

# Information Seeking Behaviour of the Faculty Members of Nursing Institutions in Mizoram : A Study

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The present paper discussed how faculty members at a nursing institution in Mizoram obtain and accessing information and how they use the library. With technological advancements, the library has begun to provide- resources apart from the ability to print materials. Because of the exponential growth of knowledge and ICT applications in the information sector, it is difficult to collect, store, and communicate relevant information to users in today's world. Thus, in order to provide the right material to the right user within the allotted time frame, library staff must have a thorough understanding of their users information requirements. Nurses perform a variety of tasks, including recording patients medical histories, performing diagnostic tests and operations, analysing test results, administering treatment based on test results, caring for nursing mothers, operating medical machinery, and following up with patients to ensure their recovery. They also inform the public about early disease signs and symptoms, the emergence of new diseases, how to stay fit, eat well, and be healthy. Nurses observe, document patient behaviour. Nurses are counsellors. Accessing information is an essential competency for both students and teaching professionals because medical professionals must be up to date while dealing with patients, be conversant with emerging strategies and competencies. Thus, the goal of the study was to shed light on the nursing faculty's current information-seeking habits and library utilisation trends at the Mizoram institution and to determine the preferred routes or resources for information.

**Key Words:** *Information Seeking Behaviour-Faculty Members- Nursing Information*

## 0 INTRODUCTION

The term "Information Seeking Behaviour" describes how individuals seek for and utilise information. It relates to the method or procedure used to look

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for the data. The ways in which people seek information vary depending on the different kinds of data they require. Thus, the capacity to recognize the kinds of information that are needed, the goals or aims, and the appropriate information resources to use all result to information seeking activity. It also refers to information gathering and searching, which indicates that after determining the kind of information required, the individual searches for it and gathers it from various sources using their preferred methods i.e. a simple or complex search. Every action pertaining to information sources and channels, including both proactive and reactive information seeking and usage, is included in the category for knowledge searching activity. Therefore, it comprises both in-person and virtual interactions with people in addition to the passive receiving in of information.

### *11 INFORMATION SEEKING BEHAVIOUR MODELS*

1. Carol Kuhlthau model–Information Search behaviour which includes 6 stages concentrates on process.
2. David Ellis model - Focuses more emphasis on describing the actions than the process.
3. Nicholas J Belkin Episodic model -Based on perception, understanding and focus on information interactions.
4. Nicholas Belkin Anomalous state of Knowledge-Based on the researcher's understanding of a knowledge shortage.
5. Thomas Wilson (Wilson's theory of Information Behaviour) - In this model, Information behaviour encompasses all aspects of information-seeking behaviour. In this model, the information system and the searcher engage.
6. Stuart Card ED, H. Chi and Peter Pirolli developed information foraging on anthropological theories. In this paradigm, an information seeking evaluates their proximity to the desired information using links, summaries, and graphics.
7. Life in the Round developed by Elfreda Chatman focuses reality as it is in everyday life, predictable enough that information searching is useless unless an issue initially occurs.
8. Brenda Dervin's Sense Making Model highlights the assumption that information seekers interpret aspects that are not entirely clear. It clarifies how the information seeker views the use of the information in making information-related decisions.
9. Hall and Hofstede's models, which developed in western societies and reflect their prejudices, enable multiple perspectives on culture.
10. Krikelas developed his model described as lacking a single theoretical framework in an endeavour to bring the region of user research under one umbrella.

### *12 ROLE OF LIBRARIES WHILE SEEKING INFORMATION*

Libraries are repositories of material that is gathered, processed, stored for potential utilisation and reuse. Knowledge develops through the utilisation of information. Since it is difficult for individuals to own all of the essential books, libraries serve a significant role in meeting users information demands; therefore, the library materials and technologies in the library will assist users in accessing required resources anytime they are needed. It is crucial that all documents be maintained up to date and easily accessible to users. Most libraries also work hard to better themselves by obtaining the necessary procedures and methods from time to time. Studies on their users information seeking behaviour will assist them in developing strategies to obtain data and improving the services provided and the adoption of vital technologies.

