The Contribution of Different Sections in the University in Fulfilling the Information Needs of University Students: A Study based on Kelaniya University

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Abstract

A university is a unique organization in the higher education that is comprised of different sections, teaching departments, faculties, libraries, ICT centers, administrative and student's service unites health centers. Many of such organizational units are providing very vital information for the students. The principal purpose of the study is to investigate how these different sections and units fulfil the diversified information needs of the students.

Survey research was the method of study and total 100 students were randomly selected from four Faculties, like Science, Commence and Management. Humanities and the Social Sciences. Thirteen sections were used and the primary data collected administering two questionnaires among the students and staff of 13 sections with the help of interviews and observation techniques. Data analysis was done using Excel. Institutional related information was the key information type and majority used the library and the ICT center for information. Notice Board is another medium however, students more preferred to use university web for information seeking. However, it was identified 50% satisfied with the information provision of different sections of the university. Use modern ICT by different sections was very weaker and students had poor knowledge about the information provision of different sections. Staff in different sections were not so cooperative in the information provision and students expressed the distance between and among one barrier for them.

Suggestions are to improve the information collection, organization and the dissemination using modern ICT and to establish a large ICT center in the middle of the University with all facilities and services, and databases containing information needed for the students. Networking different sections and taking steps for improving the computer and information literacy of both students and sections staff are other recommendations. Use of more notice board with modern ICT with attractive news items and pictures is better for the purpose. Increase the use of University web for student related information provision is another method so that students will compel use the web for other different purposes out of it.

Keywords: Student information, Information service, University information, Student affairs, Student welfare, University administration