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# Usage of Web Resources among the Users of Atal Bihari Vajpayee Central Library of Mahatma Gandhi Central University: A Survey

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#### Abstract

This article gives an insight into the usage of web resources for academic purposes and other activities by the users of Atal Bihari Vajpayee Central Library of Mahatma Gandhi Central University. Due to multimedia content, web resources are a better learning tool than textbooks for learners because it promotes dual learning i.e., combining learning and working as well as technology-enhanced educational learning. The study shows the web resources usage patterns, levels, favourite visiting websites, time spent online, and main motivations for utilizing the web resources for their study and academic activities. The study concluded that all users of the library use the web resources for their academic and other purposes. The majority of 90.56% of users use web resources daily for their study and research purposes. 94.34% of users consider educational and research-related web resources reliable on the Internet. 24x7 availability, time-saving and ease of searching are the most attractive features of web resources among the users. However, Low Internet connectivity is the biggest problem among the users in the access of web resources on the web. The majority of 92.46% of users are computer literate. It serves as a source of inspiration for students and researchers interested in advancing learning trends and finding instructional information for their needs.

**Keywords:** Web Resources, Internet, User Study, E-Resources, Electronic Resources, Academic Library, University Library.

#### 1. Introduction

This era is known as the information era, and web resources are vast and influential sources of information. The web resources are known as the online resources. Nowadays, web resources are everywhere and almost everyone is accessing them. One can learn or obtain many things, whatever they desire, by utilizing the web resources via the Internet. Nowadays, web resource has become an almost basic necessity for everyone after food, shelter, and clothes; we can't imagine our lives without web resources.

#### 1.1 Web Resources

A Web Resource is an item that we find on the Internet (web) that we can read, watch, listen to, or interact with, such as videos, fact sheets and online quizzes. A web resource is any identifiable resource available on or connected to the World Wide Web (WWW) simply known as the Web. The term web resources is also known as online resources or digital resources. Users accumulate information and knowledge from web resources via the web or the Internet. With the ability to access web resources and contact facilitators from any location with an Internet connection, students, researchers, academicians and others can now complete tasks independently.

#### **1.2 Web Resources for Academic Purposes**

In the academic world, students regularly utilize web resources to complete assignments, search for facts, research, exam preparation, online courses, group study, time management, and to enhance their knowledge and understanding. Students from any academic institute need access to web resources for their daily activities. For instance, they need it to fulfil their academic obligations and other needs, including entertainment in free time. Web resources also promote e-learning, because these tools are available everywhere without the time and geographical limit. The web resources made student's life much easier than before. To complete tasks independently, students can access online course materials and contact tutors from any location with an Internet connection. Furthermore, social media gives students a venue to communicate with and work along with classmates, and friends enabling them to form and join study groups without ever leaving their homes.

#### 1.3 Mahatma Gandhi Central University

Mahatma Gandhi Central University, Bihar, broadly known as MGCUB, is now becoming a well-known central university in India. The university was established by the Act of Parliament Central Universities (Amendment) Act 2014, which was open to the academician and became functional on 3rd February 2016.

## 1.4 Atal Bihari Vajpayee Central Library

MGCUB has a learning resource centre named Atal Bihari Vajpayee Central Library, established in 2016. Currently, it serves users of 7 schools and 20 departments of the university with more than thirty-two thousand (32,000) volumes of books and provides access to scholarly information, research support, and study facilities. The library has 5G Wi-Fi Internet connections for the users to utilize web resources for their academic work, growth and enhancement.

