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Physical Ability as a Key Deliverable in Information Behaviour: An Experimental Reality

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Abstract

This investigation deals with the user's tendency of uses information source and media, while people are engaged in information seeking. This investigation has been done on the basis of human corporal efficiency to find out the thoughts of users interactions when they collect their necessary information, which is nothing but the pre-stage of using information sources and media, for achieving their (user)dire needs of information. Findings prove to us that everybody does not access information properly or information does not often disseminate to all, which is a lacuna of an information system. This investigation will provide us the way out of communicating information to the physically able or challenged people and to identify the barrier that lies between them.

Keywords: Information Behaviour, Information Seeking Habit, physical ability and Information Behaviour, Use of Information Sources, Media, Time Spent in Information Seeking, Satisfaction Level of Information Seeking.

Introduction

According to the investigation of World Health Organization (WHO) 10% of world population is disabled. But in case of under developed and developing countries the potentiality of this percentage is much more. It is too difficult to calculate the percentage of the intelligent or talented children or person in the whole world but the disabled or challenged and the intelligent or talented both are different between themselves in respect of various reasons. Presently the disabled or challenged person has known as" persons with special needs".

On the basis of physical condition, physical ability has been divided into following two categories:

1. Physically able and
2. Physically challenged/ Disable.

Physically challenged or Disabled: Between two children or persons almost of same age, if one is able to do the same work better than other (physically and mentally), then the other one the incompetent children or person called physically challenged or disable or in other words persons with disability. And if they are able to do the same physical and mental work correctly according to their age, then they are out of the criteria of disabilities.

According to persons with disabilities (equal opportunities, protection of rights and full participation) Act 1995 [1] no one is given disable certificate having less disability of 40%. This is the reason for this study the percentage of the disabled or challenged persons are taken in between 40 and above and 60 and below and this parameter is given priority in case of government service as well as public sector also. Apart from this disable persons are facilitated in case of financial and other benefits on account of percentage of descending order.

If we keep aside the physical ability of the people, it can be seen that in every person there are some common needs like hunger, thrust, entertainment etc. In this case every person whether able and challenged is same. But in this field physical ability becomes the barrier for their information seeking. Every people in the society have to acquire about their information needs to be the survival of the fittest and for better living and they fulfil their needs through the information source and media.

In this perspective, I like to investigate and to comprehend the difference between physically able and challenged or disable in course of

their need of information, using information source, media and their satisfaction level to use information.

Review of Literature

In the field of library and information science many eminent person explain Information Behaviour in various ways. In the year of 2000 T.D.Wilson defined information behaviour "is the totality of human behaviour in relation to sources and channels of information, including both active and passive information seeking and information use[2] and "in which people seek and utilize information----- in order to understand the human relationship to information"[3].

In the very beginning information behaviour called as "use studies" or the habit of "information needs and uses"[4].Then the term used as "information seeking research"[5] which include user's interaction with information. The term information behaviour (IB) widely used from 1990 to replace the word "information seeking" and remains it used worldwide commonly [6].

Mainly two factors dominate the field of IB research, among them first one was the public funding for libraries before World War II[7 and second one was after World War II "vast amount of scientific and technological German documents were made available to allied research, which was a significant part of information explosion"[8]

In the late 1960's to 1970 an investigation conducted by North America on library and information educational programme. In this investigation "many members of the general public had been studied by their social identities—the poor, the elders, etc. --- there was a tendency to study information related behaviour by looking at groups of these sorts" [9] and the tendency still going on to identify the behaviour of using different information sources and media by various social groups.

Although the development of information behaviour research is going on but on the basis of eminent literary output (i.e. ARIST, LISA, MIT Digital Archive, world cat (OCLC)) there was no any of this type of investigation has been done on the basis of corporal efficiency specially area covered by the district of North Bengal ,under West Bengal, India.

Objective of the Study

The purpose of this proposed research work is to determine and identify how the physical ability different information behaviour of people and to achieve the following goal, the work attempts –

1. To establish and understand the parameter of physically able and physically challenged/ disable person.
2. To know the type information and information collection habits of both group.
3. To know the different information source using by both group..
4. To know the different media using by both group.
5. To know the level of satisfaction of both group for deriving information through media and source use.

