ICT IS A POTENTIAL TOOL FOR CHALLENGES, OPPORTUNITIES AND MANAGEMENT GRIPS IN COVID-19 PANDEMIC PERIODS
(Special Reference of Vivekananda College, Delhi University)

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Abstract

Education is a major challenge in the global world. It can change only the quality of the platform by transforming fundamental development and growth of reformers & set up the quality of tools, techniques and models. These changes in every part of the world have been felt especially at the time of Covid-19 pandemics. In those periods only ICT could communicate and it was possible to connect to each other. ICT tools contribute different types of platforms where students have developed their skills and performances. At that time both students and management have faced challenges and found proactive approaches as per their requirements. The stakeholders also could utilize the maximum potential technology from ICT and they have contributed to the student's different types of help for learning like virtual mode, blended mode etc. So the researchers' analysis in this paper ICT Tools was Major Challenges, Opportunities and Management Grips in Covid-19 Pandemic Periods (Special Reference of Vivekananda College, Delhi University)

Keywords: ICT Tools, Students, Management, Opportunities and Challenges, Libraries, Covid-19, Web tools

Introduction

Education is a major challenge and opportunity in parts of India. In India education qualities can improve by the qualities of class room & size, technology which can only be provided by qualities of library & their tools & technological and management grips and also students attitudes and behaviours. These challenges and opportunities can be found out only by their better qualities of education like- how to make use of major access, what is the cost of education, how can improve the education qualities and how can the cost of education be reduced and management behaviour etc. But it wasn't an easy task in India to find answers to these types of questions. If the researchers find out the answers they must go out and find out always what are the major challenges i.e., the lack of resources and questionable qualities of teachers and their capacities of management tools which are very important in every stage and steps. Management tools are very important to the growth of a student's quality and standard of study. In India every stage of education focuses on the English Language which globally

influences the quality of students and management. So, the researcher's study and find out the model of educations' challenges, opportunities and management grips by Library services tools, how it impacts student's life and the growth of their healthy root.

Effective management can be developed for students, train them on how learning can take place in their classroom and also by the development of a working relationship between management and students' tasks. Grips always take place in the structure of information systems and create the quality approach. Quality approach communicates information and improves the contest of the management system.

Importance of the Study

In an ideal management system "Grip" is very important for knowledge, communication, touchpoints of channels and guide of student's growth. These student's communication can change by the technological support and optimise information which only can be provided by Information and Communication Technology in education. So, the mode of education changes is very important because of the use of Information technology. Information technology can provide to the students especially access, quality of techniques and equality of student's skills and management tasks. Core teaching learning process can also be changed by the healthy library system which can be found only by a digital smartboard system. Even in changes of unpredictable nature their significance is very important, particularly in difficult periods. In the pandemic period when most of the world was in lockdown people were working from home, the students were also studying in an online format and teachers were also supporting their students by ICT system. In crores of Indian populations, ICT tools gave a challenging tool to progress the student's qualities and transformed many aspects of student's life. ICT affects not only the lifestyles of general people and but also students' life styles. It brings and develops students E- learning or online, capabilities of ICT literacy, encourages collaboration, improvement of knowledge and engagement and also equally student's embracement. In library ICT reduce time consumption, paper works, faster, cheaper and easier especially in education field make more effectiveness. As the researchers felt at covid-19 pandemic period was a very vigorous fighting period, which every nation felt was one of tough challenges & could not be avoided. So, the researchers analysed the study of "Educations' Challenges, Opportunities and Management Grips by Library Services Tools & their Impact" and taking special references to College library of Vivekananda College of University of Delhi.

Limitations of the Study

The researchers surveyed the college library of Vivekananda College, Delhi University and all the respondents were undergraduate students of science. Commerce and Arts students. They had good experience, especially in the Covid-19 pandemic period and the current situation. This study only finds out Vivekananda College library so the researchers could not say overall impact factors and challenges will be equally same in all areas of Indian educational institutes of higher level to lower-level areas. It depends on management level facilities and equally

library facilities. So, challenges and opportunities level will be different in different levels and it will be varying in areas wise**.**

Objectives

For the purpose of the study, the researchers considered the following objectives which are unavoidable:

- to study the maximum and minimum numbers of students subject wise and their opinions about ICT skill which is provided by the library's management.
- to study at the time of covid-19 pandemic periods student's opportunities skills which provided by library management and student's awareness about digital facility.
- to study the Opportunities and Challenges for the students and Managements.
- to study the Satisfaction Level of Online Mode and Accessibility to E-Resources.

