

Information seeking behaviour of the medical scientists and doctors of PGIMER, Chandigarh, AIIMS, Escort Heart Institute and Research Centre & APOLLO Hospitals, New Delhi : a case study

K. P. S. Sengar

In the recent years, there has been an increasing demand to study the information seeking behaviour of the medical scientists and doctors as an essential in developing successful clinical information systems and improving the quality of healthcare services. This doctoral thesis focuses on exploring the information seeking behaviour of the medical scientists and doctors of PGIMER, Chandigarh, AIIMS, Escort heart Institute and Research Centre & APOLLO Hospitals, New Delhi, India. The specific objectives of the study are: to investigate in the entire situation regarding information requirements of the medical scientists and doctors; to know about various national and international services/ databases offer to the medical professionals; assessing the usefulness of existing services; to identify the needs of new information services for medical scientists and doctors of these four apex institutes/ hospitals.

Data were gathered a questionnaire survey of medical scientists and doctors of these institutes/hospitals. Two questionnaires have been prepared; one for the medical professionals to know their information seeking behaviour and another for librarians to know about information of library collection and services. 300 questionnaires were distributed through ordinary mail and handed over personally and responses returned 229 out of 300. The response rate of each institute was 74%, 70%, 76% & 82% of AIIMS, APOLLO, EHRC and PGIMER Chandigarh respectively.

Various aspects of information seeking behaviour examined include motive and purposes of seeking information, nature and type of information sought, source of bibliographic information use, delegation of information-gathering work, time spent on information-gathering activities, dependence on different source of information, inter-personal of information sharing, informal & formal communication behaviour.

The study shows that a majority of the medical professional of all these institutes/ hospitals perceived primary and secondary source of information particularly medical journals, reviewed articles, MEDLINE, Health gate database, as more important for keeping them up-to-date about current scientific development. It was also found that AIIMS & PGIMER library has excellent collection of information resources but information services is not being provide by PGIMER library is satisfactory. There is an urgent need to improve their information services. APOLLO and EHRC libraries should be improving their information resources as well information services.