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INTERNET USERS: MYSORE UNIVERSITY CAMPUS (INDIA)

K.R. Mulla* and ***M. Chandrashekara*****

Investigators have made an attempt to explain the important aspects of Internet, the Internet being a computer network made up of thousands of networks worldwide. No one knows exactly how many computers are connected to the Internet. Internet and Internet based information resources are essential to overcome the distance barrier in information explosion, and it also saves the time, when searching the literature in electronic form and allows to identify the resources. Presently, Internet based information resources are increasingly used for various purposes. The teachers, research scholars and students of higher education use Internet to keep themselves up to date. The present study explains / gives an insight into why people are interested and what is their attitude towards the use of Internet based information resources and Internet use.

KEYWORDS/DESCRIPTORS: Internet, World Wide Web (WWW), Barrier, Protocols, Virtual information, Research scholar, Mysore University

1 INTRODUCTION

The Internet has been a powerful feature in the information area since its inception in the last quarter of the 20th century. Though restricted in its initial stages of development, in the 1990s the content and use of the Internet expanded to include many areas such as business, industry, education, research, government and entertainment etc.

Opening the Internet to common usage literally opened the floodgates. It has come to be known as the information superhighway. In recent years, computers have changed the whole process of information handling. Internet serves as a backbone and connects to these sources of information irrespective of their locations and has taken all the responsibilities of controlling the problems like collection, organizing, storing, retrieval, and dissemination of information. It has

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allowed the scientists, researchers, students, journalists, businessmen and the common man as a live communication channel between computers and the people. Today 'information' is the most vital resource for any kind of activity. The Internet provides access to valuable resources scattered in various forms in different parts of the world. An Internet user has access to a wide variety of services: electronic mail, file transfer, vast information resources, interest group membership, interactive collaboration, multimedia displays, real-time broadcasting, shopping opportunities, breaking news, and much more. The Internet consists primarily of a variety of access protocols. Many of these protocols feature programs that allow users to search for and retrieve material made available by the protocol.

a) Internet

Internet is information superhighway; a worldwide channel of communication; a large storehouse of information; a universal network to which individual computers or networks could plug in cyber world. There are several different ways to look at what the Internet actually is:

* At the highest level, the Internet is the people that use it the global community of users;
* At another level, the Internet is a set of protocols that define the rules of how the computers will transfer information with one another; and
* At the lowest level, it is the hardware behind the computer networks - the computers, modems, phone lines and cables that link together to form a huge network.

b) Network of Hosts

The size of the Internet by the number of hosts connected to it has always been fraught with difficulties. An interesting exercise by Batty and Barr (1994), produced information on the geographical spread of the hosts and related this to national populations, ending up with a calculation based on the number of hosts per 1000 people. The number of hosts connected to the Internet from 1993-2000 is shown from the Table 1.

Table 1 Number of Hosts Connected to the Internet from 1993-2000

Year	Number of Hosts (In Millions)	% of increase
1993	1.3	-

Year	Number of Hosts (In Millions)	% of increase
1994	2.2	0.9
1995	4.9	2.7
1996	9.5	4.6
1997	16.1	6.6
1998	29.7	13.6
1999	43.2	13.5
2000	93.0	49.8

From the table 1, in the year 1993 there were only 13 million of hosts and it has increased 93 million in the year 2000. Keegan (1997) carried out extensive study another feature of the geographical spread of hosts-its inequality: 96% of them are located within the rich, 27 OECD areas. It has been surveyed over the hundred new websites growing everyday. The OCLC (Online Computer Library Center) regularly surveys the Internet and it calculates the number of websites and webpages existing on the Net. OCLC has calculated that the web currently has >2.9 million open websites and >4.8 million unique sites exist open websites has almost tripled in two years, increasing from 800000 in June 1997 to 2.2 million in June 1999 according to IT reports.

2 UNIVERSITY OF MYSORE: AN OVERVIEW

The university now encompasses 122 affiliated colleges and 5 constituent colleges. In addition, the university has 37 postgraduate departments, 8 specialised research and training centers and 2 post graduation centers. The university library offers a collection of over 8 lakh books, 2,400 journal titles and 1 lakh volume of bound journals, and is well supported by CD-ROM, Internet, e-mail, fax and photocopy services, in addition to resource sharing arrangements. The university computer center at Manasagangotri has mainframe, LAN and Internet facilities for research, teaching and training. Having served the cause of higher education and research with distinction and dedication of the 20th century, the University of Mysore now envisages the 21st century as an era of even greater growth and success during which it will produce well qualified and well motivated youth to serve humanity. As it gets closer to its centenary celebrations, the university looks forward to newer ways of fulfilling the vision of its founding

fathers. The University of Mysore from its inception till today has grown steadily and has earned a name abroad also. University of Mysore not only maintains its status but also moves further to reach still greater heights

3 OBJECTIVES OF THE STUDY

1) Identify the use of Internet;
2) To know the extent of satisfaction of Internet based information resources and its tools;
3) Examine the usefulness of the Internet based information resources;
4) Identify the level of users of Internet;
5) To find the difficulties in browsing the Internet based information resources; and
6) Identify the reasons, effects of the use of Internet.

4 HYPOTHESES

1) The Internet users of the University of Mysore have a positive attitude towards the Internet;
2) Majority of the users use the Internet for e-mail purposes; and
3) Majority of the users are satisfied with the use of Internet.