Methodology

The work would have been more fruitful if we incorporate all the people of the world under this study. Keeping objective at the focus, it should be better to research the study taking all people of the world. But it is only next to possible but also inconvenient to cover such a population. Keeping in mind, this study has been done taking only three district of West Bengal. The total population of 3 districts(CENSUS-2011) is 61,13,199 of which Darjeeling has a share of 16,09,132 Uttar Dinajpur 30,00,849 and Dakshin Dinajpur 15,03,178. During June 2016 - October 2016 a survey was done on a sample of 150 people in total selected from mentioned 3 districts. A scheduled questionnaire was distributed among the selected sample. The data were collected from the selected sample using a combination of both questionnaire and interview method. The sample included two groups (i.e. physically able and physically challenged) and both are equally divided having a membership of 75 people.

The collected data were tabulated ,analyzed and interpreted keeping in view the objective of the study.

T_1 : Analysis and findings

From the data analysis the findings are as follows

Information need by different group (physical ability)

Table 1 shows the information need by different physical ability group

Table 1: Information need by different group

Option Group	Yes		No		TOTAL	**(%)**
Physically able	No	(%)	No	(%)	75	50
	68	90.67 %	07	09.33 %		
	68.68 %		13.73 %			
Physically challenged	No	(%)	No	(%)	75	50
	31	41.33 %	44	58.67 %		
	31.32 %		86.27 %			
Total	99		51		150	100
(%)	66 %		34 %		100 %	

According to the table no. 1 66% respondents would like to read newspaper in the early morning while 34% respondents do not want to read newspaper in the early morning. Out of 66% respondents 68.68% respondents are physically able while 31.32% physically challenged.

On the other hand out of 34%, 13.73% respondents physically able and 86.27% are physically challenged

Again, out of total physically able respondents 90.67% are physically able respondent wants to read newspaper early in the morning while

9.33% does not want to read newspaper in the early morning. Again, out of total physically challenged respondents are physically challenged Wants to read newspaper early in the morning while 58.67% respondents not interested, in reading newspaper early in the morning.

T_2 : Types of Information Need Different Physical Ability Group

Table 1 shows the types of information need by physical ability

Table 2: Types of information need by physical ability

Option Group	Political		Business		Sports		Entertainment		Local		International		Advertisement		Other (mention it)		Total	(%)
Physically able	no	%	no		no	%	no	%	no	%	no	%	no	%	no	%	68	68.69
	13	19.12	06	08.82	17	25	03	04.41	11	16.18	10	14.71	08	11.76	---	---		
	61.9		60		85		60		55		100		61.54		----			
Physically challenged	no	%	no		no	%	no	%	no	%	no	%	no	%	no	%	31	31.31
	08	25.81	04	12.9	03	09.68	02	06.45	09	29.03	---	---	05	16.13	--	---		
	38.1		40		15		40		45		----		38.46		----			
Total	21		10		20		05		20		10		13		----		99	100
(%)	21.21		10.1		20.2		05.06		20.2		10.1		13.13		----		100	

According to table no. 2 out of total respondents (i.e. those who want to read newspaper in early morning) 21.21% respondents reads Political news, 10.1% respondents reads business news, 20.2% respondents reads sports news, 05.06% respondents reads entertainment news. 20.2% respondents reads international news and only13.13% respondents reads advertisement news.

Out of 21.21%, political news readers 61.9% belongs physically challenged out of 10.1% business news readers 60% are physically able, while 40% are physically Challenged. Out of 20.2% the sports news readers and 15% are physically challenged. Out of 05.06% the entertainment news readers, 60|% belongs to physically able group and 40% belongs to physically challenged group. Out of 20.21% the local news readers 55% belongs to physically able group while 45% belongs to physically challenged group. Out of 10.1% the international news readers 100% belongs to physically able group. Again out of 13.13% the advertisement news readers 61.54% belongs to physically able group while 38.46% belongs to physically challenged group.