### *13 IMPORTANCE OF INFORMATION SEEKING BEHAVIOUR*

One of the most important behaviours in research and development along with the field of Library and Information Science is the search for information. It is the process by which an individual engages in various initiatives to better themselves and possibly advance their level of knowledge. It is a crucial perception that is sometimes associated with higher intellectual processes like learning and problem-solving. For everyday purposes, such as education and research, everyone needs information. Each and every aspect of life requires information. Despite the possibility of similarities, the information needs of individuals will not be the same. For a nation to develop, information is essential. A country cannot progress until its citizens have access to information, ideally at no cost, and it cannot do so until that happens. For their daily jobs and professions, people in the fields of policymaking, planning, economics, farming, teaching, research, medicine, engineering, librarianship, and other professions need knowledge. They all require information, either directly or indirectly, whether they are working in an office, at home, in college, or in a remote location.

## **2 NURSING INSTITUTIONS IN MIZORAM : OVERVIEW**

The state capital of Mizoram is Aizawl, which also holds the state's government, which is located in northeastern India. According to the 2011 census, Mizoram had 1,091,014 population, and its literacy rate was 91.33%. It is the nation's second-least populated state. Even though the region is only 21,081 square kilometres. Many institutions including elementary, middle, high, and colleges are prominent. There are 14 nursing institutions, each of which is essential to the state's development and health care system. It is among the states in India with the least amount of population. There are several administrative districts throughout the state.

**TABLE 1**  
*List of Nursing Institutions in Mizoram*

Sl. No	Name of Institution	Established year	Courses offer	No. of faculty
1	RIPANS (Regional Institute of Paramedical and Nursing Sciences)	1994	B.Sc Nursing, B.Optomeric, B.Sc RIT, B.Sc MLT, B.Pharm	24
2	Mizoram College of Nursing	1990	B.Sc Nursing	21
3	Synod Nursing College	1936	B.Sc Nursing	13
4	BN College of Nursing	2020	B.Sc Nursing	13
5	Apollo Nursing School	2005	General Nursing & Midwifery (GNM)	7
6	Blessino Nursing School	2019	General Nursing & Midwifery (GNM)	10
7	Lunglei Nursing School	1995	General Nursing & Midwifery (GNM)	8
8	School of Nursing Christian Hospital, Serkawn	1923	General Nursing & Midwifery (GNM)	6
9	Thingdawl Nursing School	2017	General Nursing & Midwifery (GNM)	7
10	Health Worker Training Institute, Kulikawn	1957	Auxiliary Nurse & Midwife	10
11	Auxiliary Nursing Midwife School, Zemabawk	2021	Auxiliary Nurse & Midwife	5
12	Auxiliary Nursing Midwife School, Mamit	2021	Auxiliary Nurse & Midwife	5
13	Auxiliary Nursing Midwife School, Lawngtlai	2017	Auxiliary Nurse & Midwife	6
14	Mission Foundation Movement	2009	Auxiliary Nurse & Midwife	5

### 3 LITERATURE REVIEW

Sateesha (2023) study state that the library is crucial in post-graduate students of Engineering, Medical and Social Science as most students struggle

with having enough reference materials and books, access to PC's in the library, and an adequate sufficient internet connection. Additionally, since the field is technical, students must advance in it. As a result, the main libraries for PG programmes in engineering and medicine have to hold a greater number of physically referable, innovative documents. Also awareness campaigns must be held to help students develop their skills.

Shivakumaraswamy and Chandrashekar (2022) study focuses on how different library services and resources provided by AdiChunchanagiri University Library in Karnataka, India are used. Undergraduate students in engineering, medicine, pharmacy, education, and business from AdiChunachangiri University's constituent colleges are included in the study. The majority of respondents select the paper version, with 46.6% saying that 'general books' are really helpful. 37.7% of respondents said they always use e-journals. Among the respondents, the primary motivation for seeking knowledge from Adichunchanagiri University was to prepare for exams. This study made it very evident how important it is to use the library's resources at AdiChunachangiri University. The majority of students rely on library collections and resources in print format. In light of technological advancements, the library now offers an electronic form in addition to print versions. Concerning the 'Lending Services' facilities, most respondents (124 out of 45.9%) say they are very satisfied,' while only a small minority (19 out of 7%) indicate they are 'somewhat satisfied.'

