



Full Length Research Paper

Challenges facing students at Al Balqa Applied University in using digital information sources

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The purpose of this study is to investigate the challenges facing students at Al Balqa Applied University/ Princes Alia University College in using digital information sources from their point of view, and also aimed to investigate the effect of year, and GPA on the point of view of students. To achieve the purpose of the study, a questionnaire was distributed among students. The study sample consisted of 180 students from Princess Alia University College. Means and standard deviations and t-test were used to analyze the results. The results showed that there were statistically significant differences in the views of the students about the challenges facing them in using digital information sources, also showed a statistically significant differences at the level of significance ($\alpha \geq 0,05$) in their views due to the year variable, and results also showed the existence of clear statistically significant differences in the views of the students about the challenges facing them in using digital information sources due to the general point average of the students (GPA).

Key words: Digital information sources, archive, collect

INTRODUCTION

Electronic information has regularly become a main source in every university library (Shuling, 2007). The appearance of electronic information resources, simply referred to as electronic resources, has extremely distorted information treatment and management in academic environments and in University libraries in particular. Ellis and Oldman (2005) note that through the use of electronic resources, researchers and students; now have access to global information resources, particularly the Internet for their scholarly intercourse. The death of current and up-to-date information for research in University libraries is attributed to poor levels of developing electronic information resources, (Afolabi, 2007; Faborode, 2007; Bozimo, 2007). Libraries need to be vanguards for technology transfer from the developed world to the developing economies of Africa; to meet these expectations African university libraries must provide a link between local researchers, scholars and

their counter parts in other parts of the world. Utilization of online information resources is the way of achieving this objective. According to Tsakonas *et al.* (2006) electronic information resources are information resources provided in electronic form, and these include resources available on the Internet such as e-books e-journals, online database, CD-ROM databases and other computer –based electronic networks, among others.

Libraries are an essential part of universities and have a vital role to play in supporting the central work of the university that is teaching, learning and research. Tiefel (2004) stated that most library users are unaware of the quality and diversity of information available. Tiefel pointed out that students are often satisfied with materials that an experienced librarian would find inadequate and /or inappropriate. It was identified that discipline has a major influence on usage patterns and preferences, and that faculty members in science tend to use the internet

more intensively than faculty members in the humanities or social sciences (Bar-Ilan *et al.*, 2003). Age also plays an important role in usage; the younger the student and faculty members are, the more they use electronic sources (Bar-Ilan *et al.*, 2003). It has also been reported that men are heavier users of the Internet and make most use of the more complicated services (Teo, 2001; Chong, 2002). Bar-Ilan *et al.*, (2003) also found that gender and academic rank have only a minor influence on the usage of e-sources and the Internet.

Significance of the Study

The world has become digitalized in information transfer, storage, and communication, facilitating important changes in all aspects of life. The development of Web-based technologies has been increasing rapidly as a result of advancements in and the widespread availability of computer technologies that meet learners' needs, particularly in digital information sources. This is motivated by the more powerful computers available these days, and has been drawn by the increasing demands for more interesting and innovative applications of the technology.

Statement of the Problem

Students in universities in Jordan always face challenges in using technology in general and in using digital sources in particular. This specialization is new in universities, and instructors may be used to use traditional ways to teach students in this specialization which may have a negative effect on their students' habits in searching for sources. Using digital information sources is not easy for students and they face challenge in using it, so the researcher tried to investigate these challenges through distributing a questionnaire among them.

Purpose of the Study

The purpose of this study is to investigate the challenges facing students at Al Balqa Applied University/ Princess Alia University College in using digital information sources from their point of view, and also aimed to investigate the effect of year, and GPA on the point of view of students.

Questions of the Study

The researcher tried to answer the following question:

- 1- What is the point of view of students at Princess Alia University College about the challenges they face in using digital information sources?
- 2- Are there any statistically significant differences between the views of the students at Princess Alia University College on the challenges they face in using

digital information sources due to the year variable (first year, second year and above)?

- 3- Are there any statistically significant differences between the views of the students at Princess Alia University College on the challenges they face in using digital information sources due to their GPA (low, high)?