5 SCOPE AND LIMITATIONS

University of Mysore is having 45 departments and it consists of teachers, research scholars and students. The investigators found it difficult to conduct the survey of all these categories of people belonging to different departments. So in this study only science department's teachers, research scholars and students have been considered for the survey.

6 METHODOLOGY ADOPTED FOR THE STUDY

The study begins with a detailed literature search. LISA (Library and Information Science Abstracts) database has been searched for review of literature. The information about the research topic is collected through articles and other related papers. In order to find out the attitude of users towards Internet use, data has been collected from teachers, research scholars and students. A

detailed pre-structured questionnaire was designed and circulated among different user categories. Questionnaires were distributed among 30 teachers, 50 research scholars and 120 students of different subjects in the field of science in Manasagangothri campus of the University of Mysore. In the distribution of questionnaires, stratified sampling technique was used. At many times to clarify the doubts, the investigator's had personally interrogated the users.

7 DATA ANALYSIS

An analysis and interpretation of data collected through the questionnaire is attempted. The main purpose of the questionnaire was to collect details about the attitude of users towards the Internet use by teachers, research scholars and students of University of Mysore.

1). ***Data Collection***: The questionnaire was distributed to the users and the responses received from them are presented in Table 2.

Table 2: Distributions of Questionnaires and Responses Received

Category of users	Number of questionnaires distributed			No. of filled in questionnaires received			% of response
	Male	Female	Total	Male	Female	Total	
Faculty members	23 (76.66)	7 (23.33)	30 (100.00)	23 (76.66)	7 (23.33)	30 (100.00)	100%
Research scholars	36 (69.23)	16 (30.76)	52 (100.00)	36 (69.23)	14 (26.92)	50 (96.15)	96.15%
Students	54 (43.20)	71 (56.80)	125 (100.00)	51 (40.80)	69 (55.20)	120 (96.00)	96.00%

From the Table 2, it can be seen that 30 questionnaires were distributed to the teachers and the response rate is 100%. Out of 30 teachers 23(76.66%) were male and 7(23.33%) were female. Similarly 52 questionnaires were distributed to the research scholars, out of which 50(96.15%) filled in questionnaires were received. Out of 50, 36 were male and 14 were female. Another 125 questionnaires were distributed to the student community, wherein 120 (96.00%) filled in questionnaires were received. Out of 120, 51 (40.80%) were male and 69 (55.20%) were female student respondents.

2). ***Internet Aspects/Topics in the Syllabus***: As Internet helps to develop present society, there is a need to conduct research at the postgraduate level. To get

the necessary information regarding this, a question was asked to the users whether the Internet aspects/topics have been included in their syllabus. The users opinion regarding the Internet aspects or topics in the syllabus are as follows - totally 83 respondents have said that they have Internet aspects in their syllabus and it accounts to 41.50% whereas, 117 of the respondents said that they don't have Internet aspects in their syllabus and they constitute 58.50% of the total response. The category-wise opinion shows that 8 faculties, 17-research scholars and 58 students have opined that they have Internet aspects in their syllabus. They account for 26.70%, 34% and 48.30% respectively in their respective categories. 22 faculty members, 33 research scholars and 62 students have responded that in their syllabus/ Internet aspects have not been included. They represent 73.30%, 66% and 51.70% respectively in their respective categories.

3). ***Places of Internet Browsing***: People browse the Internet at different places depending upon their convenience and comfort. The preference of browsing in a particular place mainly depends on the speed of access, price and distance and convenient hours etc. Out of 200 respondents 164 (82.00%)respondents access the Internet based information resources at the surfing center.48 (24.00%) respondents at the university of Mysore library and 22 (11.00%) use Internet at home. Remaining 15 (7.50%) respondents use Internet in their department or laboratory. The category-wise opinion shows that 16 (53.33%) teachers, 43 (86.00%) research scholars, and 105(87.50%) students are using Internet at surfing center. Very few people use Internet at home i.e. 13(43.33%) teachers, 5(10.00%) research scholars and 4(3.30%) students.

4) ***Reasons for Using Internet at Different Places***: Users prefer to use Internet in their respective places because of many reasons like, convenient hours, higher bandwidth, easy accessibility, etc. The responses collected and analysed are in the Table 3.

Table 3: Reasons for Using Internet at Different Places

Reasons	Faculty N=30	Research scholars N=50	Students N=120	Cumulative N=200
Convenient hours	15 (50.00)	29 (58.00)	57 (47.50)	101 (50.50)
Easy accessibility	19 (63.33)	23 (46.00)	48 (40.00)	90 (45.00)
Provision to download and get print-out	11 (36.66)	17 (34.00)	47 (39.20)	75 (37.5)

Reasons	Faculty N=30	Research scholars N=50	Students N=120	Cumulative N=200
Economical (Cost wise)	6 (20.00)	16 (32.00)	28 (23.30)	50 (25.00)
Higher bandwidth	5 (16.66)	7 (14.00)	17 (14.20)	29 (14.50)

Table 3 shows that 101 (50.50%) use the Internet in their places because of convenient hours. 90 respondents (45.00%) use the Internet in their place because of easy accessibility, 75 (37.50%) respondents use the Internet because of the provision to download and to get a print out, 50 (25.00%) respondents use the Internet because of economical reasons. 29 (14.50%) use the Internet where there is high bandwidth, so that they can have fast access to information. The category-wise opinion shows that 15 (50.00%) teachers, 29 (58.00%) research scholars and 57 (47.50%) students use Internet at their respective places because of convenient hours and the table also shows that 19 (63.33%) teachers, 23 (46.00%) research scholars and 48 (40.00%) students for easy accessibility.