Sharma and Kumar (2022) study focuses in the information demands, information-seeking behaviours, and information abilities of law faculty members and students. The study investigates many e-resources and legal databases that academic lawyers use to meet their information demands in a digital context. Academic lawyers have various knowledge needs, yet they rely more on books, newspapers, law journals, theses, and dissertations. To conduct research and acquire electronic information for their studies, most academic lawyers use the internet. The e-legal information obtained by academic legal professionals through various legal databases is inadequate. Lack of access to electronic resources and ignorance of legal databases may be the cause. Along with these issues, they also deal with a lack of training, a shortage of computers, and poor internet connections.

Amla and Singh (2021) found that Pyramid College students libraries are an essential component of their education. The majority of users utilise library resources to write research papers, articles and career development. The resources that are offered in the library satisfy the respondents. Also, they have a positive attitude towards the library and 100% of them follow its rules and guidelines. They also believe that books should be handled with care. In addition to the curriculum book, the students enjoy reading the extra book.

70% of them were true story books. Additionally, respondents said they prefer to browse the internet and spend their free time in libraries.

Patel and Oza (2021) has overviewed the models of Information Seeking Behaviour. Information behaviour models emphasise on the small-scale activities that users engage on a regular basis in particular social and contextual circumstances that may have an impact on their information behaviour. The models developed by Ellis and Kuhlthau are focused on the many tasks associated with the process of finding information. Dervin's method of creating sense. Choo distinguished four primary methods for locating information on the Internet. The discussion makes it clear that while each model represents a distinct approach to information seeking behaviour research, they also overlap or are similar in character. A characteristic shared by all the models is that using information is a multi-phase process. These stages comprise determining the needs for data, deciding to use information, choosing and obtaining information sources, locating and organising, analysing and processing the knowledge, and utilising the information.

Patil and Gadge (2020) study the 'Information Seeking behaviour of Engineering Institution faculties in North Maharashtra University, Jalgaon : A Study,' by taking sample from the engineering school faculties to obtain a general understanding of their information-seeking habits, the survey's results further show how important it is for researchers to seek out information. It is discovered that the majority of faculty members seek information in order to keep up with current events and get ready for student lectures. The most significant source of information is conversations among colleagues and also, it was shown that 'Information is too vast' is the biggest obstacle to information seeking.

Patel and Anand (2020) focused centred on the information-seeking habits and information needs of IIT Patna users of the Central Library in order to enhance library services. The majority of information is now available digitally, as the conduct surveys show, but 74.8% of respondents said they still preferred books, indicating the continued value of books in this digital age. It is noted that the majority of respondents (77.8%) use information seeking mostly for research purposes; they also look for information to keep up with current events and to prepare for class notes and assignments. The respondents preferred IT-based services in order to save time and are well knowledgeable about IT. E-resources are the major source of knowledge in this ICT era, and the majority of respondents to our study use e-resources when conducting research and composing research papers. The survey shows how important the internet is to information searching in this digital age. Most research scholars and postgraduate students have expressed satisfaction with the library's services and value the staff's cooperation.

Boria and Kumar (2019) discovered that ICT-based modern technologies

have had a significant influence on how agricultural libraries have developed and operate. As a result of ICT development and technological advances, academic libraries user prospects have changed. Many users are now persuaded to utilise the libraries resources and services conveniently as well as utilising them for academic work. The most favoured channels among all respondents were ICT devices, operating devices, formats communication channels, and e-resources. ICT devices and the internet were being used as information tools by a significant number of users. The majority of respondents expressed satisfaction with the services of ICT driven resources.

Kumar (2017) carried out research on the ways in which academics at Karnataka's agri-business institutions seek for information, citing various models and forms of information-seeking behaviour. The different information behaviour, information seeking, and information searching models each reflect a distinct facet of the larger issue; they are complementary rather than competing. Users should concentrate on performing a view of information searching as a complex process embedded in the larger perspective of information-seeking behaviour and information behaviour in general, rather than on the micro-level of analysis that is typical of the dominant paradigm of information retrieval research, as the various models are gradually related.

Garg (2016) highlighted different models such as Wilson (1981 and 1996), Krikelas (1983), Dervin's Theory of Sense Making (1983 and 1992), Ellis (1989), and Kuhlthau (1991 and 1993). The models work effectively together and emphasize a broad description of the information-seeking process. As a result, the majority of broad information-seeking behaviour models appeared to recognise that users may employ a range of services, systems, information sources, and even personal contacts to try and resolve an issue. Therefore, it will be very beneficial in providing information on these models of information seeking behaviour to information science researchers and students.