On the other hand of the physical ability group, 19.21 reads political news, 08.82% reads business group, 25% reads sports news, 04.41% reads entertainment news, and 16.18% reads local news, and 14.71% reads international news, and 11.76% reads advertisement news.

In case of physically challenged group, 25.81% reads political news, 12.9% reads business news, 9.68% reads sports news, 6.45% reads entertainment news, 29.03% reads local news, and 38.46% reads advertisement news.

From the above analysis it is evident that the major respondents of the physical ability group, reads sports news and their percentage is 25% while in case of physically challenged group the major respondents read local news and their percentage is 29.03%.

T_3 : Sources of information

Table 3 shows the use of information sources by different physical ability group for information seeking

Table 3: Use of Information Sources by Different Physical Ability Group

Option Group	Human sources		Documentary sources		Institutional sources		All of these		Total	(%)
Physically able	no	%	no		no	%	no	%	75	50
	12	16 %	24	32 %	17	22.67 %	22	29.33 %		
	54.55 %		64.86 %		54.84 %		36.67 %			
Physically challenged	no	%	no		no	%	no	%	75	50
	10	13.33 %	13	17.33 %	14	18.67 %	38	50.67 %		
	45.45 %		35.14 %		45.16 %		63.33 %			
Total	22		37		31		60		150	100
(%)	14.66 %		24.67 %		20.67 %		40 %		100	

Table 3 reveals that out of total respondents 14.66% respondents choose Human sources for information queries, 24.67% respondents choose documentary sources for information collection, 20.67%

respondents choose institutional sources and 40% respondents choose all the mentioned sources (that is not identified).

Again out of total respondent belonged to physically able group, 54.55% respondents choose human sources, 64.86% choose documentary sources, 54.84% prefer institutional sources and 36.67% prefer all the mentioned sources (that is not identified) for information queries.

On the other hand out of total respondents belonged to physically challenged group, 45.45% select human sources, 35.14% select documentary sources, 45.16% select institutional sources and 63.33% select all the mentioned sources.

Again at a whole, out of total respondents belonged to physically able group, 16% respondents select human sources, 32% select documentary sources, 22.67% select institutional sources and 63.33% select all the mentioned sources for information queries.

While on the other hand out of total respondents belonged to physically challenged group, 13.33% select human sources, 17.33% select documentary sources, 18.67% select institutional sources, 50.67% prefer all the mentioned sources for information queries.

From the above analysis we can say that the major respondents (40%) select all the mentioned sources (that is not identified) for information queries.

T_4 : Media Usage

Table 4 shows the use of media of information by different physical ability group for information collection

Table 4: Media usage by different physical ability group

Option Group	Oral-Verbal		Recorded		Non verbal		Observation		All of these		TOTAL	(%)
Physically able	no	%	no	%	no	%	no	%	no	%	75	50
	19	25.33 %	23	30.67 %	08	10.67 %	04	05.33 %	21	28 %		
	47.5 %		63.89 %		47.06 %		100 %		39.62 %			
Physically challenged	no	%	no	%	no	%	no	%	no	%	75	50
	21	28 %	13	17.33 %	09	12 %	---	---	32	42.67 %		
	52.5 %		36.11 %		52.94 %		----		60.38 %			
Total	40		36		17		04		53		150	100
(%)	26.67 %		24 %		11.33 %		02.67 %		35.33 %		100	

Table 4 indicates that 35.33% of total respondents use all mentioned media (i.e. not identified) while 26.67% respondents use oral – verbal media, 24% respondents use recorded media, 11.33% respondents use non-verbal media, and 02.67% respondents use observation media for getting information.

Again out of total respondents belonged to able group, 47.5% respondents use oral – verbal media, 63.89% use recorded, 47.06% use non-verbal, 100% observation, 39.62% use all mentioned medias for getting information.

On the other hand out of total respondents belonged to physically challenged group, 52.5% use oral – verbal, 36.11% use recorded, 52.94% use non-verbal, and 60.38% use all mentioned medias for getting information.