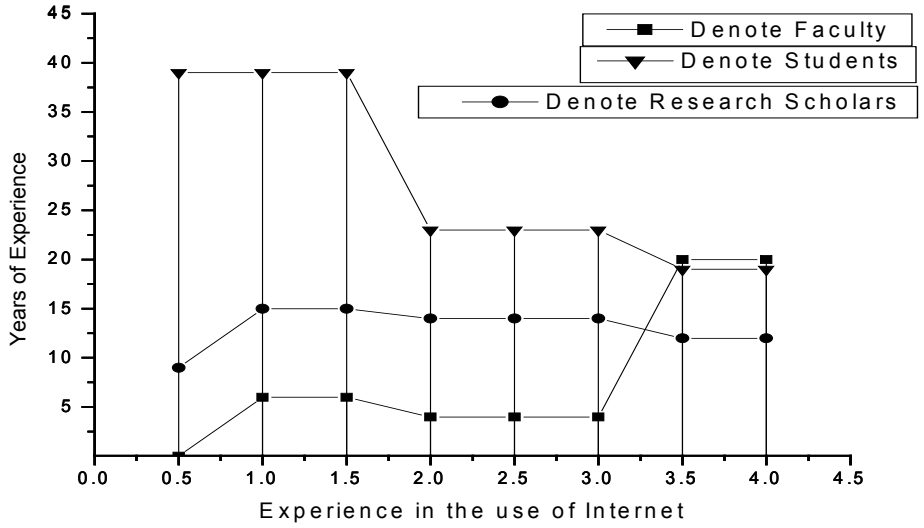
5) ***Different Ways to Learn the Use of Internet***: Every individual should know how to browse Internet, so one has to learn the use of Internet. There are different ways, which help to learn the use of Internet. A question was asked about the different ways they adopt to learn the use of Internet. Out of 200 respondents 114 (57.00%) users learnt using Internet by taking the assistance from their friends, 63 (31.50%) have learnt by themselves, 52 (26.00%) have learnt by formal training, and 3 respondents (1.50%) have attended short-term courses to learn the use of Internet. The category-wise opinion shows that 7 (23.33%) teachers, 31 (62.00%) research scholars and 76 (63.00%) students have learnt using Internet by the assistance of their friends, where as 21 (70.00%) teachers 13 (26.00%) research scholars and 29 (24.20%) students have learnt by self instruction.

6) ***User Experience with Internet***: Experience of the users in use of Internet strengthens the use. Year of experience data was collected using university web site and data collection is presented in Table 4.

Table 4: Comparisons of Information Resources on Internet with Printed Sources

Extent of satisfaction	Faculty	Research scholars	Students	Cumulative
Satisfied	14 (46.66)	23 (46.00)	57 (47.50)	94 (47.00)
Moderately satisfied	10 (33.33)	22 (44.00)	53 (44.20)	85 (42.50)

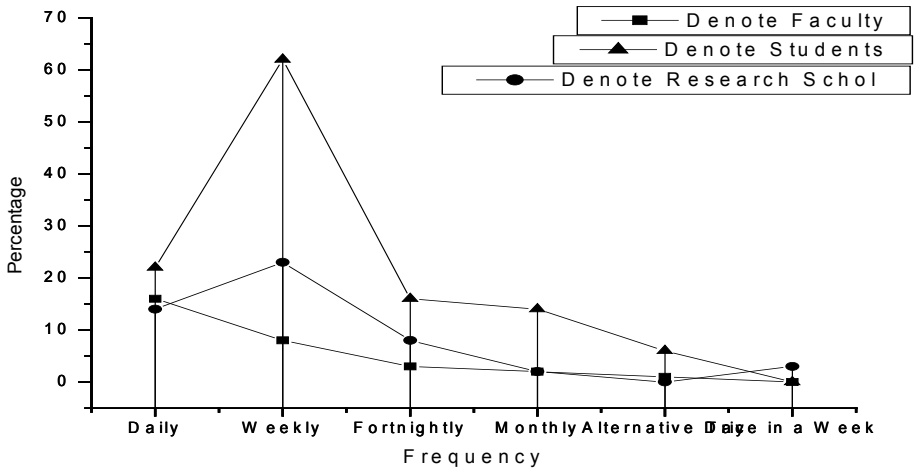
Extent of satisfaction	Faculty	Research scholars	Students	Cumulative
Fully satisfied	4 (13.33)	5 (10.00)	7 (5.80)	16 (8.00)
Not satisfied	2 (6.66)	0 (0.00)	3 (2.50)	5 (2.50)
Total	**30 (100.00)**	**50 (100.00)**	**120 (100.00)**	**200 (100.00)**



Graph 1: Years of Experience in the Use of Internet

The above Graph 1 shows that majority (60; 30.00%) of respondents are using Internet from 1-2 years, 51 (25.50%) respondents have the experience of more than 3 years, 48 (24.00%) respondents are using Internet from 6 months to 1 year, and 41 respondents (20.50%) are using Internet from 2-3 years. The category wise opinion shows that 6 (20.00%) teachers, 15 (30.00%) research scholars and 39 (32.50%) students are using Internet from 1-2 years. Where as more than 3 years constitute for 20 (66.67%) teachers, 12 (24.00%) research scholars and 19 (15.80%) students.

7) ***Use for Internet resources***: There are different factors like time, price, distance etc., which may affect the frequency of using Internet. The data is presented in Graph 2.



