

INFORMATION RETRIEVAL IN OPAC OF TH UNDERGRADUATE STUDENTS AT SUAN SUNANDHA RAJABHAT UNIVERSITY

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ABSTRACT

The purpose of this research were to study information retrieval in OPAC and problems in searching of undergraduate students at Suan Sunandha Rajabhat University. A stratified random of 380 samples was collected. A Likert five-scale questionnaire was developed to collect data and to obtain students' opinions their information retrieval in OPAC. The findings revealed that the majority of respondents information retrieval for reporting and studying purpose. The average information retrieval time was about 5 minutes to 10 minutes by searching from title. They studied how to use the OPAC by themselves. The respondents searched the information 2-3 day per week from the Academic Resource Center. As for problems in searching, it was found that the information retrieval result did not cover their fields and not support their need. Beside that the students did not know how to advance searching. As for this research results, the school should have a plan for information retrieval training for students in order to have the skill for searching in OPAC. Beside that the Academic Resource Center should always update information database.

Keywords—Information Retrieval, OPAC, Searching

INTRODUCTION

Information is crucial as related to the human way of life. Humanity searches for information in order to respond to objectives such as routine life, study, working, news, knowledge development, entertainment and etc. In order to seek for desired information, most of them seek such one form several resources such as personal, institutional, mass media, internet resources and websites; however, nowadays, there are much information and multiplied rapidly combined with limitation of time, language and place making a hardship in following as desired. Therefore, if the information is stored systematically, retrieval could be done effectively (NECTEC, 2015).

Information retrieval means an act to select information from database to retrieve the information as desired as it may be information or a document contains a desired content. It is a process in documentary retrieval related to any subject (NECTEC, 2015) in other words, the information retrieval is a method to access the stored information by utilizing computer or not using computer in order to retrieve the desired information by categorizing the desired one from the information for use.

In education, library is an important unit as it promotes an instruction, a study and research of students; in addition, it is a resource of information stored as books, journals, documents, audio visual aids and modern electronic media in order to respond to needs of students and instructors in university. At the same time, library has to provide service for its users in response to needs of them (Waeota Thechathawiwon, 1998:49). Increasing of information resource, library has to transform into automated library by largely utilizing computer technology in order to make the faster retrieval.

Library automation or integrated library system is an information system utilizing computer to store library functions consistently and completely, then the system has to be connected with users by network and telecommunication system as these systems help users to retrieve information to be used in online mode, resulting in more effectiveness. The system functions by integrated library system, such as cataloging module, acquisition module, circulation module, Online Public Access Catalog-OPAC module, interlibrary loan module and, serial control module

OPAC or Online Public Access Catalog is a subsystem of library automation, such subsystem has retrieval characteristics in the same as catalog card making an easier retrieval, such as authors, titles, topics and Boolean logic, truncation, retrieval scope by printing year, publishers and etc. OPAC system is superior in information resource retrieval from other forms of library as the system offers an opportunity for users who are the one that truly needs data to perform in retrieval by themselves; therefore, the users must have knowledge regarding retrieval principle, on other hand, OPAC must have appropriate effectiveness and relevance to the needs of user. (Pornthip Phanngam, 2003: 2)

Academic Resource Center of Suan Sunandha Rajabhat University implements library automation to use in information retrieval in library. From observation and access in OPAC of Academic Resource Center, it is appeared that users, especially students encounter with retrieval problems from OPAC, for example inadequate knowledge in tools for retrieval and retrieval results not in response to needs and inadequate knowledge for word usage and etc.

From such context, the researcher is interested in study regarding information retrieval from OPAC system of undergraduate students, Suan Sunandha Rajabhat University to be a guideline in instruction development in Library and Information Science Program, especially Information Storage and Retrieval Subject and to be a model in OPAC retrieval trainings for students, as well as, to be a guideline in library automation development of Academic Resource Center, Suan Sunandha Rajabhat University.

LITERATURE

Regarding the study of information retrieval by OPAC of bachelor students, the researcher has conducted a relevant review literature in several points for determining research concept as follows:

1. Information Retrieval

Information database is a database consisted of bibliography of books, journals, magazines, audio visuals and electronic media existed in library. The retrieval procedures are as follows:

1.1 Prerequisite before retrieval: Planing must be done in order to retrieve desired information rapidly. The planning is consisted of term choosing from database utilizing controlled terms and free terms as controlled terms making search efficiently as it is a standard term used in index making by database.(Pornthip Phanngam, 2003). The controlled terms are from relevant terms or thesaurus; however, information retrieval could utilize free terms such as all meaningful words and words appeared in documents. Searchers could use any meaningful words, except stop words or not utilized in index, for example A, An, And, By, For, From, Of, The, To, With as being unable to search (Pradita Siriphan, 1992).

