

**INTERNET SURFING IN UNIVERSITIES OF DELHI****DR. CHETAN SHARMA****Assistant Librarian, Guru Gobind Singh Indraprastha University, Delhi****ABSTRACT**

The study examines the use of Internet in Universities of Delhi. Two major groups- teachers and research scholars were surveyed. The survey instrument was a hardcopy questionnaire. Findings of this study show that respondents are seriously depend on Internet mainly for research, teaching and communication. The study also discusses frequency of use of Internet by teachers and research scholars and problems faced by them in extensive use of Internet.

**KEYWORDS:** Internet, WWW, University, Teachers and Research Scholars.

**INTRODUCTION**

Internet has networked the entire world in its web. It has reached in all the major spheres of living. Coming age is of web generation and in this era dependency of mass on Internet will be enormous. As per Internet World Stats, the population of Internet user worldwide is 2,267,233,742 almost covering 32.7% of total world population till December 2011 ([www.internetworldstats.com](http://www.internetworldstats.com)). Every kind of industry whether it is academic, scientific, cultural, sports or entertainment depends on Internet to accomplish its best. The unequal access to technology between groups due to differences in demography, economic status, and locations, has been suggested to affect worldwide globalization through Internet connectivity (Kamssu, 2004; UNDP, 2000). Internet is concreting system for a great rise in higher education and research. Internet has many benefits in the academic cycle, including provision of round-the-clock access to a wide variety of information sources globally and the ability to discuss and share experience with colleagues (Ojedokun, 2001). In an academic system libraries are responsible to strengthen literary assortment, store whole the knowledge of universe is not possible for any library, but Internet make is possible. A number of studies have been conducted to assess the significance of Internet. Present paper is also a study to estimate the behavior of Internet users. The study is an effort to know the utility and importance of Internet among the faculty members and research scholars in the universities of Delhi.

**BACKGROUND**

Jamia Millia Islamia, an institution originally established at Aligarh in United Provinces, India in 1920 became a Central University by an act of the Indian Parliament in 1988. In Urdu language, Jamia means 'University', and Millia means 'National'. The University has many centres of learning right from nursery schools to faculties and research centres.

It strives to maintain the standards of excellence in teaching and research. In 1936, all institutions of Jamia, except Jamia Press, the Maktaba and the library, were shifted to the new campus. The basic emphasis of Jamia was on evolving innovative education methods. This led to the establishment of a teacher's college (Ustadon ka Madrasa) in 1938. On 4 June 1939, Jamia Millia Islamia was registered as a society. By a Special Act of the Parliament, Jamia Millia Islamia was made a central university of India in December 1988. In the list of the Faculties, i.e. Education, Humanities & Languages, Natural Sciences, Social Sciences. Engineering & Technology, one more Faculty - Faculty of Law, was added in 1989. Many new courses and programmes at UG and PG levels have since been added ([www.jmi.ac.in](http://www.jmi.ac.in)).

In the early 1970s, when JNU opened its doors to teachers and students, frontier disciplines and new perspectives on old disciplines were brought to the Indian university system. The excellent teacher-student ratio at 1:10, a mode of instruction which encouraged students to explore their own creativity instead of reproducing received knowledge, and an exclusively internal evaluation were a new experiment on the Indian academic landscape; these have stood the test of time. The very Nehruvian objectives embedded in the founding of the University, national integration, social justice, secularism, the democratic way of life, international understanding and scientific approach to the problems of society had built into it constant and energetic endeavour to renew knowledge through self-questioning. The once rugged terrain of the Aravali hill range, where the 1000 -acre campus is housed is now lush green. The JNU campus is a microcosm of the Indian nation, drawing students from every nook and corner of the country and from every group and stratum of society. To make sure that this is so, annual admission tests are simultaneously held at 37 centres spread across the length and breadth of the country, and special care is taken to draw students from the underprivileged castes and ethnic groups by reserving 22.5 per cent of seats for them. Overseas students form some 10 percent of the annual intake. ([www.jnu.ac.in](http://www.jnu.ac.in)).