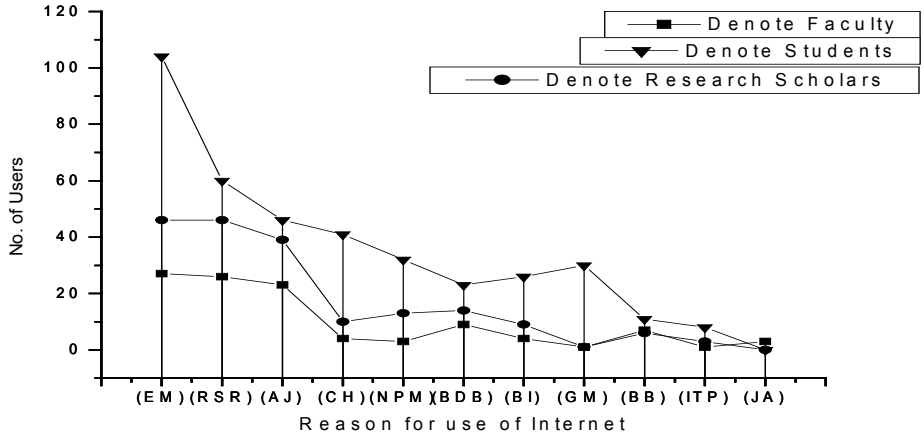
Graph 2: Frequency of Use of Internet Resources

The Graph 2 shows that 93 respondents (46.50%) have used Internet weekly; while 52 (26.00%) respondents use Internet daily, 27 respondents (13.50%) use Internet fortnightly and 18 (9.00%) use the Internet monthly. In addition to this the remaining 10 respondents (5.00%) have given their options like every alternative day and thrice in a week etc. The category wise opinion shows that 8 (26.66%) teachers, 23 (46.00%) research scholars and 62 (51.70%) students use Internet weekly for their daily requirement and 16 teachers, 14 research scholars and 22 students use daily which constitute for 53.00%, 28.00% and 18.30% respectively.

8) ***The level of interest in browsing for information on Internet-An opinion***: Users will have different levels of interest in searching for the information on the Internet. One may use it to browse; another may find it as a source of relevant information etc. It is found from 96 (48.00%) respondents are moderately interested in searching the information on Internet, where as 80 (40.00%) respondents are highly interested, 17 (8.50%) respondents are slightly interested, 4 (2.00%) respondents are less interested and 3 (1.50%) respondents are not at all interested in searching the information on Internet. From this we can find out that majority of users are interested in searching information on Internet and very few respondents are not at all interested. The category wise opinion shows that 7 (23.33%) teachers, 21 (42.00%) research scholars and 68 (56.70%) students are moderately interested in searching of

information on Internet and 19 (63.33%) teachers, 24 (48.00%) research scholars and 37 (30.80%) students are highly interested in using internet. only very few users i.e. 1 (2.00%) research scholar and 2 (1.70%) students are not interested.

9) ***Reasons for use of Internet***: Internet offers variety of tools to access information. Any individual sitting in any corner of the world can have access to information that he desires, through the Internet. Without his physical presence he can access the information.

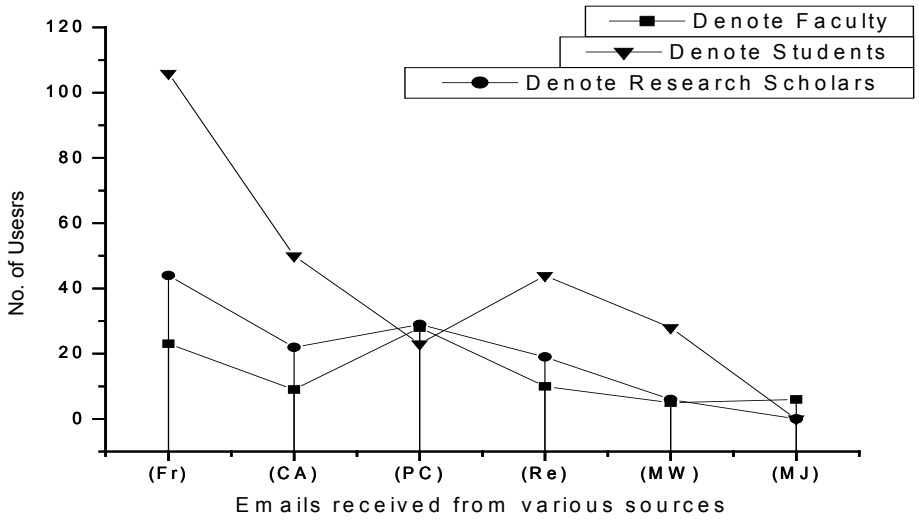


Graph 3: Reasons for use of Internet

Graph 3 shows that 88.50% of respondents i.e. 177 users use e-mail (EM) facility and 132 (66.00%) respondents use for research studies (RSR) and for reports. 108 (54.00) respondents use Internet to have access to journals (AJ), 55 (27.50%) use for chatting (CH), 48 (24.00%) use Internet for newspapers and magazines (NPM), 46 (25.00%) use for bibliographic databases (BDB), 39 (19.50%) for book shops on Internet (BI), 32 (16.00%) for games and music (GM), 24 (12.00%) use for Bulletin Boards (BB), remaining 12 (6.00%) respondents opined that they use Internet for Internet telephony (ITP) and 3 (1.50%) to collect abstracts from journals (JA). The category wise opinion shows that most of the users use internet for the communication purposes i.e. 27 (90.00%) teachers, 46 (92.00%) research scholars and 104 (86.70%) students are using Internet for e-mail and 26 (86.66%) teachers, 46 (92.00%) research scholars and 60 (50.00%) students use Internet for research studies and reports. 23 teachers, 39 research

scholars and 46 students use to access journals and they constitute 76.66%, 78.00% and 38.30% respectively and 4 teachers 10 research scholars and 41 students use Internet for chatting and they constitute 13.33%, 20.00% and 34.20% respectively.