Research Methodology

The researchers had used primary data. All primary data has been collected with the help of personal interviews by using structured questionnaires. A google form was created for the students by library management. the form was filled by the students in online mode only. The total numbers of students are more than 2000 in the college and a well-designed questionnaire is shared through google form to all 2000 students through mail. But out of 2000 students, 428 students responded i.e., around 21.4 %. The primary data collected and all data shown in table forms and analysed by statistical tools Linear equation, area chart, bar & pie chart.
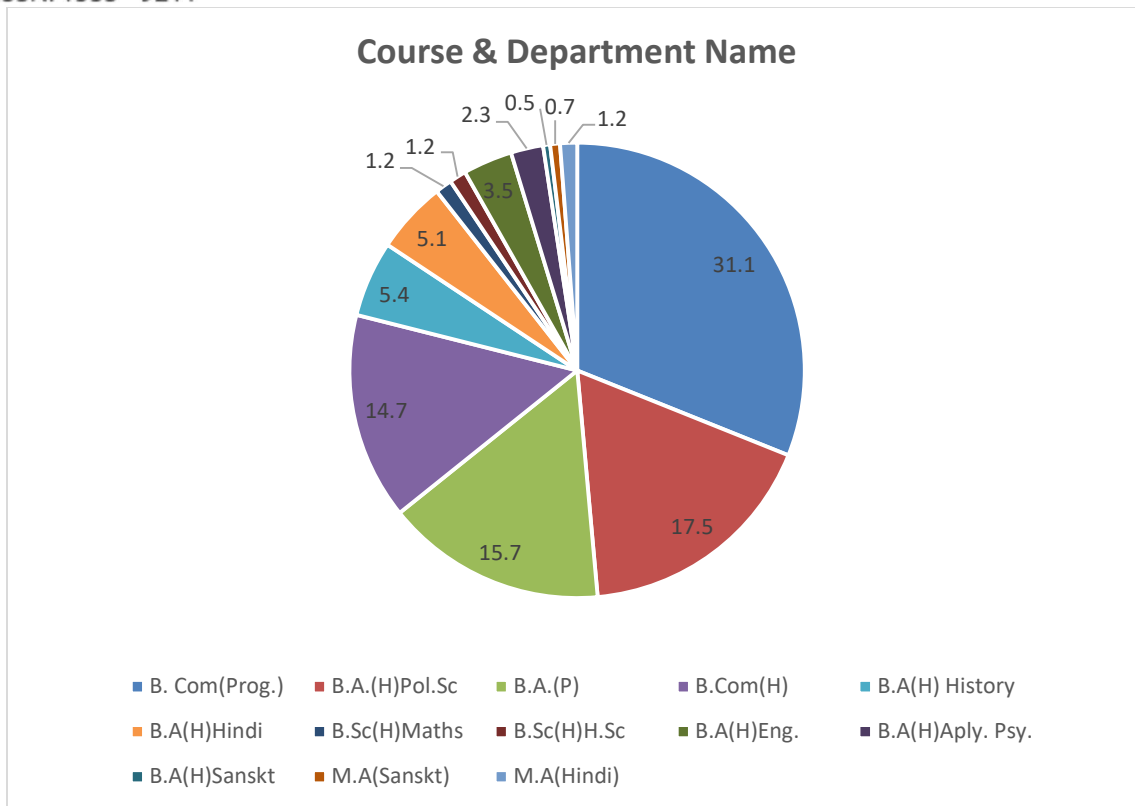
Hypothesis

The significance of management design is positively affective and students are satisfied with their digital platforms.