## 2. Review of Literature

Apuke & Tunca (2022) surveyed Internet and web resources usage for research and learning among university students in Nigeria. They found that the students used the internet to conduct advanced research, complete numerous homework assignments, enhance their reading and learning activities, improve their own learning, encourage and improve peer learning, and strengthen exam preparation. The study also revealed that power interruptions, slow internet speeds, too many hits or information overload, and a lack of computers were the biggest obstacles to internet access in Nigerian higher education institutions. Anyim (2021) discussed the concept of the Internet, as well as the impact of utilizing the Internet and web resources on the academic performance of university students. According to the report, a major issue that students encounter is a lack of high-speed internet connectivity. The study also highlighted the need for a training program to teach pupils how to utilize the Internet. Hussain et al. (2021) conducted a study to examine internet usage patterns and investigate the information overload experienced by university students. The study also found that the pattern of internet use is very much related to the level of socio-economic status. Nawaz (2021) in his research said that the use of web resources on the web plays a vital role in the development of the country. It found the nature of Internet use (home or hostel/ university campus) and also found how the use of the Internet enhances the knowledge of the students, it further shows the impact of the student's development in academic performances through Internet use. Rosemary, Yarkwah, & Nkrumah (2021) discussed Cyberloafing activities among university students. The research found how students used the internet to multitask like study, entertainment, information on particular topics, social media etc. Safdar, Javed, & Amin (2020) conducted a study on an overview of the Internet, its growth, its current scenario, and the Internet for educational learning among female students at the university. It also discussed the World Wide Web (www). The study found that, the internet was their preferred tool and that they frequently utilize it, especially among female university students. Ashimah & Dzogbede (2020) analyzed that the internet is one of the biggest and most wellknown technologies to have reached worldwide due to its widespread use and popularity. In this study, they observed that the male students were more interested in using the Internet than female students of the university. The research also revealed a link between internet use and lifestyle changes (duration of use, addiction, improved learning, expenses on internet use, relevance of sites used etc.). Ayyanar, Thirunavukkarasu, & Jeyshankar (2019) studied the fundamentals of the Internet, such as its introduction, characteristics, and services. The findings show access to the use of the Internet among university students, limitations, and student satisfaction level use of the Internet. Norliah, et al. (2017) conducted a study and discussed the pattern of using internet among the Malaysian university students (time, location, and purposes of Internet use). It discussed the types of internet users like average internet users, excessive Internet users and addictive internet users. The study found that most of the students are excessive internet users. Almarabeh, Rajab, & Majdalawi (2016) studied the awareness and usage of computers, Internet and web resources among medical faculties and students at the University of Jordon, Jordon. The research analysis found how the Internet and Information Communication Technology (ICT) now play an important role in everyone's life. The results of the study show that most of the students almost 73% are unaware of computers, the Internet and web resources, 10% of the students are beginners in utilizing web resources on Internet use, 4% of them are average, and 13% of the students are expert in the use of web resources on Internet.

#### 3. Objectives of the Study

- i. To analyze the status of web resource usage by the users of the library under study.
- ii. To know the purpose and frequency of using the web resources by the users of the library under study.
- iii. To find out which category of websites users visit regularly on the Internet to utilize web resources.
- iv. To know the most preferred Search Engine and Web Browser used by the users to access the web resources.
- v. To know the various types of web resources (e-resources) used by the users of the library.
- vi. To find out the various problems faced by the users to access the web resources.

## 4. Methodology

In this study, the survey method has been used to collect the data from the users of Atal Bihari Vajpayee Central Library of Mahatma Gandhi Central University, Bihar (MGCUB). A structured questionnaire was prepared and personally distributed to the 110 users of the library under study. Out of 110 questionnaires, 106 (96.37 %) filled questionnaires i.e., responses have been received. Data was collected in the month of June 2023. The collected data from the users were tabulated in Microsoft Excel statistical tool and further it is analysed and evaluated.

## 5. Data Analysis and Interpretation

This particular section of the paper consists of data analysis with interpretation, followed by findings and discussion.