10) ***Users opinion***: The teachers will receive more mails from their professional colleagues. Maximum number of respondents 28 (100.00%) have said that they receive mails from their colleagues, 23 respondents from friends, 10 from relatives, 9 from commercial advertisers, 5 of them said that they receive mails from websites. Remaining 6 members said that they would receive mails from journals. Among 50 respondents 44 research scholars have responded that they receive more number of mails from friends, 29 will receive from professional colleagues, 22 respondents from commercial advertisers and 19 from relatives. Another 6 from websites and most of research scholars receive mails from friends. 106 (96.36%) students will receive the mails from their friends. 50 respondents said that they will receive from commercial advertisers, 44 from relatives, 28 from websites, and only 23 receive mails from professional colleagues.

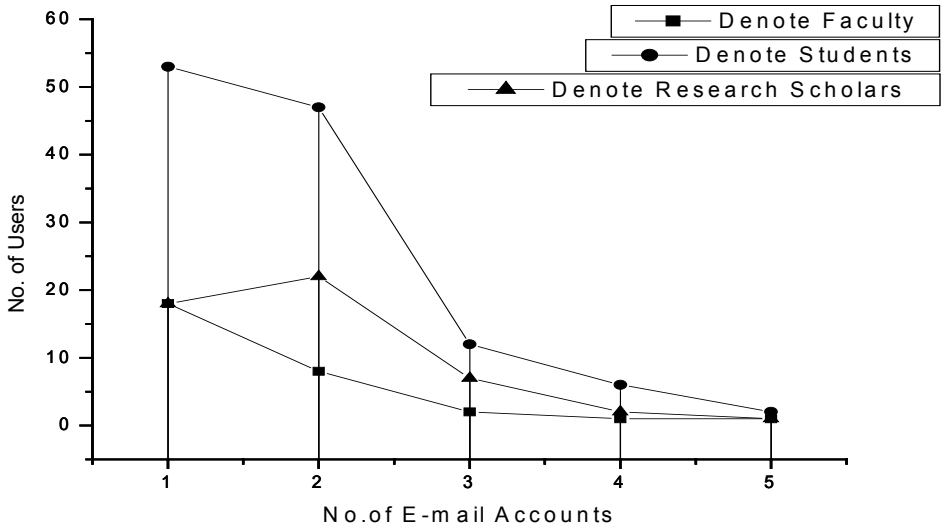


Graph 4: E-mails from Various Sources: Total Users Opinion

Graph 4 shows maximum number of users receive mails from their friends (Fr). Out of 200 respondents 173 (86.50%) receive mails from their friends.

81 (40.50%) receive mails from commercial advertisers (CA), 80 (40.00%) from professional colleagues (PC), 73 (36.50%) from their relatives (Re), 39 receive mails from websites (MW) and finally 6 (3.00%) receive mails from journals (MJ).

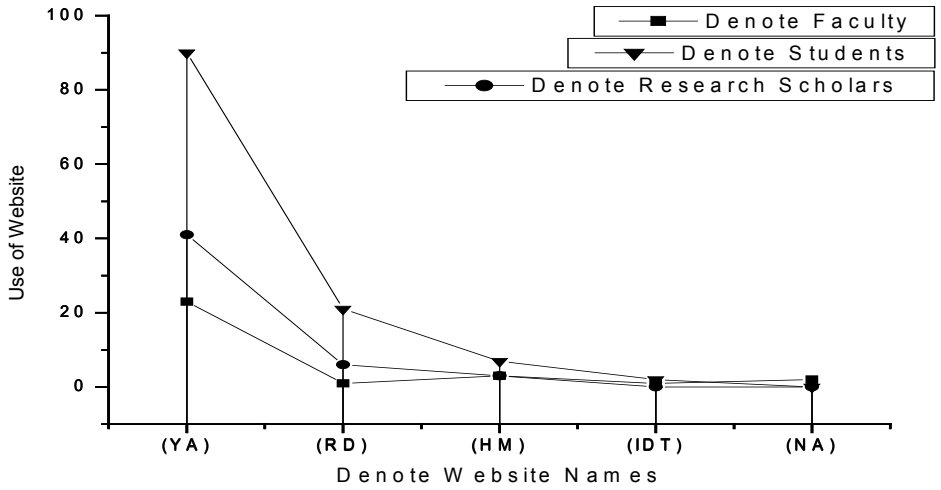
11) ***E-mail Account of Different User***: E-mail has opened new gates for highly efficient exchange of information. It facilitates formal and informal communication with individuals and groups. It is efficient and cost effective for the exchange of messages.



Graph 5: E-mail Account of Different User

Graph 5 shows that out of 200 respondents 89 have one e-mail ID, 77 of them have two e-mail ID's, 21 of them have three e-mail ID's, 9 have four e-mail ID's and 4 have five e-mail ID's. From this we can see that usually users will have more than one e-mail account. The category-wise opinion shows that 18 (60.00%) teachers, 18 (36.00%) research scholars and 53 (44.16%) students have one e-mail account where as 8 (26.66%) teachers, 22 (44.00%) research scholars and 47 (39.16%) students have two mail accounts.