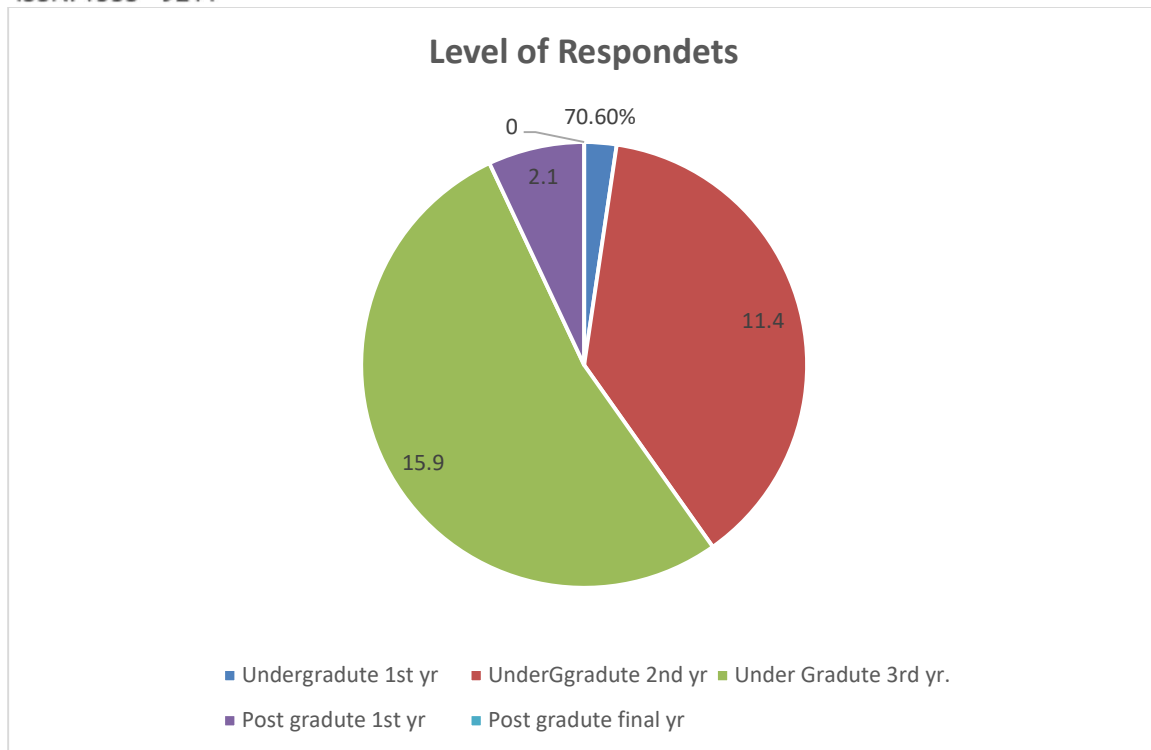**Findings and Analysis of the Study**

1.On Covid-19 Pandemic Course Wise and Number Wise Students Use online skill Which library's management provide:

In the covid-19 pandemic period across the world, educational institutions' academic calendar collapsed and the student learning process shifted to online mode. Teachers have been communicating all the time virtually on an online platform and teach from home. In this case, the college library has taken initiative and communicated with students as well as management also provided material for students where they can be easily participated. Before discussing the researchers have found out a total 428 respondents and collected information from 13 departments where 31.1 % responders B. Com (Programme) students and only 1.2% students were in B. Sc.(maths) students, who have been uses online mode of learning. In second highest 17.5%, B.A.(H) Political science students followed by 15.7%, B.A (Programme) students with all respondents presented by Pie Chart No. 1(a).

Course & Department Name

Legend:
- B. Com(Prog.)
- B.A.(H)Pol.Sc
- B.A.(P)
- B.Com(H)
- B.A(H) History
- B.A(H)Hindi
- B.Sc(H)Maths
- B.Sc(H)H.Sc
- B.A(H)Eng.
- B.A(H)Aply. Psy.
- B.A(H)Sanskt
- M.A(Sanskt)
- M.A(Hindi)

Pie chart values: 31.1, 17.5, 15.7, 14.7, 5.4, 5.1, 1.2, 1.2, 2.3, 3.5, 0.5, 0.7, 1.2

Pie Chart No.1(a)