Definition of Terms

Electronic Source: is defined as any work encoded and made available for access through the use of a computer. It includes electronic data available by (1) remote access and (2) direct access (fixed media). In other words: Remote access (electronic resources) refers to the use of electronic resources via computer networks. (AACR2, 2002 edition; glossary). Direct Access (electronic resources) refers to the use of electronic resources via carriers (e.g., discs/disks, cassettes, cartridges) designed to be inserted into a computerized device or its auxiliary equipment.

Collect: refers to electronic resources owned by the Library and selected for the permanent collections. It may also include resources stored elsewhere for which the Library has permanent ownership rights.

Archive: refers to that process of maintenance in a secure and permanent digital repository managed by the Library or for the benefit of the Library.

Limitations of the Study

This study is limited to all female students at Princess Alia University College, Al Balqa Applied University in Library specialization.

LITERATURE REVIEW

Some researchers conducted studies to explore pros and cons of using digital information sources and the researcher will present some of these studies:

Ajuwon (2003) assessing the uptake of ICTs by health science students at the Ibadan University College Hospital, revealed that the use of the database was poor. This was due to the lack of awareness, lack of access to computers, insufficient training and the high cost of internet provision. Finance has been a major constraint to internet expansion and provision for most universities in Ghana.

Dadzie (2005) to examine access and usage of electronic resources at the Ashesi University College indicated that even though general computer usage for information access was high because of the University's state of the art IT infrastructure, the usage of scholarly databases was quite low. This was attributed to the lack of awareness about the existence of these library resources.

Chiparausha and Sithole (2008) highlight that the electronic information services have a lot of benefits: Firstly, E-journal articles and books can be well up to date. This is particularly interesting when an online version of a print equivalent is made available earlier whilst the print version is still 'in press'. This is an advantage to researchers who seek after current information. Secondly, electronic information is also associated with quite a number of search facilities making it relatively easier for one to search for the specific information s/he wants. As an example, an ordinary Microsoft Word document or a document in portable document format (pdf) has got a facility to search through making it quite easy to skip from one section to another in search of relevant information in that document. Thirdly, the option to make a print out of the soft copy makes electronic information quite useful to those who are interested in having hard copies. Fourthly, electronic information is highly portable. Fifthly, depending on the host, networking infrastructure and user access licensing, electronic information may be accessed by multiple users simultaneously. Many journal publishers such as Emerald, Oxford University and Sage allow multiple users from one institution to log on to their databases simultaneously. Sixthly, some of the electronic information is available free of charge. Such information is said to be on 'Open Access'. What one simply needs to have is an Internet connection. A typical example is the database known as the Directory of Open to Journals (DOAJ).

Sivasubramaniyan and Sadik Batcha (2012) discovered that "the uses of e-resources are very common among the faculty members of Pondicherry University as well as to the faculty members who are in affiliated colleges. It was clear that majority of faculty members were dependent on e-resources to get desired and relevant information".

Adebayo (2013) "examined the challenges associated with cataloguing electronic resources in six randomly selected university libraries in Southwest Nigeria" and "highlighted some challenges associated with cataloguing electronic resources such as lack of adequate physical description of some electronic resources, inadequate workflow in cataloguing sections, copyright issues among others."

Elavazhagan and Udayakumar (2013) "examined the exposure and measure the extent use of e-resources by the faculty members and research scholars of BITS, Pilani - Hyderabad Campus" and confirmed that "the e-resources are time saving, easy to use and handle, more informative, preferred, flexible and effective".

Kalbande, Shinde, and Ingle (2013) surveyed 108 faculty members at the Mahatma Phule Agricultural University, India and observed that "The impact of e-resources was visible from the decrease in number of printed documents in comparison to the increase in number of electronic resources'.

DESIGN AND METHODOLOGY

Population of the Study

The population of the study consisted of all students enrolling in the Library specialization at Princess Alia University College/ Al Balqa Applied University in Jordan in the academic year 2014/2015.

Sample of the Study

The sample of the study consisted of 180 students, from Princess Alia University College in Jordan; a questionnaire was distributed among them.

Instrument of the Study

A questionnaire was distributed among all four years students at Princess Alia University College and this questionnaire was designed by the researcher themselves, it consisted of 25 items. Many variables were included such as the year and GPA of the students.