12) ***Use of Websites***: Users will prefer a website for opening an account, which has all the utilities and simple in its procedures.

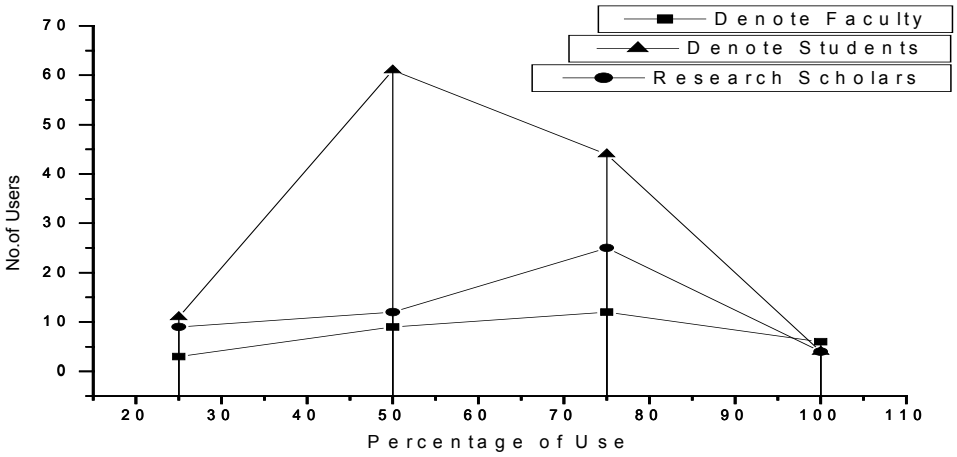


Graph 6: Use of Website

The Graph 6 shows that out of 200 respondents, majority 154 (77.00%) have their account in 'Yahoo' (YA) website. 28 (14.00%) of them said that they prefer 'Rediffmail' (RD), 13 (6.50%) respondents prefer 'Hotmail' (HM) and 3 (1.50%) respondents prefer 'India times' (IDT) 2 (1.00%) respondents opined that Netaddress' (NA) is better and hence they prefer that particular website. The category wise opinion shows that 23 (76.66%) teachers, 41 (82.00%) research scholars and 90 (75.00%) students prefer yahoo website for various search purposes and second preference goes to the rediffmail which was preferred by 1 teacher, 6 research scholar and 21 students who constitutes for 3.33%, 12.00% and 17.50% respectively.

13) ***Purposes for Internet Chat***: People want to chat with others for several reasons like developing friendship, fun etc. Out of 200, only 12 teachers (40%) use chatting for such purposes. 37 research scholars (74.00%) use chatting for fun, friendship, and educational purposes etc., and 120 students (76.66%) use chatting so this is clear that students are more interested in chatting. Here 18 teachers (60.00%), 13 (26.00%) research scholars and 28 (23.33%) students have not responded to this question. The category wise opinion shows that 3 (25.00%) teachers, 19 (51.40%) research scholars and 50 (53.87%) students chat on Internet for making friends where as 2 (16.70%) teachers, 4 (10.80%) research scholars and 65 (70.70%) students for fun.

14) ***Use of Internet based Information Resources***: Internet is an ocean of information, where both related and unrelated information can exist. A question was asked to find out how much the retrieved information is useful to them.



Graph 7: Use of Internet based Information Resources

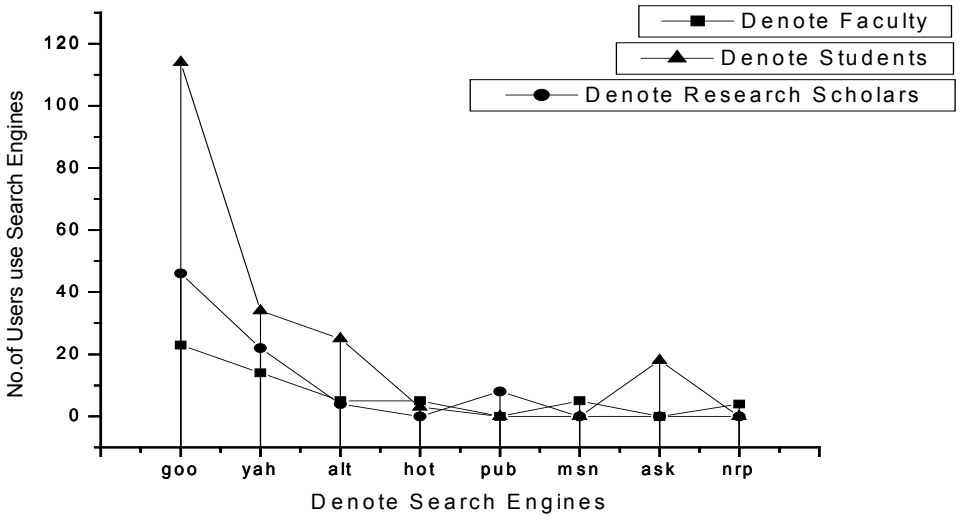
Graph 7 exhibits that 82 respondents (41.00%) out of 200 said that the percentage of useful information obtained from Internet is 50%. Where as 81 (40.50%) responded it is 75% useful, for 23 (11.50%) the obtained information is 25% useful and 14 (7.00%) responded that the information is useful up to 100%. The category wise opinion gives that 9 teachers, 12 research scholars and 61 students said that the information available on the Internet is 50% useful, which constitute for 30.00%, 24.00% and 50.83% respectively. Where as 12 (40.00%) teachers, 25 (50.00%) research scholars and 44 (36.66%) students have said that it is 75% useful

15) ***Comparisons of Information Resources on Internet with Printed Sources***: Un till now printed documents are the favorite for the people because of its characteristics like portability, affordability, durability, readability and simplicity etc. Nowadays e-books are posing challenges to the printed documents.

