

INFORMATION NEEDS AND INFORMATION SEEKING BEHAVIOUR
OF SELECTED VOLUNTEERS IN KLANG VALLEY

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DECLARATION

I hereby declare that the work in this independent study is my own except for quotations and summaries which have been duly knowledged.

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ABSTRACT

Knowledge about information needs and seeking behavior of volunteers could play a vital role in meeting their information needs effectively. This study explores information needs and seeking behavior of selected volunteers in Klang Valley area. The two main purpose of the study was to determine what are their information needs or requirements and to identify what information channels used by volunteers in order for the them to search and rely for their information needs. In order to meet the objective of the study, questionnaire and informal interviews were done. Thus from the data collected it was found that volunteers need information regarding their future activities or task-based activity. Having fulfill the task-based requirements, other needs may arises from this task based information. It was found out that respondents used various sources for acquiring the needed information. Volunteers largely preferred informal and interpersonal sources. Printed formal sources such as journals, books, newspaper recorded low frequency of use. Adequate knowledge about the information needs and seeking behaviour of volunteers is vital of any voluntary institution to develop more effective channels meet volunteers' information needs effectively.

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