The University of Delhi, which began life in 1922 with three colleges and 750 students, has become one of India's largest institutions of higher learning, and among the largest in the world. Presently, the University is made up of 16 faculties, 86 departments, 77 colleges and a few other recognized institutes with around 150,000 regular students and more than 250,000 students in the distance learning stream. While various faculties, departments and colleges are spread across the entire city, a computer network links

them so that students and faculty can collaborate and draw upon the available resources of the University in an institutional way ([www.du.ac.in](http://www.du.ac.in)).

The Govt. of NCT of Delhi established its first University with the name Guru Gobind Singh Indraprastha University in 1998. It is a teaching and affiliating University with the explicit objective of facilitating and promoting "studies, research and extension work in emerging areas of higher education with focus on professional education, for example engineering, technology, management studies, medicine, pharmacy, nursing, education, law, etc. and also to achieve excellence in these and connected fields and other matters connected therewith or incidental thereto." University has been accredited A Grade by NAAC. As on date it has 11 Schools of Studies and One Maintained Institute, namely, Indira Gandhi Institute of Technology (IGIT) wherein as many as 35 Undergraduate and Postgraduate academic programmes are being conducted for 5000+ students; the annual intake being 1650 students. On the affiliation front, 02 Schools of Studies, namely, School of Engineering and Technology and School of Medicine and Para Medical Health Sciences are being maintained for providing leadership role to the programmes conducted under these Schools at affiliated institutions. In all, the University has 100 affiliated institutes; of these, 76 are self financed and 24 are owned and managed by the Govt. of NCT of Delhi/Govt. of India. In these affiliated institutions, 80 academic programmes are being conducted with an intake of 22,000+ students with a total strength of 62,000+ ([www.ipu.ac.in](http://www.ipu.ac.in)).

## OBJECTIVES

Objectives of the study are to know the:

- Various purposes of Internet use;
- Various Internet services used by teacher and research scholars;
- Impact of the Internet on the teaching, learning and research;
- Time spent by teachers and research scholars in using Internet;
- Satisfaction with the Internet facilities provided by the universities under study;
- Productivity and quality of information, retrieve through Internet;
- Problems faced in using various Internet services

## RELATED STUDIES

Relevant studies have been conducted on the use of Internet by teachers, students, research scholars and other community members. Here are some reviews regarding the use of Internet services.

Khan et al. (2011) in their study on Islamia University of Bahawalpur, Pakistan found that vast majority of the students use Internet mainly for study purpose. They use online databases, dictionaries, encyclopedias and online courses.

Google was the most popular search engine for retrieving information on the Internet. The respondents were also dissatisfied with the Internet service provision, slow speed of the Internet connection and inadequate number of computers in computer labs. Bhatti et al. (2011) conducted a study on Social scientists of Bahauddin Zakariya University and found that respondents do not rely only on print sources of information rather exploiting the internet for teaching, research, doing M.Phil and Ph.D, guiding research students, writing and submitting articles to journal and conferences. Thanuskodi (2011) observed that the internet and CD-ROM were the most frequently used IT-based source and facility, study reveals that 3-4 hours of access of Internet is quite common among the respondents. Loan (2011) found that majority of the college students were frequent users of Internet using it from daily to weekly basis, study also revealed that rural students mostly used Internet for education, they also face the problems like information overload (too many hits) followed by Internet illiteracy, financial barrier and information pollution. Nwezeh (2011) examined that the majority of the surveyed academic staff and students found that internet to be very useful, internet resources mostly used by both groups were e-mail and World Wide Web (WWW).

A large portion of user population in the Gulbarga University is aware about the Internet, but they do not know all its techniques and applications (Parameshwar and Patil, 2009). Swain and Panda (2009) observed that academic use of Internet by the business schools' faculty of Orissa has not yet researched its peak. The research scholars of Shivaji University, Kanpur use the Internet for their research and communication purposes (Bansode and Pujar, 2008). Kumber and Vasanatha (2007) conducted a survey on Internet use and its impact among the engineering colleges of Mysore, Hassan and Mandya district and found that 92.22% of the total respondents use Internet only for e-mail, 86.66% respondents are using Google as the favorite search engine for accessing information and 53.33% are not satisfied with the printing and downloading available in their respective colleges. Kanungo (2007) in his study on use of Internet in scholarly communication of social scientists examined that 91% of the social scientists find Internet as an important tool of research.

