

**Factors and Challenges Affecting the Information-Seeking Behavior of
Postgraduate Diploma Students of the Department of Education,
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Abstract

The academic libraries have allocated considerable funds to subscribe to the printed resources, electronic databases, and other relevant information resources for the respective staff and both undergraduate and postgraduate students. The library users have their own unique information-seeking behavior and their own ways of obtaining information, whether it is from a scholarly database, websites, library collections, or from their peers. This study was planned to investigate the factors and challenges affecting the information-seeking behavior of the Post Graduate Diploma in Education (PGDE) students. The survey research method was applied, and a questionnaire was administered to collect the data. The sample consisted of 54 students drawn from the purposive sampling technique. Out of the 54 students, a total of 35 responded, and the response rate was 65%. Data were analyzed using the descriptive analysis method. The study revealed that 77% of students have lack time to use the library resources. 60% of students agreed that they have a lack of knowledge for the use of the library resources. 76% have inadequate ICT facilities for their study purposes. 64% responded to a lack of awareness for using the library resources. 69% of students have mentioned that they have heavy teaching loads and assignments in classes. 56% said they are not familiar with electronic information resources. Furthermore, the majority of students have severe challenges with information seeking and difficulties in using library resources. Therefore, it is recommended to have proper awareness programs and remedial actions be taken by the higher authorities to overcome these challenges.

Keywords: *Information seeking, Information need, Reading habits,*