Pie Chart No.1(b) presents year wise undergraduate and postgraduate respondents. Out of 428 respondents 70.6%, undergraduate first year students, followed by 15.9% from final year undergraduate, 11.4% from undergraduate second year and only 2.1% students from postgraduate first year respectively.
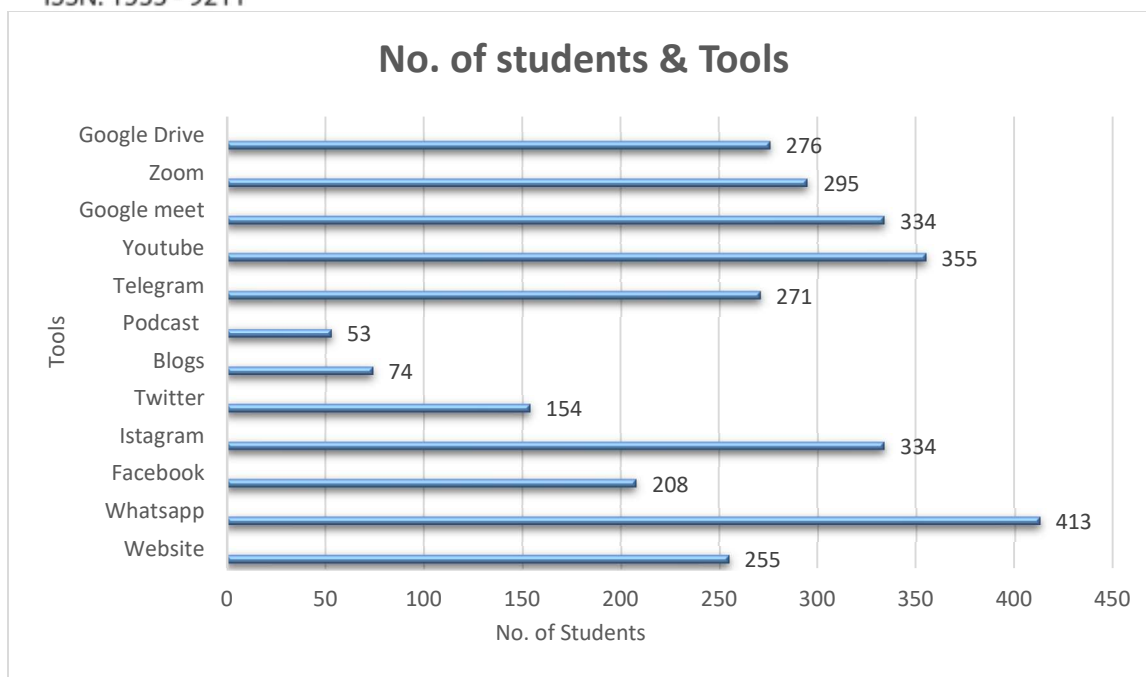
Level of Respondets

Legend:
- Undergradute 1st yr
- UnderGgradute 2nd yr
- Under Gradute 3rd yr.
- Post gradute 1st yr
- Post gradute final yr

Values shown: 0, 70.60%, 2.1, 11.4, 15.9

Pie Chart No. 1(b)

From both the pie charts, the study found the maximum number of responders from B. Com programming first year students and the zero number of students was post graduates students. The researchers observed that during the pandemic period post graduate final year students were least interested in the skill orientation platform, but the first-year students were very young. So, these young generation respondents believed only a smart class room or multi grade class room system can provide more information and the gap between education and students can be connected by ICTs. The respondents also believed, they can presentation, interact with each other through audio/video, computer, internet etc. only. But in final year post- graduate respondents believed ICT was misleading and misguiding some information which one risked for cyber-attacks and for hacks. Another thing they have pointed out that faculties are required to have more experience and also the implementation of internet facilities is too expensive.

2. Analysis at the time of covid-19 pandemic periods student's opportunities and skills which provided by management and student's awareness about digital facility:

At the time of covid-19 pandemic, students and management both felt that the online platform was very important. ICT provides support, enhance and optimise the delivery of information to the students. The researchers found that maximum students have used digital culture and digital literacy. They have been involved in global platforms and also searching for products with different information. They have found critical uses by new media from all over the world. The researchers analysed that management provided different opportunities by ICT to the students and they have been given different opportunities where they can easily perform their abilities on different platforms. Bar Chart No. 2 (a) representing the skill which is used by students and also provided by library management.

No. of students & Tools

Tool	No. of Students
Google Drive	276
Zoom	295
Google meet	334
Youtube	355
Telegram	271
Podcast	53
Blogs	74
Twitter	154
Istagram	334
Facebook	208
Whatsapp	413
Website	255

Bar Chart No.2(a)

From the above bar- chart the researchers have found a total number of 428 respondents and 27 tools have been provided by college management. But there were the maximum 413 respondents first preference WhatsApp and its follows 355 respondents second preferences YouTube platform. In third, fourth, fifth, sixth and seventh preference 344, 295, 276, 271 and 255 respectively. In third preference students preferred Instagram and Google meet equally, the minimum number of skill tools used by students i.e., Canvas, Snapchat, Pinterest, Discord, Snapchat etc.

On the other hand, though the library management provides a number of E-resources, 64.3 % of students' awareness is very good, so they use and collect materials very easily. 27.6 % of students did not know how to handle and download all tools in their computer, laptop or mobile. On the other hand, 8.2 % of respondents could not give proper information about what types of E-resources are provided by the library.