The survey has established that Internet has indeed become a communication medium for enhancing teaching, research and professional development for social scientists. Mishra, et al. (2005) conducted a study on undergraduate students of G B Pant University of Agriculture and Technology and found that a majority of the respondents i.e. 61.5% males and 51.6% females used the Internet for preparing assignments, 83.1% male and 61.3% female respondents faced the problem of slow functioning of Internet connection. Robinson (2005) examined the Internet use among African-Amer-

ican college students. The results of the study indicated that most of the African-American college students (76%) had used the Internet for more than three years. 47% of the responses indicated they spent an average of two hours per day on-line. A small percentage of the students spent 5-6 hours per day on the Internet.

#### SURVEY DESIGN

Study was limited to the Teachers and Research Scholars of the four universities of Delhi state i.e. Jamia Millia Islamia University, Jawahar Lal University, Delhi University and Guru Gobind Singh Indraprastha University and it was further limited to the Internet users only.

Statement of the filled questionnaire as per university:

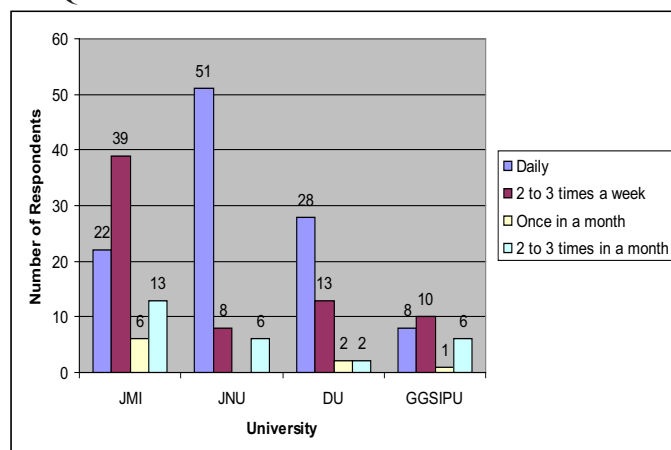
S.No	Name of the University	Abbreviation Used	Questionnaire Filled
1	Jamia Millia Islamia University	JMIU	80
2	Jawahar Lal University	JNU	65
3	Delhi University	DU	45
4	Guru Gobind Singh Indraprastha University	GGSIPIU	25

**Table 1**

A questionnaire survey was conducted to collect the information regarding status Internet users, frequency to use Internet services, connectivity of Internet not found in working order, purpose of Internet browsing, frequency of locating desired information, problems faced by the users while using internet. Total 215 questionnaires were filled throughout all the four universities. The questionnaires were filled from the users by personal visit. Questionnaires were distributed randomly to the users. Collected data analysed and presented in the tabular and graphical form.

#### ANALYSIS AND DISCUSSION

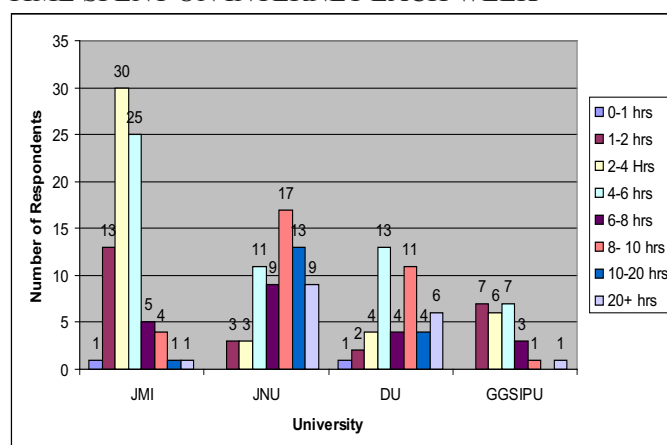
##### FREQUENCY TO USE INTERNET SERVICES



