

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

**THE USE OF ELECTRONIC RESOURCES BY STUDENTS AT THE INSTITUTE OF
CHARTERED ACCOUNTANTS OF ZIMBABWE (ICAZ).**

BY

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**SPECIAL COLLECTION
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ABSTRACT

This study aimed at determining the factors that influence the use of electronic resources at the Institute of Chartered Accountants of Zimbabwe (ICAZ) Information Centre by students. This study was triggered by the underutilisation of these electronic resources which was noted by the researcher during industrial attachment. The major consequences of this underutilisation range from unnecessary costs that are met in subscribing to electronic resources to poor research output by students. The Unified Theory of Acceptance and Use of Technology (UTAUT) model was employed to understand major factors that influence students' use of electronic resources at ICAZ Information Centre. The UTAUT model suggests that the use of electronic resources is determined by users' perceptions of performance expectancy, effort expectancy, facilitating conditions and social influence. The study employed the mixed method approach where the survey method was used. Research instruments that were used in data collection include questionnaires and an interview. The targeted population was 280 accounting students and the librarian. The sample size used consists of 70 students who were selected using simple random sampling. The findings have shown that performance expectancy, effort expectancy and facilitating conditions have a significant bearing on the usage of electronic resources and they were the major causes of underutilization of electronic resources at ICAZ Information Centre. However social influence was found to be an insignificant predictor on the usage of electronic resources in this study. Given such findings the library has been recommended to coming up with strategies for promoting electronic resources rigourously, creating a repository of local tax and accountancy information and enable access to electronic resources on hand held devices.