#### 4 RESEARCH METHODOLOGY

This study's methodology is survey research, and data from respondents was gathered using a standardised questionnaire. Questionnaire has been distributed to all nursing faculties in Mizoram. A structured questionnaires was administered to all faculty members (140). All faculty members were given 140 questionnaires in total; 115 (82.14%) of the responses were collected, and MS Excel was used to analyse the data.

## 5 DATA ANALYSIS AND INTERPRETATION

### a) Profile of Faculty

**TABLE 2**  
*Gender-wise analysis*

Sl. No	Gender	No. of Faculty	Percentage
1	Male	12	10.43%
2	Female	103	89.56%
	Total	115	100%

Table 2's data indicates that in Mizoram, majority of the nursing faculties are female where 103 female and 12 male make up the 115 faculty members in total.

### b) Faculty Designation

**TABLE 3**  
*Faculty Designation*

Sl. No	Gender	No. of Respondents	Percentage
1	Asst. Professor	19	16.52%
2	Tutor	96	83.47%
3	Total	115	100%

The above table clearly shows that majority of the faculty designation are Tutor 96 (83.47%) and Assistant Professor 19 (16.52%) are response.

### c) Source of Information

**TABLE 4**  
*Source of Information*

Sl. No	Name of Institution	Print	Electronic/ Web-based	Audio visual	No. of Respondents
1	RIPANS (Regional Institute of Paramedical and Nursing Sciences)	9(45%)	7 (35%)	4 (20%)	20
2	Mizoram College of Nursing	3(27.27%)	4 (36.36%)	4(36.36%)	11
3	Synod Nursing College	9(81.81%)	2 (18.18%)	0	11



4	BN College of Nursing	3(23.07%)	0	10 (76.92%)	13
5	Apollo Nursing School	3(42.85%)	0	4(57.14%)	7
6	Blessino Nursing School	1(10%)	3 (30%)	6 (60%)	10
7	Lunglei Nursing School	2(25%)	2 (25%)	4 (50%)	8
8	School of Nursing Christian Hospital, Serkawn	0	0	6 (100%)	6
9	Thingdawl Nursing School	1(33.33%)	0	2 (66.66%)	3
10	Health Worker Training Institute, Kulikawn	2(40%)	2 (40%)	1 (20%)	5
11	Auxiliary Nursing Midwife School, Zemabawk	1(20%)	1 (20%)	3 (60%)	5
12	Auxiliary Nursing Midwife School, Mamit	1(20%)	1(20%)	3(60%)	5
13	Auxiliary Nursing Midwife School, Lawngtlai	4(66.66%)	1 (16.66%)	1(16.66%)	6
14	Mission Foundation Movement, Durtlang	3(60%)	0	2 (40%)	5
		42 (6.52%)	23(20%)	50 (43.47%)	115

The above table shows the source of information by the nursing faculty in Mizoram. Faculties are using several materials for teaching and learning such as Print material, Web-based/Electronic form and Audio-visual. From the analysis shows that Audio-visual 50 (43.47%) is the mostly used by the faculty. 42 (6.52%) of the faculty were using Print materials followed by Web-based/Electronic 23(20%).

**d) Frequency of Library Visit****TABLE 5***Frequency of Library Visit*

Sl. No	Frequency	No. of Respondents	Percentage
1	Daily	18	15.65%
2	Once in a week	54	46.95%
3	Twice in a week	23	20%
4	Thrice in a week	14	12.17%
5	Never visit	6	5.21%
	Total	115	100%

Following data analysis, Table 5 shows an overview of the differences in the reasons faculty members at nursing institutions use the library. Accordingly, to access the required material from the library, 18 (15.65%) majority of the faculty 54 (46.95%) visited the library once in a week, 23 (20%) visited twice in a week, 14 (12.17%) visited thrice in a week and 6 (5.21%) never visited the library.

