

UNIVERSITI TEKNOLOGI MARA

**INFORMATION NEEDS AND INFORMATION
SEEKING BEHAVIOUR OF UNDERGRADUATE
STUDENTS AT THE UNIVERSITI PENDIDIKAN
SULTAN IDRIS (UPSI), TANJONG MALIM**

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CANDIDATE'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledge as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

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ABSTRACT

This study investigates information needs and information seeking behaviour of undergraduate students at Universiti Pendidikan Sultan Idris (UPSI), Tanjong Malim. The study addresses the 10 research questions of information needs, information seeking behaviour and information literacy. Additionally, 4 research questions are designed to assess the effect between background of respondents and information seeking behaviour. The study is conducted within a conceptual framework of Ellis (1989), Kuhlthau (1991) and Wilson (1996). The model describes a pattern of UPSI's undergraduates information seeking behaviour established based on conceptual framework of Ellis (1989), Kuhlthau (1991) and Wilson (1996). It's includes 8 generic stages: initiation, exploration, monitoring, categorizing, sifting, selection, collection and ending. The data are collected through quantitative method which consisted of a structured set of questionnaire distributed among undergraduates. Outcome of the study shows that respondents still preferred to use printed documents and information resources in Malay language. Findings also showed that generally undergraduates access Online Public Access Catalog (OPAC) to locate relevant information; undergraduates preferred to save their relevant articles or information resources from websites in their hard drive/ portable medium; more than half respondents attended formal/ informal training offered and agreed such training are able to assist them in their information seeking; Undergraduates also preferred brochures on effective searching for each online database. Future study should focused more on the study of information needs and information seeking behaviour among graduate students and academic staff; effectiveness of information literacy offered by Tuanku Bainun Library; and explores why the usage of electronic resources is quite slow which against to the library's expectations.

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