S.N.	Characteristics	Variables	No. of Respondents	Percentage
		Male	64	60.38
1.	Gender	Female	42	39.62
		Total	106	100.00
		Below 25 Years	60	56.60
		25-30 Years	39	36.80
2.	Age Group	31-35 Years	6	5.66
		36 Years & Above	1	0.94
		Total	106	100.00
		Rural	49	46.23
3.	Residing Area	Urban	57	53.77
		Total	106	100.00
		UG (Bachelor)	25	23.58
4	User Course	PG (Masters)	51	48.12
4.	of Study	Ph.D. (Research)	30	28.30
		Total	106	100.00

 Table 1: Characteristics of Respondents

Table-1 shows the general characteristics of respondents as gender, age group, residing area and user's course of study at Atal Bihari Vajpayee Central Library of Mahatma Gandhi Central University, Bihar (MGCUB). It shows that 60.38% of respondents are male, and 39.62% are female. The majority of 56.60% of respondents belong to the age group below twenty-five years, and it is followed by 36.80% which belongs to the age group between 25 and 30 years old. It also shows that 53.77% of respondents come from urban areas, while 46.23% of respondents come from rural areas. Table-1 also shows the user category of respondents according to course of study viz, Undergraduates (UG), Postgraduates (PG) and Research Scholars (PhD). Most of the 48.12% of respondents are studying in post-graduation courses, which is followed by 28.30% of respondents who are studying in the PhD programme, and at last under-graduate respondents which is 23.58% only.

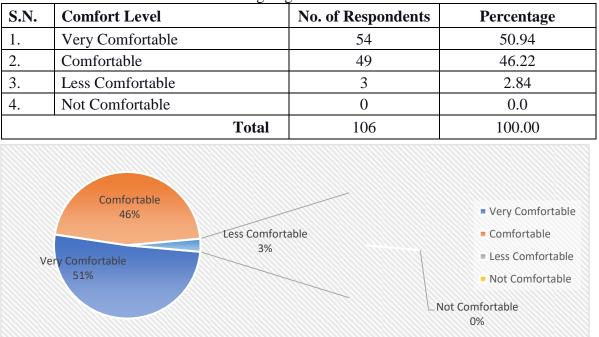


Table 2: Comfort Level in Using Digital Devices to Access Web Resources

Figure 1: Comfort Level in Using Digital Devices

Table-2 and Figure-1 reveal the comfort level of the respondents in using digital devices to access web resources, which are useful in study and research-related works. Out of the total 106 respondents the most of 54 (50.94%) respondents are very comfortable in using digital devices, 49 (46.22%) respondents are comfortable, while only 3 (2.84%) respondents are less comfortable in handling digital devices. No, any respondent is not comfortable using digital devices e.g., Smart Phone, Computer, Laptop etc.

S.N.	Variables	No. of Respondents	Percentage
1.	Yes	106	100.00
2.	No	0	0.0
Total		106	100.00

Table 3: Usage Status of Web Resources by Users

Table-3 simply shows the usage status of web resources by the respondents. Out of 106 respondents all 106 (100%) respondents opted for Yes, which means that all 106 respondents use web resources for their study, research and other works.

S.N.	Daily Use Web Resources	No. of Respondents	Percentage
1.	Yes	96	90.56
2.	No	10	9.44
	Total	106	100.00

Table 4: Daily Usage Status of Web Resources

Table-4 shows the daily usage status of web resources by the respondents. Out of the total 106 respondents, 96 (90.56%) respondents use web resources daily while only 10 (9.44%) respondents use web resources not on a regular or daily basis.