**e) Purpose of information seeking****TABLE 6***Purpose of information seeking*

Sl. No	Purpose	No. of Respondents	Percentage
1	For preparing class lectures	79	68.69%
2	For updating knowledge	13	11.30%
3	For doing research work	8	6.95%
4	For writing paper and presenting paper	10	8.69%
5	For doing Ph.D	2	1.73%
6	For entertainment	3	2.60%
	Total	115	100%

The goal of the faculty members seeking out information in the Mizoram nursing institution appears in Table 6. The majority of faculty members, 79 in total (68.69%), look for information to prepare lectures, 13 (11.30%) seeks

for updating their knowledge, 8 (6.95%) respondents seek for doing research work, for writing paper and presenting paper 10 (8.69%) search for information while 2 (1.73%) seek for doing Ph.D and 3 (2.60%) seek information for entertainment.

**f) Problems faced by the faculty**

**TABLE 7**  
*Problems faced by the faculty*

Sl. No	Reasons of problems faced	No. of Respondents	Percentage
1	Material is not available	17	14.78%
2	Library staff are unwilling for service	1	0.86%
3	Incomplete information materials	7	6.08%
4	Information sources are so far located	6	5.21%
5	Lack of time	14	12.17%
6	Inadequate library usage knowledge	6	5.21%
7	Information scattering in too many sources	8	6.95%
8	Information is too vast	7	6.08%
9	Some of materials are old	13	11.30%
10	Insufficiency of computers	20	17.39%
11	Poor internet connectivity	16	13.91%
	Total	115	100%

Table 7 clearly shows the problem faced by the staffs where majority 20 (17.39%) faced issuesince there is insufficiency of computers, 17 (14.78%) of the staffsdo not get their required material, due to incomplete information 7 (6.08%) faced problem, due to Information sources are far located 6 (5.21%) faced problem while seeking information, also the respondents of 14 (12.17%) faced issue because of limited time, while due to information scattering in too many sources 8 (6.95%) respondents faced problem. Due to poor internet connectivity respondents of 16 (13.91%) faced problem, 6 (5.21%) respondents faced issue resulting from inadequate understanding of library usage and 13 (11.30%) finds some of materials are old while 1 (0.86%) says that Library staff are unwilling for service.

## 6 FINDINGS AND SUGGESTION

Audio-visual resources are the most frequently consulted for teaching and learning in nursing institution. No one can ever have too many books, the library is a valuable resource for education and research. The library staff play an integral part in helping users access and acquire familiar with the ICT in the library by guiding them through the process. The study explores the variety of resources that the Mizoram nursing faculty uses to meet their information needs for academic purposes. The needs of nursing faculty regarding the information are different but they more depend on audio-visual, print materials and e-resources. Now adays, most faculty members are looking for information to prepare lectures. They also face some problems like insufficient of computers, adequate material is not available and slow speed of internet connections. Respondents are very well aware of IT and preferred IT-based services to save their time. The study demonstrates that the internet is playing a pivotal role in this digital era for searching information. Majority of the faculty were accessing library once in a week. This study clearly showed the importance of Libraries in keeping their faculty members well acquainted and up to date on a daily basis.

## 7 CONCLUSION

Library is an essential component of every institution since it is a 'heart of knowledge.' Student access to the library is necessary for learning and expanding knowledge. In a similar way, teachers must also stay current with teaching, learning, and research due to technological advancements. It is also essential to use libraries since the books that students currently hold are insufficient, as student generations are always changing and the current generation is very passionate about using digital libraries, which employ ICT to provide information to all users at anytime, anywhere. Nursing institutes are vital to the nursing profession since its students will be interacting with patients. Some people can be suffering from severe ailments that need to be treated right away. Thus, it can be stated that their health issues made them the most significant. Information is needed by teachers in order to prepare lectures, conducting research, publishing articles, conducting general studies, staying up to date on current events, and learning about new developments in their field of specialization. Teachers require to know the best sources of information and how to acquire it for their classrooms in order to efficiently educate their students. The current era is 'Information era' where every individual is surrounded by information every day. E-services have a big impact on everyone these days in the sphere of education. ICT utilised in libraries benefits faculty members in numerous ways. These days, a great deal of knowledge is expanding daily due to advancements in technology. Students engage in a variety of information-seeking behaviours, such as obtaining information and resources. It is crucial in this scenario that teachers have the

ability to access the materials their students need at the appropriate time and location. The study shows that faculty members find it easier to use audio-visual aids for instruction since nurses, unlike students at other institutes, constantly learn in order to interact with patients and stay up to date.

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