1.2 Retrieval method determination: Determination of searching strategy will help in the success of retrieval and obtaining desired data and time-saving. The retrieval could be done by names of author, titles, headings and keywords. Regarding the strategy, it could be consisted of truncation or Boolean logic; nevertheless, the retrieval procedures in each system will be different (Pornthip Phanngam, 2003).

2. OPAC System

Online Public Access Catalog or OPAC is a subsystem of automation library program which is the system to utilize in information retrieval of library. The OPAC system as a bibliography retrieval system of books or documentation of library stored in database which could be retrieved by computer; moreover, users could access this data by terminal (Saman Loifa ,1992).

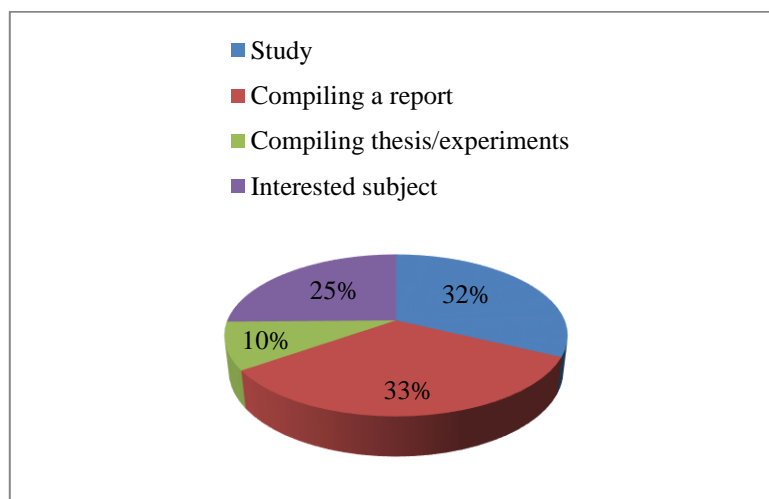
METHODS

This was a quantitative research that was aimed to study the information retrieval and the problem in searching from OPAC of undergraduate students, Suan Sunandha Rajabhat University. There were five steps of this research. The first step was to study the document and other studies related to information retrieval in order to find the guideline of developing questionnaire of quantitative method. The second step was to define population and sample. The population included 24,971 undergraduate students who registered for the second semester of 2015. A Krejcie & Morgan sampling technique was performed to get a sample group that included 380 students. They were collected at 6 faculties: Faculty of Education, Faculty of Industrial Technology, Faculty of Humanities and Social Sciences, Faculty of Science and Technology, Faculty of Fine and Applied Arts, and Faculty of Management. The third step was the development of tool. The tool for this survey was the questionnaire which had three major parts. The first part was designed to ask about the demographics. The second part was designed to obtain the information about information retrieval of students. The third part of the questionnaire was about problems in information searching. The fourth step was data collection. A stratified random sampling technique was performed to obtain 380 respondents. Finally, the fifth step was data analysis. This step was performed by using SPSS. Descriptive statistics utilized in this research including percentage, mean, and standard deviation.

RESULTS

The research results regarding information retrieval from OPAC of SSRU students, it is found that the students retrieve information from OPAC system in order to search for compiling in a report as most students learn how to use OPAC system by themselves and they retrieve by title making information search to be in conformity of the needs. The retrieval takes 5-10 minutes; however, if a search result is not in conformity with the needs, they will use the same method but with new words. As for problems of information retrieval from OPAC system, most students encounter a problem regarding service, especially lack of computer, service officer having many duties, resulting in unclear recommendation and lack of retrieval service computer. In overview, students have moderate satisfaction in information retrieval by OPAC system as the following details.

Figure 1
Purpose for Information Retrieval by OPAC System



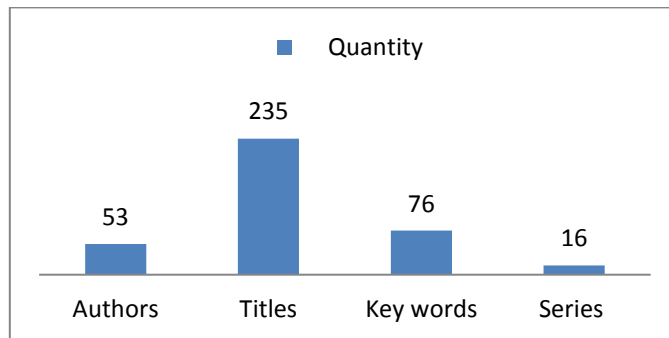
From Figure 1 The highest purpose for information retrieval was compiling a report purpose (33 %) and compiling thesis was lowest purpose (10%).