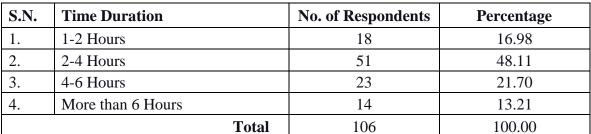


Table 5: Daily Average Access Time of Web Resources

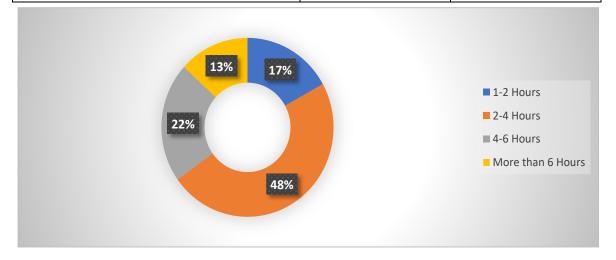


Figure 2: Daily Average Time Spend on the Internet by the Users

Table-5 and Figure-2 explicit respondents' daily average time consumption on the access of web resources. Out of 106 respondents, the majority of 51 (48.11%) respondents spend 2-4 hours daily accessing web resources, followed by 23 (21.70%) respondents who spend 4-6 hours daily accessing web resources. Further, 18 (16.98%) respondents spend 1-2 hours daily in accessing web resources while only 14 (13.21%) respondents spend more than 6 hours daily in accessing web resources.

S.N.	Preferred Places	No. of Respondents (Total = 106)	
		Yes	No
1.	In Library	59 (55.66%)	47 (44.34%)
2.	In Classroom	17 (16.04%)	89 (83.96%)
3.	In Computer Lab	10 (9.44%)	96 (90.56%)
4.	At Home	85 (80.18%)	21 (19.82%)
5.	At Internet Café	7 (6.60%)	99 (93.40%)

Table 6: Preferred Place to Access Web Resources [Multichoice]

Table-6 reveals the preferred place of users to access web resources for study and research purposes. It shows that out of 106 respondents, the majority 85 (80.18%) respondents opted home option, 59 (55.66%) respondents opted library, 17 (16.04%) respondents opted classroom option, 10 (9.44%) respondents opted for the computer lab and only 7 (6.60%) respondents opted Internet Café as their preferred place to access web resources for study and research purposes. Thus, it is clearly visible that the most preferred place to access web resources for study and research-related purposes of the majority of the users is their home, after that library is the second most preferred place among the users.

S.N.	Web Browsers	No. of Respondents (Total = 106)	
<b>9.</b> 1 <b>1</b> .		Yes	No
1.	Google Chrome	105 (99.06%)	1 (0.94%)
2.	Mozilla Firefox	18 (16.98%)	88 (83.02%)
3.	Opera	10 (9.44%)	96 (90.56%)
4.	Microsoft Edge/ Internet Explorer	21 (19.82%)	85 (80.18%)
5.	Apple Safari	4 (3.78%)	102 (96.22%)
6.	UC Browser	18 (16.98%)	88 (83.02%)

Table 7: Most Preferred Web Browser to Access Web Resources [Multichoice]

Table-7 shows the most preferred web browser to access web resources among the users. Out of 106 respondents, approximately all 105 (99.06%) respondents use Google Chrome as their preferred web browser to access web resources on the Internet; 21 (19.82%) respondents use Microsoft Edge (earlier known as Microsoft Internet Explorer), 18 (16.98%) respondents uses Mozilla Firefox and UC Browser, while only 10 (9.44%) respondents uses Opera web browser and very less 4 (3.78%) respondents uses Apple Safari as their preferred web browser to access web resources on Internet. Thus, it is visible that Google Chrome is the most popular web browser among users to access web resources.

S.N.	Web Search Engines	No. of Respondents	Percentage
1.	Google	98	92.45
2.	Yahoo	3	2.83
3.	Bing	4	3.77
4.	Rediff	1	0.95
5.	Ask.com	0	0.0
6.	Any Other	0	0.0
	Total	106	100.00

Table 8: Most Preferred Search Engine to Access Web Resources

Table-8 reveals the most preferred Internet search engine among the respondents. Out of 106 respondents, most of 98 (92.45%) respondents prefer the Google search engine as their first choice to access web resources. Rest search engines like Bing, Yahoo and Rediff are secondary choices of users. It also found that the Bing search engine is more popular than Yahoo among the respondents.