Table 4 shows that 94 (47.00%) are satisfied with the information resources on the Internet compared with printed sources, whereas 85 (42.50%) are moderately satisfied, 16 (8.00%) respondents are fully satisfied with the information resources on Internet. The remaining 5 (2.50%) respondents are

not satisfied with the Internet. The category wise opinion shows that 14 (46.67%) teachers, 23 (46.00%) research scholars and 57 (47.50%) students are satisfied with the information resources on Internet when compared to the printed sources. Where as 10 (33.33%) teachers, 22 (44.00%) research scholars and 53 (44.20%) students are moderately satisfied. Very few users i.e. 2 teachers and 3 students are not satisfied which constitute 6.67% and 2.50% respectively.

16) ***Users of Search Engines***: Search engine is an interactive one, which help the user to locate the information available via WWW. It provides an interface between the user and the underlying database.



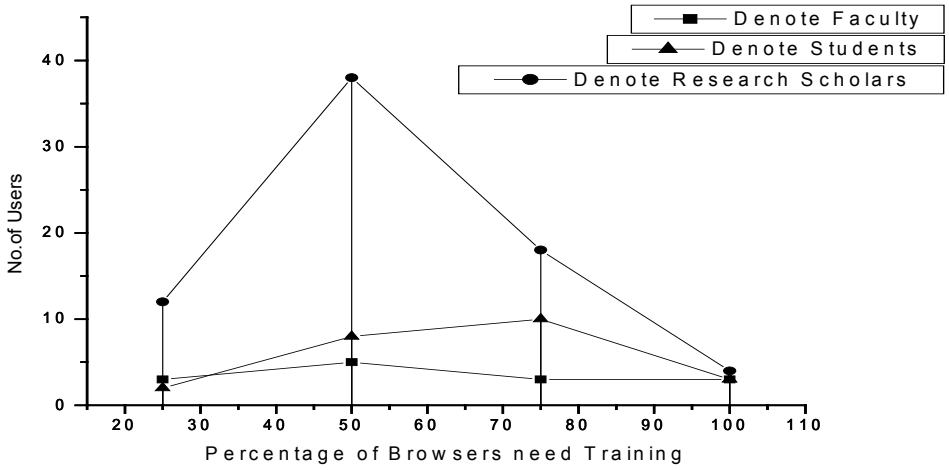
Graph 8: Preferences of Use of Search Engines

Graph 8 shows that 183 (91.50%) respondents use google (goo) as their favorite search engine, 70 respondents (35.00%) use yahoo (yah) search engine, 34 (17.00%) of them use Altavista (alt), 8 (4.00%) have preferred hotbot (hot) remaining 27 respondents (13.50%) prefer other websites like pubmed (pub), msn (msn), askjeeves (ask) etc. The category wise opinion shows that most of 23 teachers (88.50%), research scholars 46 (92.00%) and 114 (95.00%) students prefer google website for searching information. The next preference goes to the yahoo website preferred by 14 teachers, 22 research scholars and 34 students constituting for 53.80%, 44.00% and 28.30% respectively.

17) ***Informative Websites***: A website is one which actually consists of the original information which we can browse through the search engines. It is clear that 157 (78.50%) respondents do not visit any particular website, and only 43 (21.50%) out of 200 visit websites to gather information. The category wise opinion shows that 16 (53.33%) teachers, 34 (68.00%) research scholars and 107 (89.16%) students are not using any website to search information. 14 teachers, 16 research scholars and 13 students are using websites constituting 46.66%, 32.00% and 10.80% respectively.

18) ***Skills for Use of Internet***: Users may require browsing the Internet efficiently without any help. So a question was asked to find out whether the users need training or not. 109 respondents (54.50%) out of 200, have expressed the need for training for efficient use of Internet. 91 (45.50%) have opined that they do not need any training to use the Internet. The category-wise opinion shows that most of the teachers 14 (46.67%), research scholars 23 (46.00%) and students 72 (60.00%) have expressed the need required to browse Internet. Whereas 16 (53.33%) teachers, 27 (54.00%) research scholars and 48 (40.00%) students have said that they do not require training.

19) ***Training Requirement to Browse the Internet***: Training may require by the users at different extent to use the Internet.



Graph 9: Extent of Training Requirement to Browse the Internet

Graph 9 shows that 5 (35.71%) teachers, 8 (34.78%) research scholars and 38 (52.78%) students have said that they require 50% training to browse the

Internet. where as 3 (21.43%) teachers, 10 (43.47%) research scholars and 18 (25.00%) students have said that they require training to the extent of 75%.

