

Information service provided by community information center's (CIC's): A survey of Dhubri district, Assam

¹Zamiul Islam, ²Jaman Hussan Ahmed, ³Dr. Nabin CH Dey

¹ Student, Assam Univesity, Silchar, Assam, India

² Assistant librarian, University of Science and Technology Meghalaya, Techno city Ri-Bhoi, Baridua, India

³ Assistant Professor, Assam University, Silchar, Assam, India

Abstract

Community Information Centers (CIC's) are set up to create IT awareness among the people at grass root level. This paper identifies those information infrastructures which are applied for information delivery and development of rural communities in Dhubri district. This paper also highlight the role of CIC's in dissemination of information to the user in different blocks of Dhubri district. The study some up to know the user visiting purpose of CIC's and their satisfaction level towards the services provided by the CIC's. In the last the researcher added some suggestion for over headed the problems, which are faced by the mentioned district at the time of getting information.

Keywords: information, CIC's, community, centers, users, ICT, awareness, programme

1. Introduction

In this age of globalization, the use and importance of information and communication technology (ICT) is increasing in our daily life. It is true because ICTs facilitate quick and easy access to a wide range of information/resources in world wide. With the advent of ICT, electronic information in the form of electronic books, electronic journals, E-magazine, Enewspaper, governmental reports and other electronic types of information is available in internet. ICT provides libraries/information centres with capabilities for the location of information, storage and retrieval of information, and dissemination of information. Internet access enables libraries/information centres to locate information stored in other computers around the world.

Community

CIC is making community People more closely virtually as they all stay different places due to distance. Thus, farmers could form an online community, and teachers could do the same. Community web-blogs are an excellent platform to amplify the flow of ideas without the constraints of time and geography.

Information

Since the advent of the Internet, Its popularity of being an unlimited source of information has grown exponentially. Now a day any one can search the Internet for any kind of information ranging from news government / nongovernment, educational institutions etc. Finding any kind of information using a search engine is both popular and very easy.

Community Information Centre

As many of the users are very new to the Internet, they do not feel comfortable to browse for their everyday

necessities with search engines or visit other websites. So the CIC provided with all the necessary links and useful information portals, so that new users will not need to browse any other website, all they potentially need can be found on the CIC website itself.

2. Objective of the study

The purpose of this study is to examine which types of information's provided and which types of information's users needed by the Community Information Centres (CIC's) of Dhubri District. The study specially focused on the following objectives:

1. To measure the importance of Community Information Centre (CIC) and ascertain their effectiveness.
2. To identify the information needs of the rural peoples and assess if these information centres are meeting the users' needs.
3. To assess the degree of user satisfaction with the existing Internet services at the Community Information Centres (CIC).

3. Literature Reviews

Anwarul and Mostak (2010) ^[2] said the rural communities have different needs for information depending on their function, duties and responsibilities. Information is an important resource of any community of the rural areas. They are not getting any latest information facilities from any other sources so the CIC's are providing information to the users of rural peoples of Bangladesh. The main aim of the CIC is socio and economic development of any community of rural areas of Bangladesh. According to Michael (2012) ^[10] ICT played a major role in Socio and economic development of the rural areas in Ghana in the field of agriculture, health, Micro and Small Enterprises (MSEs), and education. ICTs have contributed in

automation of Rural Banks, networking, information sharing and the provision of ICT enhanced distance learning in the rural areas of Ghana. With the advent of ICT, internet providing the information to the rural communities for developed the rural communities. CLN (2013) [7] discussed on his paper the rural peoples of Nigeria were unaware of the great potentials inherent in the use of the CIC. So they are not getting more information from the centres. According to the author the aim of the CIC's is to empowering, changing and transforming their life socially, economically, technologically, educationally, politically for the better. Sangita and Kulwinder (2013) [11] Community Information Centre (CIC) are set up to create IT awareness among people at grass root level in different blocks of Jammu division. The advent of ICT it is easy to provide information to the people at the grass root level. ICT is the growth engine which is remarkably providing information towards the social and economic development of the society. Yahaya and Emmanuel (2013) [9] defined Community Information Centre is a Centre where the rural peoples of Soya district in Nigeria collect information about agriculture, health, government, programs, small scale industries, traditional matters, religion, politics, civic matters, recreation and education with the use of ICT. The aim of this paper is to develop the rural community of Soya district in Nigeria. Shadreck (2014) [11] creating awareness through structure of information products and services to the rural peoples should become an important component for development. Without awareness of ICT in the rural peoples of Zimbabwe, it cannot be possible to solve their problems like visiting the information based websites, marketing information, money transfer, job applications, weather information and so on. Information plays an important role in almost every human activity.