S. N.	Use Web Resources for Academic Purposes	No. of Respondents	Percentage
1.	Yes	105	99.06
2.	No	1	0.94
	Total	106	100.00

Table 9: Status of Usage of Web Resources for Academic Purposes

Table-9 shows the status of usage of web resources among the users for academic purposes. Out of 106 respondents, a huge 105 (99.06%) respondents opted that they use web resources for their academic purpose, while only 1 (0.94%) respondent opted that he/she does not use web resources for his/her academic purpose.

S.N.	Variables	No. of Respondents	Percentage
1.	Consider Reliable	100	94.34
2.	Consider Not Reliable	6	5.66
	Total	106	100.00

Table 10: Status of Trustworthiness of Educational Web Resources

Table-10 shows the trustworthiness status of respondents on educational, study and research-related content available on the web resources. Out of 106 respondents, the majority of 100 (94.34%) respondents opted that they rely on the trustworthiness of the educational, study and research-related contents of web resources, while only 6 (5.66%) respondents do not believe in the trustworthiness of educational, study and research related web resources.

Table 11: Websites that Respondents Regularly Visit to Access Web Resources [Multichoice]

S.N.	Website Categories	No. of Responde	nts (Total = 106)
<b>9</b> .1 <b>1</b> .	website Categories	Yes	No
1.	Academic & Educational	82 (77.35%)	24 (22.65%)
2.	E-Mail Services	49 (46.24%)	57 (53.77%)
3.	News Websites	41 (38.68%)	65 (61.32%)
4.	Social Networking Websites	60 (56.60%)	46 (43.40%)
5.	Film & Entertainment	28 (26.42%)	78 (73.58%)
6.	Software Websites	10 (9.44%)	96 (90.56%)

Table-11 explains the frequency of website categories that respondents regularly visit on the Internet to access web resources. In this multichoice category table, out of 106 respondents, 82 (77.35%) visit academic and educational websites regularly, after that 60 (56.60%) respondents visit social networking websites, 49 (46.24%) respondents regularly visit the E-mail services website, 41 (38.68%) respondents use to visit the news websites, 28 (26.42%) respondents visit the film and entertainment websites and at last only 10 (9.44%) respondents visit the software related websites on regular basis. Thus, academic and educational websites are the most visited websites among the users.

S.N.	Format of Reading Materials	No. of Respondents	Percentage
1.	Print Resources	19	17.92
2.	Web/E-Resources	17	16.04
3.	Print & Electronic Both	70	66.04
	Total	106	100.00

Table 12: Status Regarding Preferred Format of Reading Materials/Resources to Study

Table-12 shows the status regarding the preferred format of reading materials and resources to study. Out of 106 respondents, the most of 70 (66.04%) respondents preferred to use both resources available in print and electronic formats while 19 (17.92%) respondents preferred to use only print resources and 17 (16.04%) respondents opted that they prefer to use web and electronic resources.

S.N.	Type of Web/E-Resources	No. of Respondents	
<b>9</b> .1 <b>1</b> .		Yes	No
1.	E-Books	77 (72.64%)	29 (27.36%)
2.	E-Reference Sources	32 (30.18%)	74 (69.82%)
3.	E-Newspapers & Magazines	60 (56.60%)	46 (43.40%)
4.	E-Journals/Databases	47 (44.34%)	59 (55.66%)
5.	E-Theses/Dissertations	38 (35.84%)	68 (64.16%)
6.	Audio-Visual Contents	65 (61.33%)	41 (38.67%)

Table 13: Type of Web/E-Resources Generally Access by the Users [Multichoice]

Table-13 describes the type of web or e-resources generally accessed by the users. The majority of 77 (72.64%) respondents access e-books; 65 (61.33%) respondents access audiovisual materials, 60 (56.60%) respondents access e-newspapers and magazines, 47 (44.34%) respondents use to access journals and databases, 38 (35.84%) respondents access the e-theses and e-dissertations, and 32 (30.18%) respondents access the e-reference sources like dictionary, encyclopaedia, directory etc. Thus, e-book is the most accessed and popular web and electronic resources among users. After e-books; audio-visual materials and e-newspaper, e-magazines are generally accessed by the users.