The researchers found out that student's awareness is very important for gaining knowledge, education and consciousness. From the awareness of ICT, student's strategies increased, getting competitive advantages and also increased student's innovations capabilities. The researchers analysed that with the maximum use of ICT, the educational institution can renew their study models and collaborate. Below Pie Chart No.2(b) presented the number of student's agreed, non-agreed, and non-respondent's students which involved, their awareness about e-resources and providing by their library.

No of Students

- Positive Respondst   - Nagetive Responds   - Without Responds   -
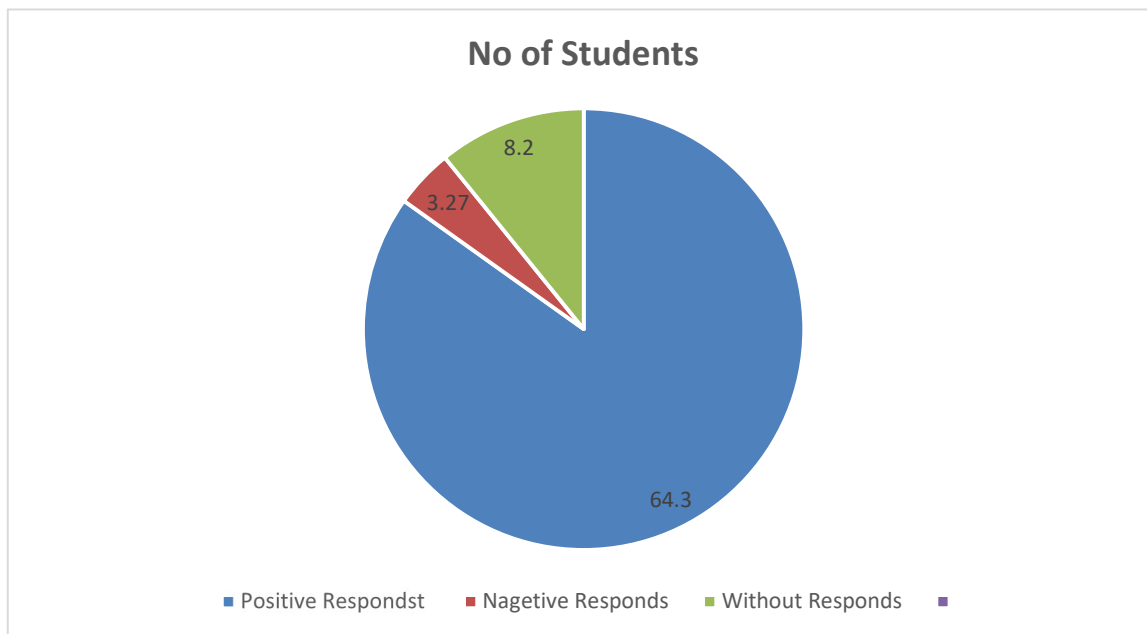
Pie Chart No.2(b)

3.Analysis of the Opportunities and Challenges for the students and Management:
Library tools and visual graphics are very important challenges for communication to students and other stakeholders. It also gives high opportunities for customised reporting, information managers and focus specific data which is important for their institutions.

As equally ICT tools provide to student's opportunities to track the impact of resources which can be used for a particular course and also can easily report for digest to the particular access. ICT is also being used to store, disseminate and distribute the information to the students. The development of ICT and the application in the institutions has made vast changes, especially the traditional platform to the modern platform. In an institution, students may use hybrid mode and management also provides continuous process and gathers information for forever changes.