Again at a whole, out of total respondents belonged to physically able group, 25.33% use oral – verbal, 30.67% use recorded, 10.67% use non-verbal, 5.33% use observation and 28% use all mentioned medias for getting information.

Again on the other hand out of total respondents belonged to physically challenged group, 28% use oral – verbal media, 17.33% use recorded media, 12% use non-verbal media, and 42.67% use all mentioned medias for getting information.

So, it is clear that most respondents (35.33%) use all mentioned media for information collection.

T_5 : Level of Satisfaction

Table 5 shows the level of satisfaction in information seeking by physical ability group

Table 5 : Level of satisfaction in information seeking by physical ability group

Option Group	Fully Satisfied		Partially satisfied		Not satisfied at all		Cannot judge satisfaction		Total	(%)
Physically able	no	%	no		no	%	no	%	75	50
	09	12 %	39	52 %	15	20 %	12	16 %		
	40.91 %		59.09 %		44.11 %		42.86 %			
Physically challenged	no	%	no		no	%	no	%	75	50
	13	17.33 %	27	36 %	19	25.33 %	16	21.34 %		
	59.09 %		40.91 %		55.89 %		57.14 %			
Total	22		66		34		28		150	100
(%)	14.66 %		44 %		22.67 %		18.67 %		100 %	

Table 5 reveals that, out of total respondents 14.66% respondents are fully satisfied, while 44% respondents are partially satisfied, 22.67% respondents are not satisfied at all, while 18.67% respondents cannot judge satisfaction with the derived information from the consulted media and sources.

On the other hand out of total respondents, 40.91% belonged to physical ability group and 50.09 respondents belonged to physically challenged group

are fully satisfied with derived information from the consulted media and sources l.

Again, out of total respondents, 59.09% respondents belonged to physical ability group and 40.91% respondents belonged to physically challenged group are partially satisfied with derived information from the consulted media and sources .

Again, out of total respondents, 44.11% respondents belonged to physical ability group and 55.89% respondents belonged to physically challenged group are not satisfied with derived information from the consulted media and sources.

Again, out of total respondents, 42.86% respondents belonged to physical ability group and 57.14% respondents belonged to physically challenged group cannot judge satisfaction with information from the consulted media and sources.

On the other hand at a whole out of total respondents, 12% respondents belonged to physical ability group and 17.33% respondents belonged to physically challenged group are fully satisfied with derived information from the consulted media and sources.

Again, on the other hand at a whole out of total respondents, 52% respondents belonged to physical ability group and 36% respondents belonged to physically challenged group are partially satisfied with derived information from the consulted media and sources.

Again, on the other hand at a whole out of total respondents, 20% respondents belonged to physical ability group and 25.33% respondents belonged to physically challenged group are not satisfied with derived information from the consulted media and sources.

Again, on the other hand at a whole out of tota lrespondents, 16% respondents belonged to physical ability group and 21.34% respondents belonged to physically challenged group cannot judge satisfaction with derived information from the consulted media and sources.

So, we can say that the major respondents (44%) are partially satisfied with derived information from the consulted sources and media.

Conclusion

Newspaper holds primary information and any one may easily access this in first morning. Here physically able respondents are more interested in collecting information than physically challenged respondents. So it is evident that the need of information depends on physical ability. Here it is clear that those who are want to read news paper, they have the needs of information and for the fulfil of their need, they want to read news paper as a key tool of information hub.

In the field of choosing information source it said that physical ability plays an important role. Able respondents use documentary source and challenged respondents use all the information source which is just their nearby. Because able may brows all the sources and they depend on a specific one, but disables information source is limited due to their lack of knowledge about information source. So they do not depend on a specific one.

For the satisfaction of information need maximum respondents are partially satisfied in both groups, but a few respondents can't judge their satisfaction. In case of "can't judge satisfaction", challenged or disable respondents are more confuse than the able respondents. So in case of their satisfaction level, physical ability is not a vital factor for which the level is imbalanced. But for the fulfilment of their information use, physical ability is one of the prominent category of which able and disabled groups are distinct different among them.

The findings, thus, leads us to conclude that information behaviour differ on the basis of physical ability

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