.04)	02 (16.67)	12 (16)
Lack of training	23 (57.50)	06 (26.09)	03 (25)	32 (42.67)
No problem being faced	16 (40)	05 (21.74)	05 (41.67)	26 (34.67)
Any other	01 (2.50)	04 (17.39)	-	05 (6.67)

The *Table* XXXIII indicates that lack of training problem is being faced by most of the students (57.50%), non-friendly user interface problem is being faced by most of the research scholars (34.78%) and no problem being faced by most of the faculty members (41.67%) while accessing and using e-resources.

Table XXXIV: Satisfaction Towards Adequacy of E-resources

Satisfaction	*Categories of the Respondents*			*Total (N=75)*
	Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
Yes	37 (92.50)	23 (100)	08 (66.67)	68 (90.67)
No	03 (7.50)	-	04 (33.33)	07 (9.33)
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* XXXIV indicates that the majority of the students (92.50%), research scholars (100%) and faculty members (66.67%) are satisfied with the adequacy of e-resources.

Table XXXV: Expectation Towards Included More Number of E-resources

Expectation	*Categories of the Respondents*			*Total (N=75)*
	Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
Yes	31 (77.50)	19 (82.61)	10 (83.33)	60 (80)
No	09 (22.50)	04 (17.39)	02 (16.67)	15 (20)
Total	40 (100)	23 (100)	12 (100)	75 (100)

The *Table* XXXV indicates that the majority of the students (77.50%), research scholars (82.61%) and faculty members (83.33%) are expected number of e-resources added to the collection.

Table XXXVI: Subscription of Print version of E-resources

Opinion	*Categories of the Respondents*			*Total (N=75)*
	Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
Yes	16 (40)	03 (13.04)	01 (8.33)	20 (26.67)
No	24 (60)	20 (86.96)	11 (91.67)	55 (73.33)
Total	40 (100)	23 (100)	12 (100)	75 (100)

The question asked to the respondents that library also subscribes the print version of e-resources. The *Table* XXXVI indicates that the majority of the students (60%), research scholars (86.96%) and faculty members (91.67%) are not agreed.

Table XXXVII: Suggestion Regarding E-resources Subscription

Suggestion	*Categories of the Respondents*			*Total (N=75)*
	Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
Yes	04 (10)	01 (4.35)	04 (33.33)	09 (12)
No	36 (90)	22 (95.65)	08 (66.67)	66 (88)
Total	40 (100)	23 (100)	12 (100)	75 (100)

The Table XXXVII indicates that the majority of the students (90%), research scholars (95.65%) and faculty members (66.67%) haven't suggested to the librarian for subscribing the relevant e-resources.

Table XXXVIII: Consideration of Request Regarding E-resources Subscription

Consideration	*Categories of the Respondents*			*Total (N=09)*
	Students (N=04)	*Research Scholars (N=01)*	*Faculty Members (N=04)*	
Yes	02 (50)	01 (100)	03 (75)	06 (66.67)
No	02 (50)	-	01 (25)	03 (33.33)
Total	04 (100)	01 (100)	04 (100)	09 (100)

The *Table* XXXVIII indicates that the majority of the students (50%), research scholars (100%) and faculty members (75%) stated that whatever they have suggested to purchase the relevant materials related to e-resources their request were attended.

Table XXXIX: Adequacy of Library Collection

Sources		*Categories of the Respondents*			*Total (N=75)*
		Students (N=40)	*Research Scholars (N=23)*	*Faculty Members (N=12)*	
Books	Adequate	06 (15)	11 (47.83)	04 (33.33)	21 (28)
	Moderate	24 (60)	08 (34.78)	05 (41.67)	37 (49.33)
	Inadequate	06 (15)	04 (17.39)	03 (25)	13 (17.33)
	Can't say	04 (10)	-	-	04 (5.33)
Periodicals	Adequate	20 (50)	08 (34.78)	08 (66.67)	36 (48)
	Moderate	16 (40)	07 (30.43)	02 (16.67)	25 (33.33)

	Inadequate	03 (7.50)	06 (26.09)	02 (16.67)	11 (14.67)
	Can't say	01 (2.50)	02 (8.69)	-	03 (4)
Reference Sources	Adequate	08 (20)	05 (21.74)	09 (75)	22 (29.33)
	Moderate	15 (37.50)	16 (69.56)	03 (25)	34 (45.33)
	Inadequate	10 (25)	02 (8.69)	-	12 (16)
	Can't say	07 (17.50)	-	-	07 (9.33)
Theses & Dissertations	Adequate	03 (7.50)	10 (43.48)	02 (16.67)	15 (20)
	Moderate	07 (17.50)	05 (21.74)	06 (50)	18 (24)
	Inadequate	04 (10)	08 (34.78)	04 (33.33)	16 (21.33)
	Can't say	26 (65)	-	-	26 (34.67)
E-books	Adequate	16 (40)	16 (69.56)	08 (66.67)	40 (53.33)
	Moderate	13 (32.50)	04 (17.39)	03 (25)	20 (26.67)
	Inadequate	09 (22.50)	03 (13.04)	01 (8.33)	13 (17.33)
	Can't say	02 (5)	-	-	02 (2.67)
E-journals	Adequate	21 (52.50)	11 (47.83)	09 (75)	41 (54.67)
	Moderate	16 (40)	07 (30.43)	03 (25)	26 (34.67)
	Inadequate	03 (7.50)	05 (21.74)	-	08 (10.67)
	Can't say	-	-	-	-
Online Databases	Adequate	11 (27.50)	18 (78.26)	08 (66.67)	37 (49.33)
	Moderate	18 (45)	03 (13.04)	04 (33.33)	25 (33.33)
	Inadequate	08 (20)	02 (8.69)	-	10 (13.33)
	Can't say	03 (7.50)	-	-	03 (4)
CDs/DVDs	Adequate	03 (7.50)	04 (17.39)	02 (16.67)	09 (12)
	Moderate	16 (40)	05 (21.74)	04 (33.33)	25 (33.33)
	Inadequate	19 (47.50)	07 (30.43)	03 (25)	29 (38.67)
	Can't say	02 (5)	07 (30.43)	03 (25)	12 (16)

