



Information seeking behavior of students in the library of the Faculty of Psychology, Makassar State University

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ABSTRACT

This thesis discusses "Student Information Searching Behavior in the Library of the Faculty of Psychology, State University of Makassar" where the problem is how students' efforts in Information Searching and the obstacles faced by students in Searching for Student Information in the Library of the Faculty of Psychology, Makassar State University. The purpose of this study was to find out the efforts to search information for students at Makassar State University and to find out the obstacles faced by students in searching for information on students majoring in psychology at Makassar State University. This research is a field research (empirical). In this study, the type of research used is descriptive research using a qualitative approach. While the data collection method used is observation, interviews, and documentation. In this study, the informants were students majoring in psychology at Makassar State University. The results showed that Makassar State University students in searching for information were by asking the librarian directly about the location of the books on the shelves and some students looked directly for books on the shelves. Obstacles faced by Makassar State University students in searching for information, namely the arrangement of books on shelves is not neat, and book catalogs are incomplete and the internet network is not yet available so that the information search process experiences problems. The results showed that Makassar State University students in searching for information were by asking the librarian directly about the location of the books on the shelves and some students looked directly for books on the shelves.

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Introduction

Information is needed by students in developing their knowledge. Therefore, the information needs of information users must keep abreast of developments because we know that currently the development of information is very rapid. Current information is very helpful in solving all the problems faced by every student in the subject matter given by the lecturer. In general, they really need information in developing their knowledge. The information needed by students is information related to the course because the information obtained can help in solving a problem in the course and can develop new

ideas that they know. Students are always looking for accurate and reliable information from various sources.

Information seeking behavior by students must have accuracy to get the information needed. In searching for information, one must really know what the essence of the information to be sought is so that information is easy to find. Searching for information is currently very easy to do because there are already many information search tools such as tables, cellphones, and others. Searching for information is easier by using the internet network anytime and anywhere without requiring so much time to get the information needed.

Recognizing how important the problem of information retrieval is, the existence of a library is very much needed as a manager/provider of scientific information as mandated in Law no. 43 article 1 concerning libraries, where the library is "an institution that manages collections of written works, printed works, and/or recorded works in a professional manner with a standardized system to meet the educational, research, preservation, information, and recreational needs of users" (UU on Libraries, 2009: 5). In Law no. 43 of 2007 concerning libraries article 19 which reads "Library development is an effort to increase resources, services, and library management, both in terms of quantity and quality". (UU About Libraries, 2009: 15).

The results of previous research that support this research are: Information Seeking Behavior in Fulfilling the Information Needs of UIN Students at the North Syarif Hidayah Library Jakarta by Masyarurah, 2009. In this study, there are differences, namely using quantitative research methods and the sample used (purposive sample) and location. research, analytical descriptive research approach, and research sites. The limitations of the problem in this study include the behavior of UIN students in searching for student academic information, sources of information to meet academic needs,

Based on the results of observations that the author has made at the Library of the Faculty of Psychology, Makassar State University, the Library of the Faculty of Psychology, Makassar State University is one of the centers for finding information for users (students). To support the smooth operation of information services for the academic community of the Faculty of Psychology, Makassar State University, this is managed by a librarian who is also the head of the library for the Faculty of Psychology, Makassar State University named Marlina S. IP and assisted by temporary staff, namely Muh. Haidir with a total collection of 4,500 books, 821 theses, 737 references and 329 Indonesian journals.

Information-seeking behavior begins with a person's need for information. When he needs information to meet certain needs, researchers are faced with a problematic situation. This situation arises due to a gap between the state of knowledge that exists within him and the actual need for the information he needs (Kuhlthau, 2004: 362). Information seeking behavior is not only caused by things that are cognitive or related to problem solving (decision making), but a person's need to maintain a status that can be satisfied with the feeling of having more knowledge about a topic from below, will also lead to information seeking behavior. .