20) ***Satisfaction with the Use of Internet***: Internet is a big source of information; we can't say all the users are satisfied with the use of Internet. A question was asked to find whether the users are satisfied or not. 171 respondents are satisfied with the use of Internet, which constitutes nearly 85.50% of the total. 29 users are not satisfied with the use of Internet and its resources, they account for 14.50% of the total. The category-wise opinion shows that 25 (83.33%) teachers, 46 (92.00%) research scholars and 100 (83.33%) students are satisfied with the use and information available on the Internet. Whereas 5 teachers, 4 research scholars and 20 students are not satisfied for different reasons constituting 16.66%, 8.00% and 16.66% respectively

21) ***Reasons for the Un-satisfaction with the Use of Internet***: Internet is full of abundant information. There is lack of organized information, and also there are other reasons like too much of information, etc. So a question was asked for the satisfaction of users towards the use of Internet. 11 respondents (37.93%) are not satisfied with the use of Internet because of too much of information. 6 respondents (20.68%) are not satisfied because of lack of information, 12 respondents are not satisfied because of lack of organised information. The category wise opinion shows that 2 (40.00%) teachers, 2 (50.00%) research scholars and 8 (40.00%) students are not satisfied with the use of Internet because of lack of organized information. 3 (60.00%) teachers, 2 (50.00%) research scholars and 6 (30.00%) students are not satisfied due to too much of information.

22) ***Extent of Satisfaction about the Use of Internet***: The most of the users are satisfy with the use of Internet. Out of 200 respondents 122 respondents (61.00 %) are satisfied with the use of Internet. 60 respondents (30.00%) are moderately satisfied, 16 (8.00%) are fully satisfied and 2 (1.00%) are not satisfied with the use of Internet. The category wise opinion shows that most of the teachers (20) (66.66%), research scholars (30) (60.00%) and (72) (60.00%) students are satisfied with the use of information. Where as 5 teachers, 16 research scholars and 39 students are moderately satisfied constituting 16.66%, 32.00% and 32.50 % respectively.

8 SUMMARY OF FINDING

On the basis of responses received from faculty members, research scholars and the students on the topic "Internet Users: Mysore University Campus (India)", the following important findings can be noted.

1. From the study we can observe that all the user communities i.e. faculty members, research scholars and students (both male and female) use Internet as a useful source of information to satisfy their information needs;
2. The study reveals that maximum Internet users browse it for their day-to-day information requirement at surfing centers than any other places;
3. Different factors may affect the use of Internet at different places like convenient hours, higher bandwidth, accessibility etc. The study shows that users access Internet at different places because of convenient hours and easy accessibility;
4. There are various ways through which one can learn the use of Internet. From the investigations, it has been found that maximum users will take assistance from their friends to learn the use of Internet;
5. It is known that experience makes man perfect. It has been found that from the study that more users are using Internet from 1-2 years;
6. The frequency of using Internet may depend on the work situation of users. The study reveals that maximum number of users use Internet once in a week;
7. The study reveals the attitude of users towards searching information on the Internet. It is observed that most of them are moderately interested in searching for the information;
8. Internet offers varieties of tools to access information. Most of those who use Internet or access Internet give more importance to the personal communication and e-mail is the predominantly used service;
9. The potential of the e-mail to connect large number of knowledgeable persons across the globe is to be appreciated. The study shows that maximum number of teachers will receive mails from their professional colleagues, and research scholars and the students will receive from friends;
10. The study also shows that maximum number of users possess only one e-mail account;

11. A website which is simpler in its procedures will be preferred by the users to open an account. The investigation reveals that maximum number of users prefer "*yahoo*" website to open an e-mail account;
12. Chatting is another popular tool, facilitated by the Internet. Making friends across the globe delights most of the users who use this facility. So it was found that friendship is the main purpose for chatting;
13. Since Internet is loaded with all kinds of information, the matter of relevancy is very important. The study exhibits that the users are satisfied because 75% of the information obtained will be useful;
14. There exists a challenge between the printed documents and e-books. It is found that maximum numbers of users are satisfied with the information resources on Internet when compared to the printed documents;
15. A search engine is responsible to locate the relevant information in a jungle of information. So most of the users prefer '*google*' search engine to search information;
16. Practical experience or training will increase the efficiency of performing a job or work. The investigation shows that maximum number of users will require training for effective browsing of Internet;
17. There may be dissatisfaction among users with the use of Internet because the Internet is full of abundant information. It has been revealed from the study that lack of organized information on the Internet is the reason for the dissatisfaction; and
18. Finally, it was found that maximum users are satisfied with the use of Internet, the information available on the Internet. We can conclude that the users have good attitude towards Internet.

9 CONCLUSION

Internet is a vast ocean of information pertaining to almost all subjects. The present study indicates that a majority of users use Internet as one of their sources of information. The study also indicates that most users are satisfied with the information available on Internet. The pace with which Internet is growing, the world over is well known. Now the doubling rate is less than 6 months. One of the major factors that have limited the expansion of Internet in the country is the poor infrastructure. We are yet to reap all the potentialities of well-facilitated medium of access and communication on Internet.

Thus, Internet is an information super-highway containing quantity of information to be explored and made use of in this context who would be more interested in exploring Internet than the information professional. Orientation to what Internet has to offer and how we go about achieving our tasks using its potential is the focus. A perspective of the working of the Net is very desirable if one wants to embark upon the responsibility of producing information services using the Net.

All Internet use studies presented above differ with each other. However, they attempt to supply information on various aspects. Many studies have revealed worthy results. Attempts have been made at certain individual libraries to study the opinion of users about the need for improvement of existing system. The investigator with this background in mind attempt to present the use of Internet by users in postgraduates of Mysore University campus Thus the above study shows that maximum number of users are satisfied with the use of Internet and the available information on the Internet is useful to them to satisfy their daily information requirement.

* The data given in the brackets in all the tables and graphs denotes the percentage
* Total percentage need not be hundred because responses are more than one.

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