The researchers found that out of total 428 respondents' opinions on opportunities provided by the library management. The college library provides a total of 24 web tools. The Area Chart No.3(a) represents the number of web tools with respondents preferred tools.
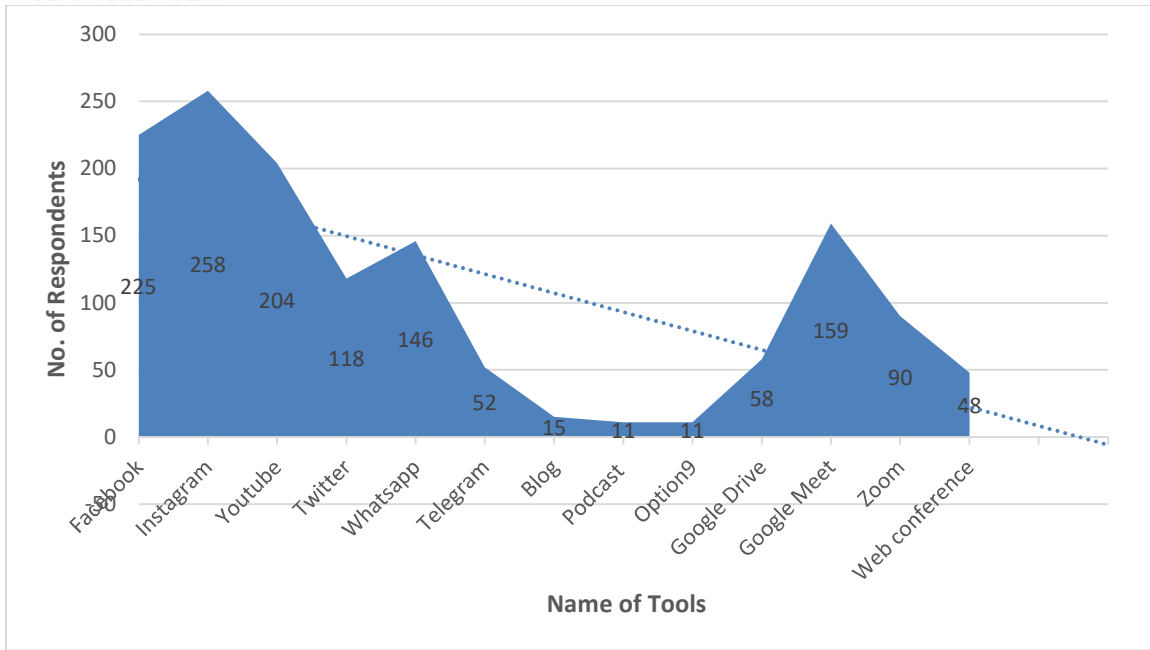
Area Chart No. 3(a)

The researchers analysed out of 428 respondents', the maximum 258 respondents chose Instagram and 225 chose Facebook. So, it seems that participants use Instagram more than Facebook as Instagram is a better mobile experience than Facebook. Another point in Instagram has better story integration. The participant gives their opinion that Facebook stories are murky and tenuous. The researchers also analysed that the maximum participants were students & young generations, so they felt Instagram is more commerce friendly and a better place for brands & also discovery. The minimum 15 respondents choose blog and 11 respondents choose Podcast & Option 9 as these respondents felt blog questions were boring and just felt like doing homework and about Podcast and Option 9, these respondents their network issues, boring, long and irrelevant chats.

Chart No.3 (b) represents the major challenges for management which were given by respondents in covid-19 pandemic periods. Out of 428 respondents, the maximum 245 respondents, they have been given their opinions that in remote areas access information was very important for 24 hours 7days and 365 days. It was followed by 224 Respondents, who felt management must increase their research and scholarly communication. 203 Respondents felt store and management resources increased much more. 170 respondents felt aggregating online resources was very important for students. 152 respondents have given their opinion that gateway provision is more important in covid-19 pandemic periods and 184 respondents said that live streaming of webinars or college events on social media were important challenges for students to increase the communication with each other not only nation or areas wise, but also globally. It showed that the maximum 245 respondents have given accessibility issues as major challenges in remote areas for 24 hours 7 days' week and 365 days.
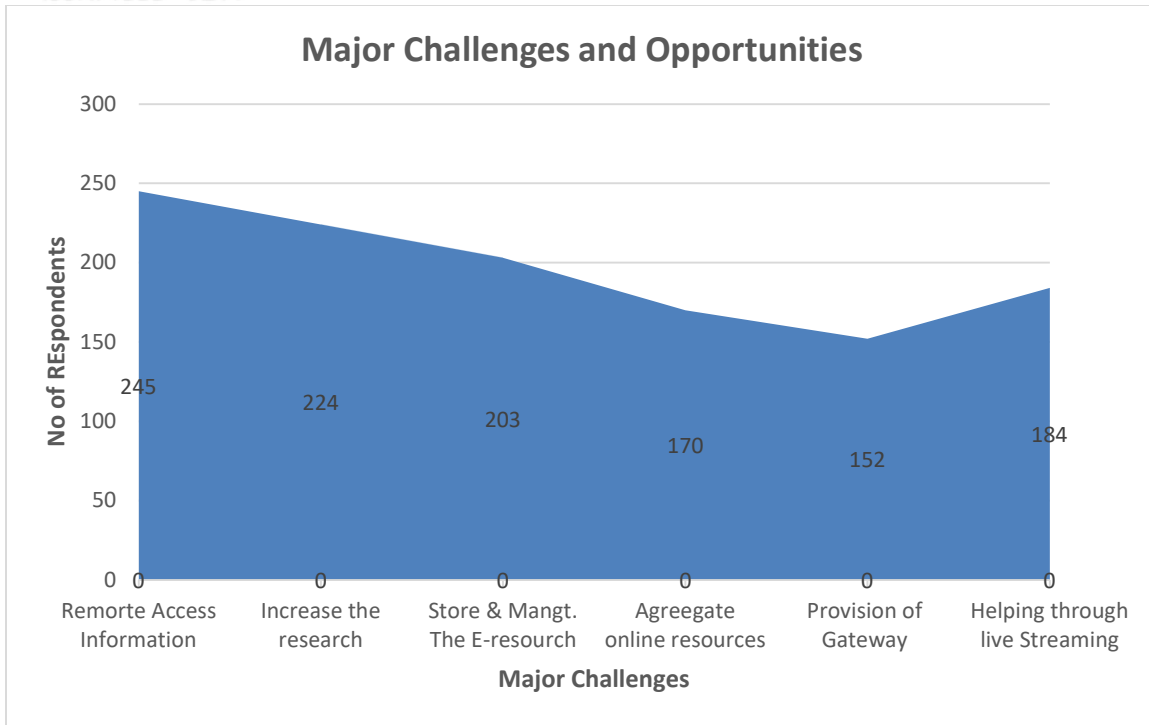
SEYBOLD
Report