Table 14: Satisfaction Level Regarding Usage of Web/Electronic Resources as Compared to Print Resources

S.N.	Satisfaction Level	No. of Respondents	Percentage
1.	Highly Satisfied	15	14.16
2.	Satisfied	67	63.20
3.	Less Satisfied	22	20.76
4.	Dissatisfied	2	1.88
	Total	106	100.00

Table-14 reveals the level of satisfaction regarding the usage of web and electronic resources as compared to print format resources. Out of 106 respondents, the most of 67 (63.20%) respondents opted for satisfied, 22 (20.76%) respondents opted for less satisfied, 15 (14.16%) responded highly satisfied and only 2 (1.88%) respondents opted for dissatisfied regarding usage of web and electronic resources as compared to print format resources.

S.N.	Variables	No. of Respondents	Percentage
1.	Strongly Agree	28	26.42
2.	Agree	60	56.60
3.	Disagree	16	15.10
4.	Do Not Know	2	1.88
	Total	106	100.00

Table 15: Respondents' Study Will Suffer without Web Resources

Table-15 shows that out of 106 respondents, the majority 60 (56.60%) respondents opted to Agree that their study and research will suffer or be hampered without web resources, 28 (26.42%) respondents Strongly Agreed that their study and research will suffer or hamper without the web resources, despite of this 16 (15.10%) respondents opted for Disagree that

their study and research will not suffer or hamper without the web resources, and at last only 2 (1.88%) respondents opted for Do Not Know about the above statement that their study and research will suffer or not without the web resources.

S.N.	Attractive Features	No. of Respondents	
		Yes	No
1.	Time-Saving	65 (61.32%)	41 (38.68%)
2.	More Informative	48 (45.28%)	58 (54.72%)
3.	Less Expensive	29 (27.35%)	77 (72.65%)
4.	24x7 Availability	67 (63.21%)	39 (36.79%)
5.	Ease of Access/Searching	47 (44.33%)	59 (55.67%)
6.	User-Friendly Graphics	29 (27.35%)	77 (72.65%)

Table 16: Attractive Features of Web Resources [Multichoice]

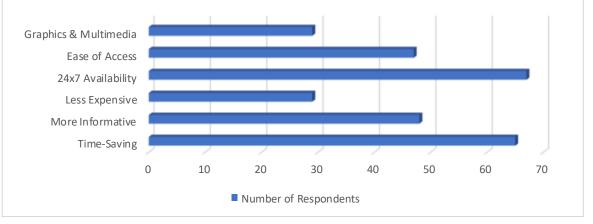


Figure 3: Attractive Features of Web Resources

Table-16 and Figure-3 explain the attractive features of web resources among the users. Out of 106 respondents, 67 (63.21%) respondents like the All-Time (24x7) Availability feature of web resources on the Internet, 65 (61.32%) respondents like the Time-Saving feature, 48 (45.28%) respondents like the More Informative feature, 47 (44.33%) respondents like the ease of searching feature; at last, 29 (27.35%) respondents like the Less Expensive and User-Friendly Graphics features of web resources in respect of print resources. So, 24x7 Availability of web resources on the Internet and Time-saving are the two most attractive features of web resources among the users respectively.

