

**An analysis of the e-research needs of postgraduate students
at higher education institutions**

by

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Samevatting

*'n Analise van die e-navorsingsbehoefte van nagraadse studente
by hoër onderwysinstansies*

deur

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Hierdie verhandeling lewer verslag oor die elektroniese navorsingsbehoefte wat ervaar word deur nagraadse studente verbonde aan hoër onderwysinstansies binne 'n toenemend elektroniese navorsingsomgewing. As gevolg van innovasie en tegnologiese verbeterings is die behoeftes wat deur studente op nagraadse vlak ervaar word, heelwat anders as die behoeftes en verwagtinge wat voorheen deel was van so 'n student se navorsingsomgewing binne 'n nie-elektroniese biblioteek.

Hierdie studie word as 'n kwantitatiewe studie beskou wat van empiriese data gebruik maak.

Uit beide die literatuurondersoek en die navorsing vir hierdie studie het dit duidelik geword dat nagraadse studente in Suid-Afrika en wêreldwyd soortgelyke e-navorsingsbehoefte ervaar met betrekking tot die beskikbaarstelling van primêre datastelle, die oordra van data en die verwerking daarvan, e-toegang, e-kommunikasie, e-opleiding en e-publiserings. Deur die spesifieke e-navorsingsbehoefte van nagraadse studente in ag te neem, kan die biblioteek daarin slaag om 'n e-navorsingsomgewing te skep wat onderskei word i.t.v. gebruikersvriendelike toegang – die belangrikste en waardevolste vennoot in 'n nagraadse student se strewe na akademiese uitnemendheid en sukses.

Sleutelwoorde:

Navorsingsbehoefte | Inligtingsbehoefte | Elektroniese behoeftes | Nagraadse studente | Navorsers | Inligting | Inligtingshulpbronne | Internet | Rekenaars | Hoër onderwys | Tersiêre onderwys | Navorsing | World Wide Web | Biblioteek | Inligtingkundige | Bibliotekaris | Rol | Intydse behoeftes | Intydse navorsingsomgewing | Virtuele navorsingsomgewing

Summary

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This dissertation reports on an analysis conducted to establish the electronic research needs experienced by postgraduate students at higher education institutions within an increasing electronic research environment. Innovation and improvements in technology have caused research students to approach the library with a whole range of needs and expectations undreamed of in the non-electronic library.

A quantitative research instrument was mainly used to gather data, together with the results from a user survey. This study is therefore regarded as a quantitative study.

From both the literature survey and research for this study it became clear that postgraduate students in South Africa and throughout the world experience similar e-research needs with regard to primary data sharing, transfer of data and computation, e-access, e-communication, e-training and e-publishing. By taking the specific needs of postgraduate students into account, the library will be able to create an electronic research environment distinguished by ease of use and access - the principal and most valued research partner in a postgraduate students' pursuit of academic distinction and success.

Key words:

Research needs | Information needs | Electronic needs | Postgraduate students | Researchers | Information | Information resources | Internet | Computers | Higher education | Tertiary education | Research | World Wide Web | Library | Information specialist | Librarian | Role | Online needs | Online research environment | Virtual research environment

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- Addendum F. Online Survey: Libqual+™ Survey 2005 (postgraduate section)
- Addendum G. Data tables illustrating statistical relationships between variables from questionnaire

List of Abbreviations and Acronyms

Abbreviation/ Acronym	Description
AIS	Academic Information Service, or library of the University of Pretoria
CD ROM	Compact Disk Read-Only Memory
COP	Community of Practice
DOAJ	Directory of Open Access Journals
DVD	Digital Video Disc
E-access	Electronic access
E-books	Electronic full text books
E-client	Electronic client
E-communication	Electronic communication
E-databases	Electronic databases (bibliographical or full text)
E-information	Electronic information
E-journals	Electronic full text journals
E-librarian	Electronic librarian
E-mail	Electronic mail
E-newsletter	Electronic newsletter
E-publishing	Electronic publishing
E-research	Electronic research, or research conducted in an electronic way
E-science	Electronic science, or science conducted in an electronic way
E-training	Electronic training, or training conducted in an electronic way
FirstSearch™	An online search service provided by a company called OCLC (Online Computer Library Center) which provides access to indexing, abstracting, and full-text databases covering a wide range of fields.
ILL	Inter-library Loans
IMPS	Information Management and Procurement Services
Internet	Network of computer networks which operates world-wide using a common set of communication protocols.
iPOD	A generic brand which refers to a class of portable digital audio players.
IT	Information Technology
ITC	Information Technology and Communication
OCLC	Online Computer Library Center, Inc., Dublin, Ohio

OPAC	Online Public Access Catalog; a computerised library catalog, or the portion of the catalog available for patron use.
PC	Personal Computer
PDA	Personal Digital Assistant is a term for any small mobile hand held device that provides computing and information storage retrieval capabilities for personal or business use.
PG	Postgraduate students
SAS	A statistical and graphical package that includes modules for several types of specialized analysis.
SMS	Short Message Service. Short text messages that can be sent to a mobile phone.
SPSS	Statistical package for the social sciences: A software system for data management and analysis.
TLEI	Telematic Learning and Education Innovation
Tyds@Tuks	Gateway to the collection of electronic journals to which the library (AIS) subscribes.
UG	Undergraduate students
UP	University of Pretoria
UPeTD	Electronic theses and dissertations
UPSpace	Digital research repository of the University of Pretoria
URL	An acronym for "Uniform Resource Locator". The address of a resource on the Internet.
VIP	Very Important Person
VRE	Virtual Research Environment
WAM	Web Access Management
Wi-Fi	Wireless Fidelity
WorldCat™	The world's largest bibliographic database, representing books, journals, dissertations, audio-visual materials, and manuscripts in repositories worldwide.
WWW	World Wide Web

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