4. Results and Discussion

4.1 Community Information Centres (CIC's)

UNESCO define Community Information Centre (CIC) is on acquiring, processing, storing and disseminating the information needed by the community they serve, with emphasis on taking the information to the people who needed it most. In other words, the direction of CIC is on strategies of identifying and satisfying information needs of individuals within the community. Natal Resource Forum described CIC as a space or building in which human and other information resources in various media such as, books, journals, newspapers, films, slides, video and audio cassettes, objects etc., and also has equipment such as cameras, computers, scanners, printers, webcams, fax machines, LAN etc. According to Uzuegbu Community Information Centres (CIC) are information provision centres established to empower rural community members by proactively providing survival information and citizens action information, often repackaged by the rural information provider through displays, pamphlets, brochures, newspapers and oral information dissemination system.

CIC is a Centre which provides information to the peoples of rural community; serve as- Communication

Bridge among the government, development agencies, and the rural peoples; general education as well as preservation of cultural resources and indigenous knowledge; avenue for promotion of wealth creation and entrepreneurship among rural peoples; sponsor educative and transformative seminars and workshops for the rural peoples.

4.2 Infrastructure of CIC

Each Centre is well- equipped with infrastructure, it included

- One server machine
- Five client systems
- VSAT
- LAN hub
- TV
- Webcam
- Printers
- Scanners
- Two UPS (1KVA, 2 KVA)
- Gensets
- Air Conditioner
- Tables
- Chairs

4.3 Community Information Services

Information services are referred to as community resource centres, community information centres (CICs) and CISs are those which assist individual and groups with daily problem-solving and with participation in the democratic process. The services concentrate on the needs of those who do not have ready access to other sources of assistance and on the most important problems that people have to face, problems to do with their homes, their jobs and their rights.

Rasmussen defined community information service as a service to satisfy citizen's requirements for information for their economic, social, cultural and leisure activities. Kempson described community information service as service which assists individuals or groups to solve daily problems emanating from their homes or working places. The service is therefore aimed at providing information to improve the well-being of the populace.

Basic services are provided by CICs include Internet Access, E-mail, Printing, Data entry, Word processing and Training for the local populace. In addition, several citizen-centric or Government to Citizen (G2C) services are to be delivered from the CICs. Some such services are

- Birth and Death Registration
- Service Facilitation Centre (e-Suvidha) wherein different types of certificates issued by Block and District administrations like SC/ST, Marriage etc. can be disseminated through CICs
- Prices and other market information of Agricultural produce
- Information on Educational opportunities
- Job portals etc.

5. Analysis and interpretation of the study

The Item wise analysis was done for the purpose of analysis and interpretation of data

5.1 CIC’s in Dubri District

Table 1: an overview of the CIC

Sl. No.	Name of the CIC	Year of Establishment	No. of Employees	No. of Visitor per Day	Business Hours
1	CIC Fekamari	2003	1	120	10am-5pm
2	CIC Rupshi	2002	2	25	8am-5pm
3	CIC BirsingJarua	2002	1	200	10am-7pm
4	CIC Gauripu	2002	2	170	10am-6pm
5	CIC South Salmara	2003	1	110	10am-5pm
6	CIC Debitola	2002	1	100	10am-5pm
7	CIC Golakganj	2002	2	75	10am-5pm

The above table shows that maximum numbers of CIC was established on the year of 2002 and only CIC Fekamari and CIC South Salmara was established on the year of 2003. The study also found that CIC Feakmari, CIC BirsingJarua, CIC South Salmara and CIC Debitola

has only one employee and the CIC Rupshi, CIC Gauripur, and CIC Golakanj has 2 employees. Maximum no of CIC visited by more than 100 users in a day and the business hours of all CIC’s are almost same.