**Figure 1**

Figure 1 shows that majority of the users in JNU and DU use Internet services daily i.e. 78.46% and 62.22% respectively where as 32% and 27.5% respondents of GGSIPIU and JMI use Internet on daily basis. Majority of the respondents in JMI and GGSIPIU use Internet services 2 to 3 times in a week i.e. 48.75% and 40% respectively. In DU and JNU 28.88% and 12.30% respondents respectively use Internet services 2 to 3 times in a week. 24% and 16.25% respondents of GGSIPIU and JMI use Internet services only 2 to 3 times in a month. 4.18% of the whole respondents use Internet once in a month. The result shows that Internet is quite familiar among the teachers and research Scholars. In the similar study Parameshwar and Patil, 2009 found that about one-third respondents use Internet 2-3 times in a week and nearly another third use it daily. 45.24% and 25.39% respondents use Internet often and very often respectively (Kumar and Singh, 2009).

##### TIME SPENT ON INTERNET EACH WEEK



**Figure 2**

Figure 2 reveals that majority of the Internet users i.e. 26.15% in JNU devote 8-10 hours on Internet per week followed by 24.44% respondents of DU. Majority of the respondents in DU spent 4-6 hours per week on Internet i.e. 28.88 % followed by 28% respondents of GGSIPIU whereas 31.25% respondents of JMI use Internet for the same hours. Highest number of respondents in JMI i.e. 37.5% spent 2-4 hours on Internet per week followed by 24% respondents of GGSIPIU. 20% respondents in JNU spent 10-20 hours on Internet per week followed by 8.88% respondents of DU. 13.84% and 13.33 % respondents of JNU and DU respectively devote more than 20 hours on Internet per week. 28% respondents spent 10-8 hours per week, followed by 6-4 hours by 25% (Bhatti et al., 2011). Majority of the respondents (59.2%) use Internet 2-4 hours followed by 1-2 hours (34.7%) on an average daily (Swain and Panda, 2009). A small percentage of the students spent 5-6 hours per day on the Internet (Robinson, 2005).

##### CONNECTIVITY OF INTERNET NOT FOUND IN WORKING ORDER

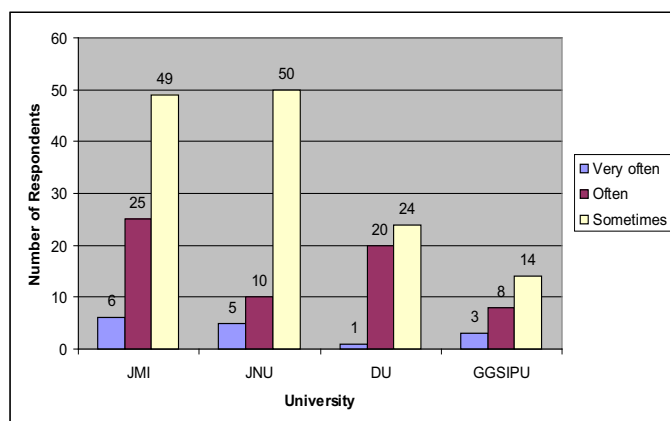


Figure 3

Majority of Internet users in JNU (76.92%) feels that Internet does not work properly sometimes, followed by 61.25%, 56% and 53.33% respondents of JMI, GGSIPU and DU respectively. In DU, GGSIPU and JMI 44.44%, 32% and 31.25% respondents respectively find Internet often down. Only 6.97 % respondents as whole face very often the problem of down connectivity of Internet. Study shows that JNU is on the top among the universities of Delhi in case of healthy Internet connectivity. 27.29% of users informed that it was taking a lot of time to get connected to a particular site (Sarasvathy and Giddaiah, 2010) Result shows Internet connectivity is a big problem in universities of Delhi.