Major Challenges and Opportunities

Chart AreaNo.3(b)

4. Analysis of the Satisfaction Level of Online Mode and Accessibility to E-Resources:

At covid-19 pandemic period online education and management, both are very important for communication and to continue the education system where the stakeholders can handle timely. So, management continuously provides students' different tools, and techniques where remote areas students also get access easily. Though the management offered different types of tools, some students were not satisfied with their system**.** Area Chart No.4(a) representing the satisfaction level of students.

Satisfaction Level of Online Information Services
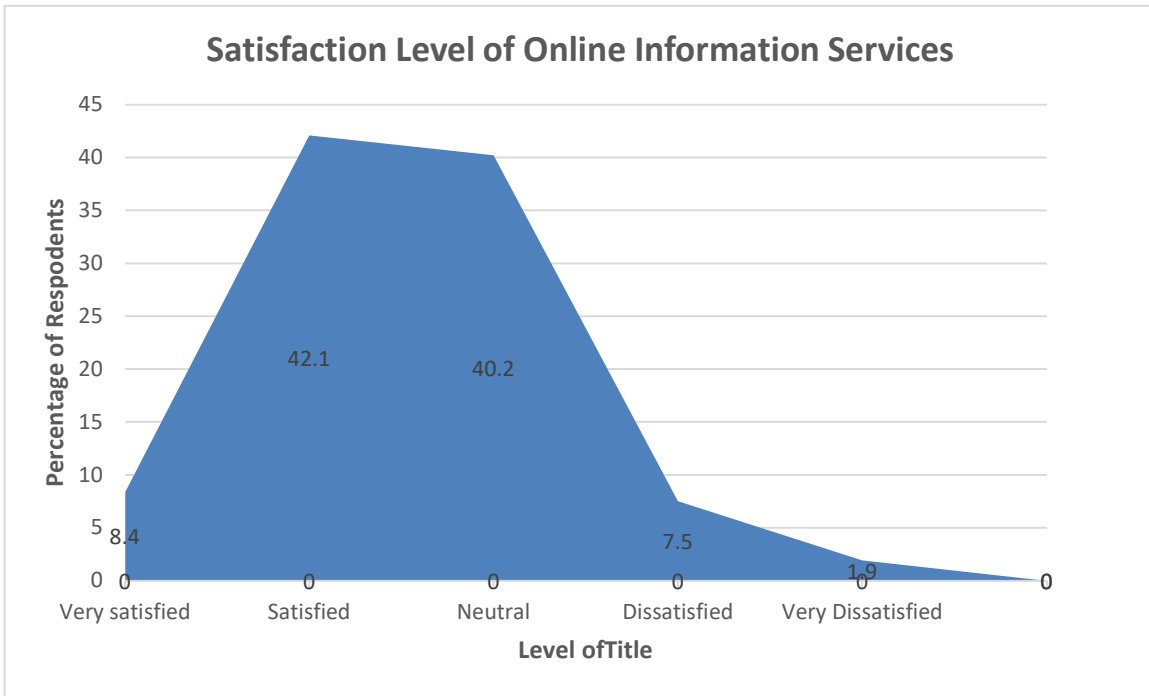
Area Chart No. 4(a)

From the chart only 8.4 percent were very satisfied, 42.1 percent of respondents were satisfied and followed by 40.2 percent of respondents who were neutral. Only 7.5 and 1.9 percent of respondents were dissatisfied and very much dissatisfied.