5.2 Getting response from the users after distribution of questionnaire

Table 2: Response Rate of the CIC

No. of Questionnaire Distributed to CIC	No. of Questionnaire Received	No. of Questionnaire not Received	Percentage (%) of Response	Percentage (%) of not Response
7	7	0	100	0

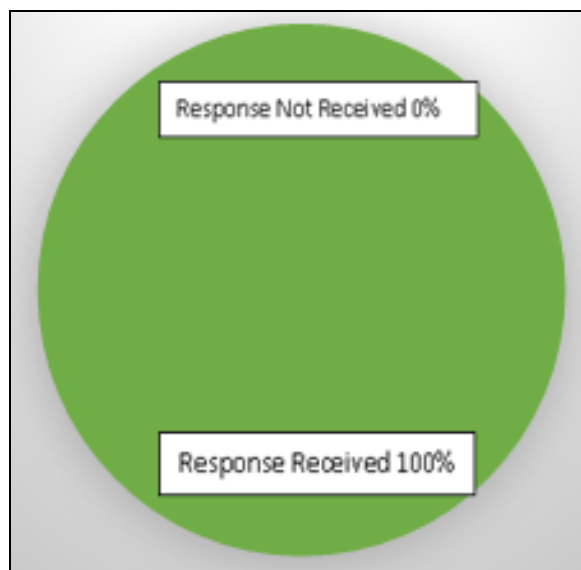


Fig 1: Response Rate of the CIC

The self-design questionnaire prepared by the researcher and has been distributed among the 7 CIC’s and 10 users of each CIC’s of the district Dhubri. Out of the 7 questionnaires distributed to the CIC’s, the all

respondents have return back and out of 70 Questionnaires distributed to the users of CIC, 70 respondents have returned back the questionnaire.

5.3 How frequently the respondent visit CIC

Table 3: How frequently the Respondents visit CIC

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	3	4.5	4.6	4.6
	Weekly	6	9.0	9.2	13.8
	Fortnightly	21	31.3	32.3	46.2
	Monthly	35	52.2	53.8	100.0
	Total	65	97.0	100.0	
Missing	System	2	3.0		
	Total	67	100.0		

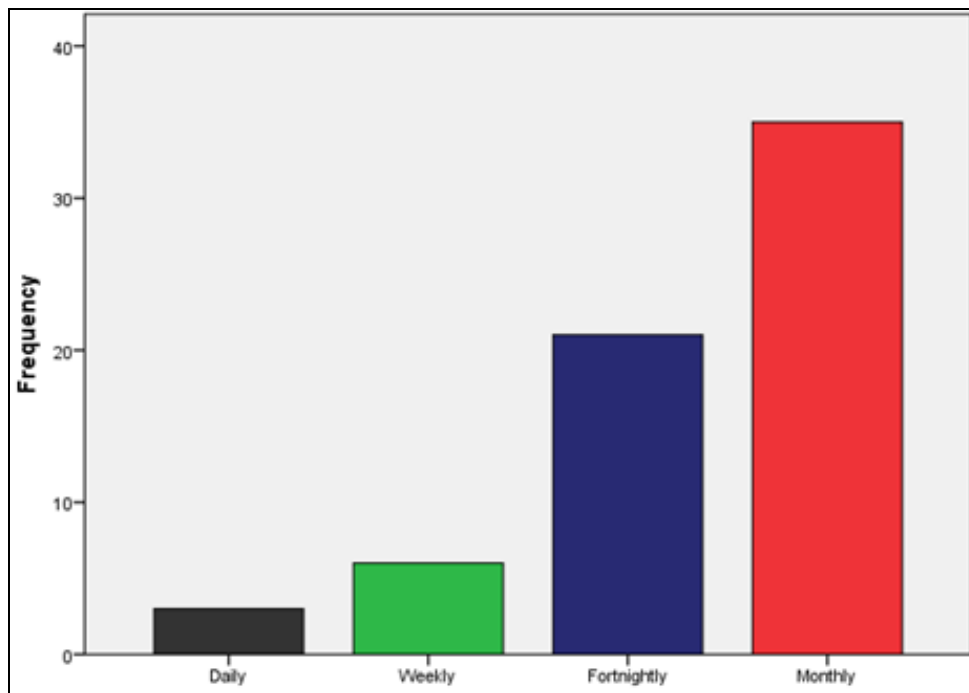


Fig 2: How frequently you visit CIC

Here only 4.5% of respondents visit daily, 9.0% of respondents visit weekly, 31.3% of respondents visit fortnightly and highest percentage of respondents visit