The *Table* XXXIX indicates the adequacy of the library collection. The majority of the students stated that collection of periodicals (50%), e-books (40%) and e-journals (52.50%) are adequate. The majority of the research scholars stated that collection of books (47.83%), periodicals (34.78%), theses & dissertations (43.48%), e-books (69.56%), e-journals (47.83%) and online databases are adequate. The majority of the faculty members stated that collection of periodicals (66.67%), reference sources (75%), e-books (66.67%), e-journals (75%) and online databases (66.67%) are adequate.

IX. FINDINGS OF THE STUDY

Major findings of the study are:
[1]   The majority of the respondents (49.33%) visit the library 2-3 times a week.
[2]   The majority of the respondents (92.31%) indicate that they do not visit the library frequently because all the collection (e-resources) of the library are accessible from their workplace through WiFi/LAN.
[3]   The majority of the respondents visit the library to borrow and return the books (78.67%) and for research work/project (66.67%).
[4]   The majority of the respondents (90.67%) are well aware of e-resource services and facilities provided by the IIM Kozhikode Library.
[5]   The majority of the respondents are well aware that library is a member of the IIM Consortium (90.67%) and the INDEST-AICTE Consortium (78.67%).
[6]   Friends/colleagues (80%) and library orientation programmes (60%) are the most popular sources of awareness about e-resource services and facilities among respondents.
[7]   The majority of the respondents (45.33%) using e-resources 2-3 times a week.
[8]   The majority of the respondents (58.67%) equally takes the guidance from friends/colleagues and teachers/supervisors to access e-resources.
[9]   The majority of the respondents prefer field search (66.67%) and simple search (58.67%) to retrieve the information.
[10]   The majority of the respondents (60%) participated in orientation/training programmes.

[11]   The majority of the respondents point out that they need a specialized orientation training programmes to know all the resources & its coverage (94.03%) subscribed by the library as well as how to search & retrieve the content (79.10%) in the databases.

[12]   The majority of the respondents (86.67%) using e-resources for a research work/project.

[13]   The majority of the respondents (92%) indicates that due to a wide range of online databases/journals available, they have been using e-resources.

[14]   E-journals (70.67%) and online databases (50.67%) are frequently used by most of the respondents. E-books (45.33%), e-coursewares (41.33%) and e-reference sources (48%) are occasionally used by most of the respondents. CDs/DVDs (58.67%), e-theses & dissertations (60%) and e-research reports/projects (45.33%) are never used by most of the respondents.

[15]   Taylor & Francis (46.67%) is frequently used by most of the respondents. Springer Link (Kluwer) (46.67%), Sage HSS Collection (56%), and Wiley Interscience (Blackwell) (57.33%) are occasionally used by the respondents.

[16]   ACM Digital Library (41.33%), Business Source Complete (Ebsco) (45.33%) and Capitaline Plus (40%) are frequently used by most of the respondents. ABI//Inform (Proquest) (45.33%), Science Direct (Elsevier) (41.33%), IEL Online (41.33%), Euromonitor (GMID) (46.67%), INSIGHT (AERC) (36%), and CRIS INFAC (CRISIL Research) (46.67%) are occasionally used by most of the respondents. Emerald Management Extra (38.67%) is never used by most of the respondents. There is a balance in occasionally and never used of Jstor (40%) by the respondents.

[17]   CMIE-CapEx (44%), MarketLine Advantage (Datamonitor 360) (48%), ISI Emerging Markets-India (45.33%) and PsycARTICLES (44%) are frequently used by most of the respondents. CMIE-Business Beacon (52%), CMIE-India Trades (46.67%), CMIE-Economic Intelligence Service (37.33%), CMIE-Industry Analysis Service (49.33%), CMIE-Prowess (49.33%), Indiastat.com (45.33%) and Ebrary (48%) are occasionally used by most of the respondents.

[18]   The majority of the respondents (96%) stated that e-resources enhance the efficiency of their academic work.

[19]   Lack of training problem is being faced by most of the respondents (42.67%) while accessing and using e-resources.

[20]   The majority of the respondents (90.67%) are satisfied with the adequacy of e-resources.

[21]   The majority (80%) of the respondents are expecting a number of e-resources included in the collection.

[22]   The majority of the students, research scholars and faculty members stated that collection of periodicals (48%), e-books (53.33%), e-journals (54.67%) and online databases (49.33%) are adequate, whereas collection of CD/DVDs (38.67%) are inadequate.

X. CONCLUSION

The present survey clearly indicates that electronic sources of information are highly useful for the research, teaching and learning processes. In order to make it successful and best use of the available e-resources, authorities of the Institution Library should conduct regular orientation/training programmes to maximize the use of electronic sources of information more effectively and efficiently.

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