Based on the opinion above, Darmono (1998: 32) argues that information seeking behavior is strongly influenced by various factors, both from within the information seeker (internal factors), such as past experience in the form of knowledge and experience that has been possessed, as well as other factors that also influences from outside himself (external factors), these factors arise when there is contact with the conditions and situations around the information seeker relating to information seeking including the use of library facilities and infrastructure or other information units, and also to colleagues, superiors, and officers information service.

Based on the results of the research above, even though the place of research is different from the place that the author will study, they both discuss information search in the library. In this research that will be examined by the author, namely "Student Information Search Behavior in the Library of the Faculty of Psychology, State University of Makassar".

Method

This study uses a qualitative method with a descriptive research type, namely research that is intended to collect information about the status of an existing symptom, namely the condition of the occurrence of symptoms according to what they were at the time the research was conducted (Arikunto, 2006: 239). What is meant by data sources in this study is the subject from which the data was obtained. Does the researcher use a questionnaire or interviews in collecting the data, then the data source is with the respondent, namely the person who responds or answers the researcher's questions both written and verbal (Arikato, 2006: 129). For data completeness and systematic discussion of a scientific work, the author requires a research design before going into the field to collect data. This research design or procedure is very helpful for a researcher to compile a scientific work. So are the other elements. Those related to research are expected to obtain accurate data on the object of research. Research instruments are tools that are needed or used to collect data. In qualitative research, the main tool or instrument for data collection is humans, namely the researchers themselves or other people who help researchers (Afrizal, 2014: 134). In this study, the authors used qualitative analysis techniques. Qualitative research is a particular tradition within the social sciences that is fundamentally dependent on observing humans in their own realms and relating to these other people in their own language and terms. Analyzing the data is done by providing an interpretation of the data obtained, especially data that is directly related to the research problem. This interpretation will describe the views of researchers in accordance with the understanding of the theories and phenomena that exist in the field (Sugiyono, 2009: 243). The data collected either through in-depth interviews, observation or document recording is collected and analyzed by making interpretations. The process of data analysis in qualitative research is carried out at the same time as the data collection process takes place. The data collected either through in-depth interviews, observation or document recording is collected and analyzed by making interpretations. The process of data analysis in qualitative research is carried out at the same time as the data collection process takes place. The data collected either through in-depth interviews, observation or document recording is collected and analyzed by making interpretations. The process of data analysis in qualitative research is carried out at the same time as the data collection process takes place.

Results and discussions

Information Search Behavior of students in the Makassar State University Faculty Library

The Library of the Faculty of Psychology, Makassar State University is a library that has implemented an information retrieval system as a fast and precise information retrieval tool. In this section, the results of the research conducted at the Library of the Faculty of Psychology, Makassar State University will be described. There were several student behaviors in searching for information in the library of the Faculty of Psychology, Makassar State University, some asked the librarian first, some did not follow the search stages and some chose to go directly to the collection shelves to find the information they wanted. The following are the results of interviews conducted with several Makassar State University students.

From the results of interviews conducted by informants among library visitors, the need for information is caused by internal factors and external factors. On external factors, the need for information is caused, among other things, by the existence of lecture assignments that must be completed. The results of the interview with informant 2 are as follows, "Usually I go to the library to look for college assignments because it's easier to find answers and I can ask the officers there. First I look for the book I need myself, if I don't find the book I'm looking for then I ask the officer" (02 July 2018).

Information search aims to complete lecture assignments from lecturers as explained by Informant 4 as follows: "If I want to look for lecture assignments, I usually go to the faculty library

because there is a wifi network that is usually used to find assignments" (July 2, 2018). Meanwhile, the fulfillment of information needs by visiting the Library of the Faculty of Psychology, Makassar State University, was explained by informant 5 as follows: "To find lecture assignments from lecturers, I usually go to the faculty library because I can use the internet provided, if the network has problems then I will look for books books provided in the faculty library and public library" (02 July 2018).