CIC in monthly wise i.e. 52.2% and the 3.0% of respondents not respond anything of the question i.e. missing system

5.4 Purpose of visiting CIC’s

Table 4: purpose of visiting CIC with rank

Purpose of Visiting CIC	Rank	Rank										Total No. of Respondents
		1	2	3	4	5	6	7	8	9	10	
Internet Access		15	6	7	4	0	0	0	0	0	0	32
Email		2	10	4	5	1	1	0	0	0	0	23
Printing		14	13	8	3	0	0	0	0	1	0	38
Results Purpose		8	10	5	4	1	1	0	0	0	0	29
Ticket Reservation		3	10	9	2	1	1	0	0	0	0	26
Collecting Information		11	10	3	2	2	2	1	0	0	0	31
Job Searching/Applying		9	3	5	2	1	0	3	0	0	0	23
Reading/Borrowing Books		0	0	1	1	0	0	0	2	0	0	4
Reading Newspapers/Magazines		2	0	1	0	1	0	0	0	1	0	5
Others (please specify)		2	2	2	1	1	0	0	0	0	1	9

5.4.1 Calculation of the visiting rank of users

$$1. \text{Internet Access} = \frac{1 \times 15 + 2 \times 6 + 3 \times 7 + 4 \times 4 + 0}{\text{No. of Respondents}} = \frac{15 + 12 + 21 + 16}{32} = \frac{64}{32} = 2$$

$$2. \text{Email} = \frac{1 \times 2 + 2 \times 10 + 3 \times 4 + 4 \times 5 + 5 \times 1 + 6 \times 1}{\text{No. of Respondents}} = \frac{2 + 20 + 12 + 20 + 5 + 6}{23} = \frac{65}{23} = 2.83$$

$$3. \text{Printing} = \frac{1 \times 14 + 2 \times 13 + 3 \times 8 + 4 \times 3 + 9 \times 1}{\text{No. of Respondents}} = \frac{14 + 26 + 24 + 12 + 9}{38} = \frac{85}{38} = 2.24$$

$$4. \text{Result Purpose} = \frac{1 \times 8 + 2 \times 10 + 3 \times 5 + 4 \times 4 + 5 \times 1 + 6 \times 1}{\text{No. of Respondents}} = \frac{8 + 20 + 15 + 16 + 5 + 6}{29} = \frac{70}{29} = 2.41$$

$$5. \text{Ticket Reservation} = \frac{1 \times 3 + 2 \times 10 + 3 \times 9 + 4 \times 2 + 5 \times 1 + 6 \times 1}{\text{No. of Respondents}} = \frac{3 + 20 + 27 + 8 + 5 + 6}{26} = \frac{69}{26} = 2.65$$

$$6. \text{Collecting Information} = \frac{1 \times 11 + 2 \times 20 + 3 \times 3 + 4 \times 2 + 5 \times 2 + 6 \times 2 + 7 \times 1}{\text{No. of Respondents}} = \frac{11 + 20 + 9 + 8 + 10 + 12 + 7}{31} = \frac{77}{31} = 2.48$$

$$7. \text{Job Searching/Applying} = \frac{1 \times 9 + 2 \times 3 + 3 \times 5 + 4 \times 2 + 5 \times 1 + 7 \times 3}{\text{No. of Respondents}} = \frac{9 + 6 + 15 + 8 + 5 + 21}{23} = \frac{64}{23} = 2.78$$

$$8. \text{Reading/Borrowing Books} = \frac{3 \times 1 + 4 \times 1 + 8 \times 2}{\text{No. of Respondents}} = \frac{3 + 4 + 16}{4} = \frac{23}{4} = 5.75$$

$$9. \text{Reading Newspaper/Magazines} = \frac{1 \times 2 + 3 \times 1 + 5 \times 1 + 9 \times 1}{\text{No. of Respondents}} = \frac{2 + 3 + 5 + 9}{5} = \frac{19}{5} = 3.8$$

$$10. \text{Others} = \frac{1 \times 2 + 2 \times 2 + 3 \times 2 + 4 \times 1 + 5 \times 1 + 10 \times 1}{\text{No. of Respondents}} = \frac{2 + 4 + 6 + 4 + 5 + 10}{9} = \frac{31}{9} = 3.44$$