Reliability of the Instrument

To ensure the questionnaire reliability, the researcher applied it to a pilot sample of (20) students excluded of the study sample in the same university with a two-week period between the first and second time it was distributed. The reliability of the questionnaire was calculated using correlation coefficient sand it was found 0.89 which is suitable to conduct this study.

Procedures of the Study

A questionnaire about students' point of view on the challenges they face in using digital information sources at Princess Alia University College was given to 180 students. After that the researcher collected the questionnaires and collected data, and then this data was analyzed statistically.

Statistical Analysis

The results were analyzed for each item in the questionnaire using suitable statistical methods such as mean and standard deviation. The researcher also used figures to clarify the results more.

FINDINGS OF THE STUDY

The purpose of this study is to investigate the challenges facing students at Al Balqa Applied University/ Princess Alia University College in using digital information sources

from their point of view, and also aimed to investigate the effect of year, and GPA on the point of view of students. To achieve the purpose of the study, a questionnaire was distributed among students to investigate the challenges they face.

A questionnaire was distributed among 180 students from Princess Alia University College in Jordan. Means and standard deviations and T-test were used to analyze the results.

To answer the first question about students' point of view towards the challenges they face in using digital information sources: What is the point of view of students at Princess Alia University College about the challenges they face in using digital information sources? A questionnaire was distributed among them and means and standard deviation were calculated. Results were shown in **Table 1**.

Table 1: Students' point of view about the challenges they face in using digital information sources

	Mean	Std. Deviation
Q1	4.66	.698
Q2	4.55	.715
Q3	4.47	.805
Q4	4.55	.858
Q5	4.38	.848
Q6	4.37	.767
Q7	4.64	.693
Q8	4.56	.732
Q9	4.23	.907
Q10	4.48	.877
Q11	3.99	1.000
Q12	4.28	.884
Q13	4.52	.905
Q14	4.51	.880
Q15	4.35	.837
Q16	4.41	.806
Q17	4.52	.759
Q18	4.44	.879
Q19	4.59	.741
Q20	4.49	.784
Q21	4.38	.945
Q22	4.68	.679
Q23	4.57	.755
Q24	4.59	.672
Q25	4.47	.812
QALL	4.47	.584

Table 1 show that there are statistically significant differences in students' point of view about the challenges they face in using digital information sources. It shows

the results of the questionnaire which was distributed among (180) students about their point of views about the challenges they face in using digital information sources. Means and standard deviations were calculated and results show that question 22 got the highest mean which was (4.68); question 11 comes next with a mean of (3.99).

Standard deviation for question 22 was (0.679) which is higher than ($\alpha \leq 0.05$) so it means that it is statistically significant. Standard deviation for question 11 was nearly the same; it was (1.000) which is also statistically significant.

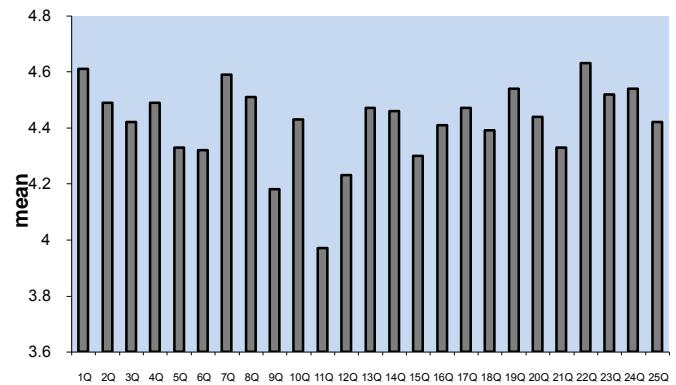


Diagram 1: Students' point of views about the challenges they face in using digital information sources

It is clear in **Diagram 1** that the mean of question 22 was the highest mean, question 1 comes next. The mean of the (4, 8, 19, and 24) are nearly the same.

To answer the second question about students' point of views and year: Are there any statistically significant differences between the views of the students at Princess Alia University College on the challenges they face in using digital information sources due to the year variable (first year, second year and above)? Means and standard deviations were computed and **Table 2** shows the results.