The results of the interviews above indicate that the need for information among students is caused by external factors in the form of completing college assignments. Information search is carried out to obtain information material which is then arranged in a frame according to the lecture process given by the lecturer. However, not all course assignments became an excuse for informants to search for information. As stated by informants 2, 4 and 5 who have different opinions from some of the previous informants regarding the background of their information needs in conducting information searches.

From the informants' explanation regarding information retrieval, it was generally carried out because of a need for information that aims to solve the problem or task at hand. Several informants stated that they searched for information to find sources of information to support the completion of assignments from their lecturers. However, not all users who search for information aim to solve problems because some informants search for information with the aim of adding the information they want and to increase knowledge or just curious about information.

Non-documentary sources in the form of individuals are also used as sources of information by users. Information in the form of non-documents, namely individuals are considered to have information that is valid and can be accounted for. individuals who are used as sources of information by students of the Department of Psychology, Makassar State University in seeking information, namely lecturers, supervisors, librarians or their colleagues. Informant 2 explained how to get information from non-documentary sources: "Usually I immediately asked the lecturer or friends if there was any information I wanted" (02 July 2018). A similar explanation was said by informant 5 as follows: "if there is information that I need, I immediately ask the library manager, and usually also immediately look for the bookshelves shown" (July 2, 2018).

The internet network is one of the supporting facilities for information services in the library which can be accessed at the library of the Faculty of Psychology, State University of Makassar. With the internet network, it makes it easier for users to search for information. The existence of the internet network is very important for users and is an option in searching for information, even though the internet is not the first choice, because of the problem of non-smooth access. Informant 3 explained: "I usually use the internet in the library to find college assignments, sometimes the network is slow and difficult to access. On the other hand, the campus pays attention to this problem so that students can easily access the internet to find assignments or find information" (02 July 2018). Problems with non-smooth internet access were also explained by informant 4: "Internet network in the library is not smooth. The campus should pay attention to internet network problems in the library, because if the network is fast we can easily find the information needed" (02 July 2018). While informants 5 stated that the problem of internet access that was not smooth was the reason for not always accessing the internet.

From the results of interviews conducted by the author with some of the informants above who said that the current network speed is very slow. The speed of the internet network is very slow in the process of searching for information. But also over time the internet network has started to experience interference. In addition, the informant said that the speed of the internet network used by the library is currently not stable, this can reduce the interest of visitors to use the internet network at the Library of the Faculty of Psychology, Makassar State University.

The location of obtaining information, in addition to location, is an important reason for users in searching for information, the ease and completeness of collections are reasons for users to access information sources. The faculty library is the first information-gathering location visited by

Psychology Department students, the faculty library was chosen by Psychology Department students because of its location at the faculty. As explained by the 2 informants: "Although sometimes I am lazy to go to the library, I still visit the library, so that I can try to find assignments given by the lecturer" (02 July 2018). "If I'm looking for assignments at first I go to the faculty library first, if there aren't any then I look at the public library" (02 July 2018).

Information seeking behavior is the efforts made by a person in meeting the perceived information needs. Information seeking behavior occurs because of the need for information caused by certain information vacancies in the structure of cognition. Information seeking behavior is characterized by interactions between information seekers and information units, both formal and non-formal, even individuals. Information search behavior is fulfilled by the background, work being done and environmental conditions through,

Every library has an obligation to provide the best service for what it serves, the same thing is also found in the psychology faculty library, Makassar State University has an obligation to provide the best service for library visitors so that what is called satisfaction is created for library visitors. To find out all that, the authors have conducted direct interviews with students who visited the library. The results of the interview that the writer got from informant 2 stated that "I prefer to look for library materials directly on the collection shelf because I already know the place. With the exception of books that are hard to find, so as an alternative, I ask for help from the librarian" (02 July 2018).

Student constraints in searching for information in the library of the Faculty of Psychology, Makassar State University

Based on the results of interviews that were written on July 2 2018 in the library of the Faculty of Psychology, Makassar State University, the authors were able to get responses from informants regarding student constraints in searching for information in the library of the Faculty of Psychology, Makassar State University. Several informants said that they faced many obstacles in finding the information they wanted.