From above calculation the lowest value is 2 it represent internet access so the rank of Internet Access is 1st, 2nd is Printing which value is 2.24, 3rd is Result Purpose which value is 2.41, 4th is Collecting Information which value is 2.48, 5th is Ticket Reservation which value is 2.65, 6th is Job Searching/Applying which value is 2.78, 7th is Email which value is 2.89, 8th is Others which value is 3.44, 9th is Reading Newspaper/Magazines which value is 3.8 and lastly the 10th rank is Reading/Borrowing Books which rank is 5.75

4. Suggestion of the study

Suggestion is the major part in a research work; in the present research work the suggestion part is divided into two parts viz. suggestion by the respondents and suggestion by the researcher. From the analysis and findings of the study the following suggestions are forwarded for the improvement of the information service provided by the Community Information Centres of Dhubri district, Assam.

1. The block label Community Information Centre provides good internet accessing for them through which they can collect various types of information.

2. It is very helpful for the rural areas students for collecting results, and other information's.
3. Through it they can learn some computer courses, like DCA, CCA, and PGDCA etc.
4. The recent technology may be provide to enhance the facility and importance of the Centre.
5. The employees of CIC's are happy for providing various net services for rural areas.
6. Request to govt. to fulfil his job.
7. The employees are hopeful for giving the opportunities of higher training for providing accurate and appropriate information to the users.
8. Awareness program should be held at the most backward areas

5. Conclusion

Finally we can conclude that information is an important aspect of every human life. And information centers / libraries are playing a vital role for accessing or collecting information. However, the information centre CIC's play an active role in the rural areas by providing right information to the right users at the right, where the peoples can get the solution of their relevant query. Now

a days web-based information services will become a sophisticated service in all over the world and the maximum number of peoples prefer to collect information from internet, in that case CIC plays a vital role by providing internet access platform to their users and fulfill an important role of digital world as well as digital India.

6. Reference

1. Gupta sangita, Kaur Kulwinder. Usage of Community Information Centres: a case study of Jammu Division, J&K (India). Library Progress (International). 2003-2013; 33(1):29-38.
2. Islam Md Anarul, Hoq KaziMostakGausul. Community Internet Access in Rural Areas: A study on Community Information Centres in Bangladesh. Malaysian Journal of Library & Information Science. 2010; 15(2):109-124.
3. SiriginidiSubba Rao. Role of ICT in India's rural community Information Systems. Emerald Insight, Available at: <http://dx.doi.org/10.1108/14636690410555663>, 2004; 6(4):261-269.
4. Islam Anarul Md, Islam Muhammad Mezbah-ul. Community Information Centres: A step to Bring Connectivity of the Rural Communities in Bangladesh, 2008.
5. Subramanian, Ramesh, Arivanandan, Masilamani. Rural Development through Village knowledge centers in India. Communication of the IIMA. 2009; 9(6):101-120.
6. Igwe KN, Kdubusi-Okoh, Elizabeth O, Akuma OdionyenfeOsim, OKOCHE Chukwu. Information Infrastructure for Information Delevary and Development of Rural communities in Nigeria: a review. International Journal of social Science Research, Available online at: <http://dx.dio.org/ijssr.v3il.7068> or <http://ijssr.macrothink.org>. 2015; 3(1):157-171.
7. Felin, Adewusi CLN. The Impact of Community Information Centres on Community Development in AKOKO North West Local Government of Ondo State, Nigeria. IISTR Journal, Available on: <http://www.iiste.org/journals/>. 2013; 3(10):74-82.
8. Etebu, Abraham Tabor. ICT Availability in Niger Delta University Libraries. Library Philosophy and practice (e-Journal). Available on: <http://digitalcommons.unl.edu/libphilprac/342>, 2010.
9. Aliyu Yahaya, Camble Emmanuel. Provision of Information to Rural Communities in Bama local Government area of Borno State, Nigeria. Samaru Journal of Information Studies. 2013; 3(1&2):13-19.
10. Boateng, MichaelSakyi. The Role of Information and Communication Technologies in Ghana's Rural Development. Library Philpsophy and practice (e-Journal). Available on: <http://digitalcommons.unl.edu/libphilprac/871>, 2012.
11. Ndinde, Shadeck. The Role of Community Based Information centres in Development: Lessons for Rural Zimbabwe. IISTE journal. 2014; 4(19):107-111.