Table 2: Means, standard deviations and t-test according to year variable

Year Variable	N	Mean	Std. Deviation	t	Df	Sig. (2-tailed)
First year	104	4.31	.722	-3.387	168	.001
Second year and above	76	4.60	.385			

Table 2 shows there are statistically significant differences due to year variable. It shows the results of the questionnaire which was distributed among (180) students about their point of views about the challenges they face in using digital information sources. Means and standard deviations were calculated and results show that students who are in the first year got a lower mean than students who are in the second year and above

which was (4.31, and 4.60) respectively; this indicates that year have an effect on students' point of views.

Standard deviation for students who are in the first year was (0.722) which is higher than ($\alpha \leq 0.05$) so it means that it is statistically significant. Standard deviation for students who are in the second year and above was lower; it was (0.385) which is also statistically significant. So, **Table 2** shows there are statistically significant differences due to the year variable in favor of the second year and above students.

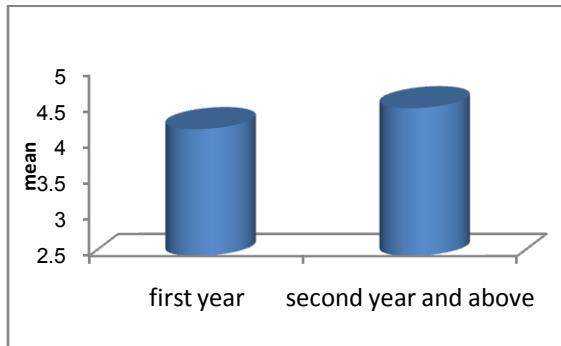


Diagram 2: Means, standard deviations and t-test according to year variable

Diagram 2 shows that students of the second year and above got positive point of views about the challenges they face than students of first year.

To answer the third question about students' point of views and their GPA: Are there any statistically significant differences between the views of the students at Princess Alia University College on the challenges they face in using digital information sources due to their GPA (low, high)? Means and standard deviations were computed and **Table 3** shows the results.

Table 3: Means, standard deviations and t-test according to GPA variable

GPA	N	Mean	Std. Deviation	t	Df	Sig. (2-tailed)
Low	124	4.27	.853	-	168	.023
High	56	4.52	.482			

Table 3 shows there are statistically significant differences due to GPA variable. It shows the results of the questionnaire which was distributed among (180) students about their point of views on the challenges they face in using digital information sources. Means and standard deviations were calculated and results show that students with high GPA got a higher mean than students of Low GPA which was (4.52, and 4.27) respectively; this indicates that GPA of the students have an effect on students' point of view.

Standard deviation for students of high GPA was (0.482) which is higher than ($\alpha \leq 0.05$) so it means that it is statistically significant. Standard deviation for students with low GPA was higher; it was (0.853) which is also not statistically significant. So, **Table 3** shows there are statistically significant differences due to GPA variable in favor of students with high GPA.

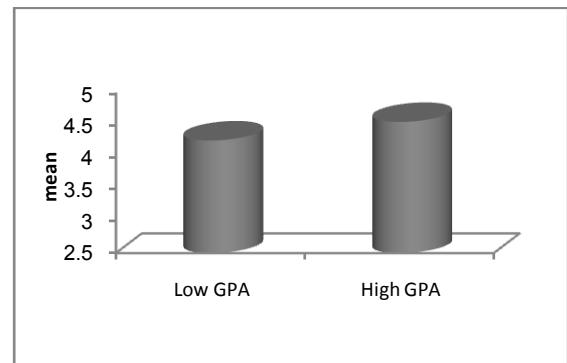


Diagram 3: Means, standard deviations and t-test according to GPA variable

Diagram 3 shows that students with high GPA got positive point of views about the challenges they face in using digital information sources than students with low GPA.

CONCLUSION

Using digital information sources is a challenge for students at Princes Alia University College. This challenge may have many reasons either because of the instructors who never train their students to use such sources, or may be from the unequipped libraries or from students themselves. Previous research shed light on the deep impact of using technology and digital resources on the development of students' skills on all areas. Students show positive attitudes towards using digital information sources.

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