#### PURPOSE OF INTERNET BROWSING

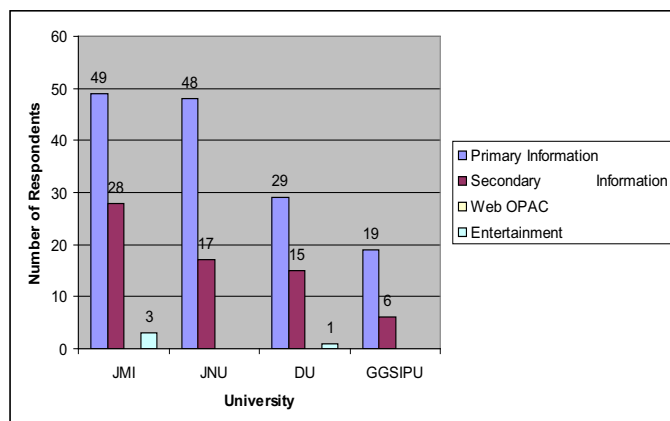


Figure 4

As per figure-4 majority of respondents in all the four universities of Delhi use Internet only for the primary information i.e. 76%, 73.84%, 64.44% and 61.25% respondents in GGSIPU, JNU, DU and JMI respectively. 35% respondents of JMI access Internet to brows secondary information followed by 33.33 % of DU. Use of Internet for entertainment is comparatively very low, 3.75% respondents of JMI and only 2.22% respondents of DU surf for entertainment. Figure-4 reveals that teachers and research scholars make maximum use of Internet only for their research purposes. It is observed that respondents are not aware of Web OPAC, as no one uses Internet for it. In the similar study Swain and Panda (2009) found that 54% respondents focus their Inter-

net search primarily on accessing open access e-journals, where as 45% respondents on accessing online databases. Nearly half of respondents use the Internet for research, an almost equal number for education and about one-third for communication with colleagues and editors of scholarly journals, only 15% use it for entertainment (Parameshwar and Patil, 2009)

#### USE OF INTERNET MORE FOR BROWSING OR E-MAIL

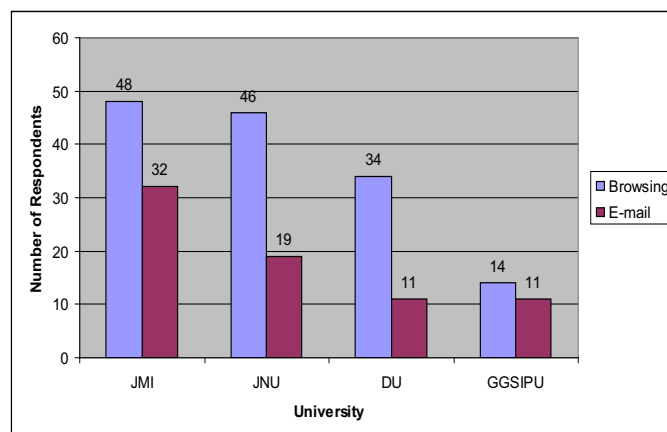


Figure 5

Majority of the respondents in all the universities under study use Internet mainly for browsing i.e. 75.55%, 70.76%, 60% and 56% respondents in DU, JNU, JMI and GGSIPU respectively. 44% and 40% respondents in GGSIPU and JMI respectively use Internet for E-Mail. Nasir (2003) revealed that Internet was mainly used for e-mailing (88.07%). 95.59% respondents use Internet for E-mail service, while 55.68% for bibliographic database services (Sarasvathy and Giddaiah, 2010). It is observed that researchers use Internet mainly for the browsing of various online databases and resources. They also use it for scholarly communication as e-mail is the best mean of communication in present time. FREQUENCY OF LOCATING DESIRED INFORMATION

