

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

**AN INVESTIGATION OF THE INFORMATION SEEKING BEHAVIOUR OF
RESEARCHERS AT BRTI: A CASE STUDY**

BY

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ABSTRACT

The study investigated information seeking behaviour and underutilisation of HINARI electronic journals by researchers at BRTI. The survey research design was used and 35 respondents were selected using purposive sampling method from all active BRTI projects staff. The questionnaire was the main form of data collection and a 91% response rate was recorded. The telephone, e-mail and letter were the methods used to reach the research subjects for the purpose of making appointments, and requesting them to take part in the study. Questionnaires were distributed by hand and collected in person by the investigator. Interviews were done face-to-face between the investigator and the Director General of BRTI and the ICT Manager. All collected data were checked for accuracy, coded and organised into relevant categories before they were analysed manually. The research findings were presented in the form of tables and proportions. The Popular Model of Information Seeking developed by Wilson (1981) and Krieklas (1983) was used as the framework of analysis for the study. The study found that the main reason respondents were not using HINARI was lack of knowledge. They did not receive the necessary induction and training programmes. Eighty five percent of the respondents wished to receive training and this included those who had never heard about HINARI 35%, never used HINARI 30% and 20% who had used it before. Fifteen percent of all the study participants did not wish to receive training. The web was found to be the main source of information for 55 % of the respondents and the most preferred source by 55% of the respondents. Recommendations were that all researchers at BRTI required induction and training programmes for them to effectively use the e-journals. After the introduction of such programmes, a follow up study would be required to evaluate the impact of such programmes. Sensitisation of researchers about HINARI was cited as very important and required to be done on an ongoing basis and well supported by information literacy skills training programmes which would require the coordination of an information practitioner.