Table 1
Learning Retrieval Method

Learning retrieval method	Quantity	Percentage
orientations	82	21.6
Asking librarians or library staffs	106	27.9
Asking friends	82	21.6
By themselves	110	28.9
Total	380	100

From Table 1 The highest learning retrieval method was by themselves (28.9%) and the lowest method was orientation (21.6%)

Figure 2
Words for searching



From Figure 2 The highest word for searching was title and the lowest word for searching was series.

Table 2
Duration in Information Retrieval by OPAC System

Duration	Quantity	Percentage
Less than 5 minutes	112	29.5
5-10 minutes	171	45.0
10 minutes	46	12.1
More than 10 minutes	51	13.4
Total	380	100

From Table 2 , The majority of respondents take 5-10 minutes to retrieve information from OPAC

Table 3
User Problem(s) in Information Retrieval by OPAC

Problems	\bar{X}	S.D.	Rank
1. Unclear displayed execution command	3.35	0.917	2
2. No knowledge in western name-surname format of author for retrieval	3.33	0.925	3
3. Users not understanding retrieval methods Such as Boolean operator (and, or, not) in retrieval.	3.38	0.947	1
4. Users not understanding retrieval procedure	3.20	1.015	4
5. Users not understanding typing words for retrieval such as spacing and truncation	3.16	1.023	5
Total	3.28	0.809	

From Table 3, The highest user problem in information retrieval was users not understanding retrieval method especially advance searching (\bar{X} =3.38) and the lowest problem was users not understanding typing words for retrieval such as spacing and truncation (\bar{X} =3.16).

Table 4
Service Problem (s) in Information Retrieval by OPAC

Problems	\bar{X}	S.D.	Rank
1. Inadequate computer	3.42	0.978	1
2. Underperformed computer	3.24	0.960	3
3. Service officer under heavy tasks resulting in unavailability for recommendation	3.29	0.890	2
Total	3.31	0.806	

From Table 4, The highest service problem in information retrieval was inadequate computer (\bar{X} =3.42) and the lowest was underperformed computer (\bar{X} = 3.24).

DISCUSSION

From the study of information retrieval from OPAC of undergraduate students, Suan Sunandha Rajabhat University, the crucial points are as follows.

Students of Suan Sunandha Rajabhat University retrieve information resource database by OPAC system in order to search for information to compile in reports. Most students learn how to retrieve information by OPAC by themselves. Title is used as a method to search information, resulting in compliance with needs. This is in conformity with the research conducted by Jitraporn Phengdee (1998), Prakaidaw Srimora (1998) and Siriporn Poolsuwan (2516). The successful retrieval takes 5-10 minutes in conformity with the research conducted by Pornthip Phanngam (2003); however, if the search is not in conformity as desired, they use the same method but with a new word. As for problems in information retrieval by OPAC, in overview, they are regarding services, especially a lack of computer, unavailability of service officer resulting in unclear recommendation and underperformed computer; this results are in conformity with the research conducted by Kanjana Kaewpadee (1999), who studied a problem regarding modular usage in online information retrieval (OPAC) of students in Academic Service Center of Mahasarakham University as it is found that the students learns how to use OPAC system by reading usage manual from monitor and they search by title mostly, when the search is not succeeded, a new search is done by changing searching words. Most students obtain information as desired in high level. As for OPAC usage problems in each aspect, they are as follows: regarding premises and equipment, they are inadequate for providing service; regarding service, it is found that no service

officer provides explanation and usage recommendation; regarding users, it is found that the users do not possess knowledge in complex search and regarding search result, the desired information is not found.

CONCLUSION

From the study of information retrieval from OPAC of undergraduate students, Suan Sunandha Rajabhat University, it could be seen that the level of student achievement, aside from classroom study, is depended on data retrieval from database in Academic Service Center. If the students possess knowledge and skills in OPAC usage effectively, this will result in quality information according to needs to compile in instruction very well, which could be beneficial to them while study, graduation and all of lifetime. Nowadays, the crucial and necessary qualifications of education personnel are searching, selecting and accessing to desired information by retrieval from databases in order to implement in instruction to be in highest effectiveness.

FUTURE WORK

According to this research, information retrieval from OPAC of undergraduate students, Suan Sunandha Rajabhat University is in moderate level. In order to improve database and method for retrieval of the students to compile in instruction, the university should emphasize on as follows:

1. Academic Service Center, Suan Sunandha Rajabhat University should supply effective equipment and facility for OPAC system usage and computer for information retrieval of library to be adequate with the needs of users.
2. Academic Service Center, Suan Sunandha Rajabhat University should provide training and service improvement of officers to create satisfaction for users continuously.
3. Academic Service Center should emphasize on retrieval procedures by OPAC information by providing training for OPAC for students, especially freshmen in order to facilitate them.

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