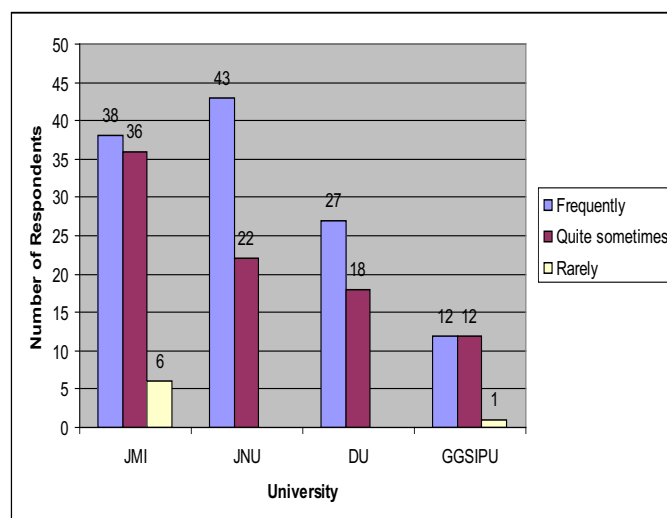


Figure 6



Figure 6 reveals that Majority of the respondents are able to locate the desired information frequently i.e. 66.15%, 60% and 47.5% respondents of JNU, DU and JMI respectively. 48% respondents of GGSIPU locate desired information frequently and the same number finds it quite sometime. Only 3.25% respondents as a whole locate desired information rarely. It means respondents are able to find the required information/material easily on Net. In the similar study on Internet use in Mysore university library, 16.36% respondents reported that irrelevant material or information is retrieved (Sarasvathy and Giddaiah, 2010).

#### PROBLEMS FACED BY THE USERS WHILE USING INTERNET

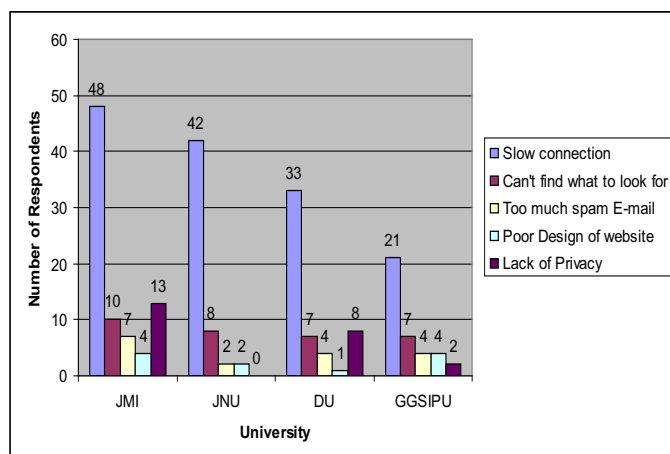


Figure 7

Figure 7 shows slow speed of Internet is a big problem for Internet users. 84%, 73.33%, 64.61% and 60% respondents of GGSIPU, DU, JNU and JMI respectively face the problem of slow speed of Internet, where as 28% respondents of GGSIPU and 15.55% respondents of DU are in the condition of non-availability of the required information/material. 7.90% of the total respondents are imbalanced due to the huge quantity of spam mails. 5.11% of the total respondents are facing the problem of poor designed websites. 17.77% and 16% respondents of DU and JMI are not satisfied with Internet due to lack of privacy. Slow speed, lack of time and lack of access from the home are the major problem (Ansari, 2006). Downloading is a problem for more than half the respondents, while irrelevant information is also a problem for about half, slow speed is a problem for nearly one third (Parameshwar and Patil, 2009)

#### CONCLUSION

The study reveals that 98.13% respondents of all the four universities find Internet as an important tool of research. For scholarly communication dependency on Internet of teachers and research scholars is very high. Respondents devote sufficient time on Internet and have enough experience of Internet use. 50.69% respondents are daily user of Internet, where as 32.55% respondents use it 2-3 times in a

week. No doubt Internet is a wonderful and competent tool to quench the thirst of every fervent if hindrances removed. Almost 67% respondents face the problem of slow speed of Internet. Another major problem faced by respondents is failure of Internet connectivity, which is faced by almost 36.27% respondents. It is the responsibility of the universities to provide the non stuck Internet services to their academicians, so that they may perform the remarkable teaching and research.

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