In this section the author will provide an explanation of the student's constraints in searching for information in the library of the Faculty of Psychology, Makassar State University. As for the obstacles faced by students, namely, From the results of interviews conducted by writers at the Library of the Faculty of Psychology, Makassar State University regarding student constraints in searching for information in the library conducted with informant 1: "Number of OPAC (Online Public Access Catalog) in the Library of the Faculty of Psychology, University Makassar State is still lacking, because there is only 1 unit, so it cannot serve users optimally" (02 July 2018).

Obstacles owned by students who came from the students themselves, were experienced by all informants. Each of them has an opinion regarding the individual barriers they experience when conducting information searches. After the authors examined the results of the interviews, individual inhibiting factors were the inhibiting factors that were most pronounced compared to other inhibiting factors. Ignorance and laziness within oneself are the main factors felt by students in searching for information, if individual barriers arise, this can affect the search for information by users.

Based on the results of interviews conducted by the author, the inter-individual barriers faced by students majoring in psychology at Makassar State University in searching for information are mainly found when the source of the information is another person who is the informant or who monitors the information retrieval process. The inhibiting factors between individuals or other people faced by students are mostly found in the lack of collections. As from the results of interviews conducted by the authors at the psychology faculty library, Makassar State University about the obstacles from the environment faced by students, students have constraints problems when searching for information. As stated by the following 3 informants: "I found the limited collection of books owned

by the library". "Library collections that are not up to date". "Inadequate facilities and infrastructure in the faculty library".

Based on the results of the interviews conducted by the authors of the 3 informants, the authors can provide an overview, that users really need guidance from librarians about searching for the information they need, and the library should pay attention to users by providing directions or guidance so that users can take advantage of library in the library of the psychology faculty of Makassar State University.

In this section, the results of the research will be described as a whole regarding student behavior in browsing information in the library of the Faculty of Psychology, Makassar State University. Student Information Search Behavior in the Library of the Faculty of Psychology, State University of Makassar. Based on the results of the study, it turns out that users at the Library of the Faculty of Psychology, Makassar State University are more dominant in browsing literature directly to the collection shelf, and if they experience problems in searching or find it difficult to get information, they will ask the librarian. But,

Obstacles faced by students in searching for information at the Makassar State University Faculty Library. From the results of research on student constraints in searching for information in the Makassar State University Faculty Library is the lack of information retrieval tools in the Makassar State University Faculty of Psychology library. The search tool is a connecting tool between library materials and users. The search tool functions as a means of connecting and informing students about the existence of the collections they need. which is why browsing tools are so important in libraries.

Conclusion and implication

Based on the results of research at the Library of the Faculty of Psychology, Makassar State University, the following conclusions are drawn: Student behavior in browsing information in the Library of the Faculty of Psychology, Makassar State University is more dominant in browsing library materials towards the collection shelves, and if they experience problems in searching or difficult to get the information, they will ask directly to the librarian. Even so, there are students who do not follow the search stages as mentioned above. Some students tend to look directly for the book they want on the shelf for several reasons, such as knowing the location of the book they want, already know the book arrangement system in the library and or because they have often and are used to visiting the library. Obstacles faced by students in searching for information are the inhibiting factors in finding information experienced by students of the Department of Psychology, State University of Makassar, namely internal factors and external factors, such as the frequent disconnection of the internet network and the lack of an Opac computer as an information retrieval tool. Thus hindering the effectiveness of students in carrying out information retrieval. such as the frequent disconnection of the internet network and the lack of an Opac computer as an information retrieval tool. Thus hindering the effectiveness of students in carrying out information retrieval. such as the frequent disconnection of the internet network and the lack of an Opac computer as an information retrieval tool. Thus hindering the effectiveness of students in carrying out information retrieval.

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