S.N.	Barriers/ Problems	No. of Respondents	
		Yes	No
1.	Power Outage	19 (17.93%)	87 (82.07%)
2.	Slow Network/ Internet Speed	77 (72.64%)	29 (27.36%)
3.	Lack of Computer/ ICT Knowledge	23 (21.70%)	83 (78.30%)
4.	Information Overload on Web	30 (28.30%)	76 (71.70%)
5.	High Cost of Internet Plans	45 (42.45%)	61 (57.55%)
6.	No Problem	5 (4.72%)	101 (95.28%)

Table 17: Problems Encounter by the Users in the Access of Web Resources [Multichoice]

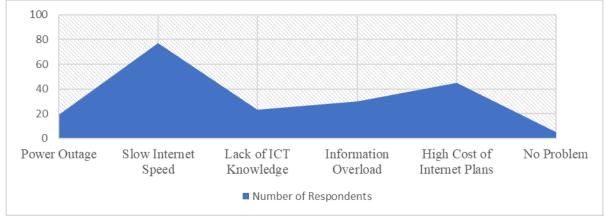


Figure 4: Problems Encountered by Users in the Access of Web Resources

Table-17 and Figure-4 reveal the barriers and problems encountered by the respondents in accessing web resources on the Internet. The table clearly shows that out of 106 respondents, the majority of 77 (72.64%) respondents face the problem of slow network and low Internet connectivity speed. Then, 45 (42.45%) respondents opted that the high cost of Internet plans is the second most important barrier in the access of web resources. 30 (28.30%) respondents opted for information overload as the third big problem that they face in accessing relevant information and web resources on the web or Internet. Similarly, 23 (21.70%) of respondents opted that lack of computer and Information Communication Technologies (ICT) knowledge is also one of the barriers that they face in the access of web resources on the Internet. It is followed by 19 (17.93%) respondents who opted for the power outage as one of the problems that they face in the access of web resources on the Internet. Thus, it is clearly visible that low Internet connectivity speed and high cost of Internet plans are two major problems among the users in the access to information and web resources.

## 6. Findings of the Study

The major significant findings based on the objectives of the study are depicted below:

- The study shows that 50.94% of users are very comfortable and 46.22% of users are comfortable in using digital devices.
- All users of Atal Bihari Vajpayee Central Library use the Internet and Web Resources for their study, research and other purposes.
- The majority of 90.56% of users use the Internet and web resources daily, and 48.11% of users spend 2-4 hours daily on the Internet.
- The study also shows that the majority of 80.18% of users preferred to access the Internet and web resources at home and 55.66% of users preferred to access Internet and web resources at the library.
- Almost all users of the library prefer to access the Internet and web resources through Google Chrome web browser and it is followed by Microsoft Edge and Mozilla Firefox.
- The majority of (92.45%) users use Google search engine as their most preferred search engine or as their first search engine choice to access the Internet and web resources.
- Almost all (99.06%) users use the Internet and web resources for their academic purposes.

- Most of the users (94.34%) consider educational and research-related web resources reliable on the Internet.
- Generally, the majority of users access e-books, audio-visual content, e-newspaper, e-magazine, and e-journal respectively.
- The majority of 63.20% of users are satisfied with the web resources as compared to print resources.
- 56.60% of users agreed and 26.42% of users strongly agreed and believed that their study would suffer without Internet and web resources.
- All-time (24x7) availability, time-saving and ease of searching are the most attractive features of web resources among the users.
- Low Internet connectivity is the biggest problem among the users in the access of web resources on the Internet.

## 7. Conclusion & Suggestions

This study is conducted to know the usage of web resources among the library users of Atal Bihari Vajpayee Central Library of Mahatma Gandhi Central University (MGCU), Bihar. The current study broadens the understanding of nature, frequency, type, access time, and issues regarding the usage of web resources among the users of the library under study. The study revealed that all users regularly access Internet and web resources for their study, research and other academic purposes. Nowadays, Internet and web resources have become the most frequently used tools for students, researchers and academicians. The present study also indicates that all users use the Internet to access web resources as one of their sources of information. All users have ICT skills and are compatible with using digital devices for seamless access to web resources on the Internet. 94.34% of users consider the contents of web resources are the more effective and interactive way of learning among the users as compared to print materials.

It is suggested that students receive mandatory and particular instruction on how to use the Internet and web resources more efficiently to deal with the regularly encountered problem of information overload.

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