Those respondents were satisfied, that respondents knew about use of tools and that respondents' urban areas and those were neutral respondents that respondents did not know how to play the apps and their skill, and knowledge were poor, therefore the respondents felt difficulty to understand the concepts. Those were very much dissatisfied due to the fact that they did not have proper internet and remote areas; respondents felt that there were many technical problems. Area chart No.4(b) presented the satisfaction level of accessibility to e-resources.

Satisfaction Level of Accessibility to E-Resources
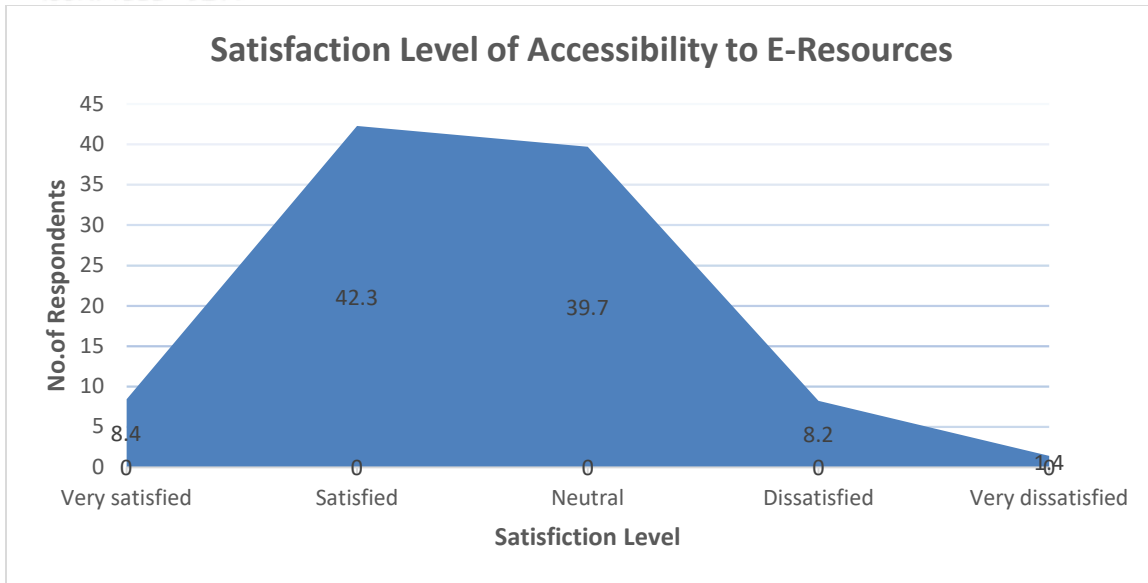
Area Chart No.4(b)

From the above area chart most of the students are satisfied and they have been using online services like Online Public Access Catalogues (OPAC), bibliographic data, online searching and full text sources. It is followed by 39.7 percent of respondents who were neutral about accessibility to e- resources as all of them are undergraduate students. Their lack of skill to search information and shallow knowledge of basic skill and negative attitude towards e-information resources use and also lack of computer self-efficacy is high. So, these respondents did not consider the E-book, journal and materials system. Only 1.4 percent of respondents were very much dissatisfied because they reside in rural area, so net issues were the biggest problem.

Conclusion of the Study

To conclude researchers found out that out of a total number of 428 respondents, 13 departments participated and maximum numbers of respondents were of B. Com programmes with undergraduate students. minimum Postgraduate final years students participated because these students, in covid-19 pandemic period have almost completed one year and they felt it is not necessarily needed and require too much use ICT tools for study purpose.

The researchers found that a total number of 27 tools have been provided by college management. The maximum respondents' first preference was WhatsApp and followed by second preferences YouTube platform as it is easy to download apps and also every respondents have used it on iPad, smartphone and any other digital device which is easy to carry and everywhere they can open it & use.

The researchers also found that the library management provides millions of E-resources. The research revealed that the maximum number of students' awareness is very good, so they have used and collected materials very easily. But there were some numbers of respondents, who did

not know how to handle and download all tools in their computer, laptop or smartphone.

The study also found that a total of 24 web tools provided by the library managements. The maximum of respondents uses Instagram and Facebook as two popular social media they preferred and also very easy to use in younger generations.

On the other hand, the major challenges were for management during the pandemic period where they had to try to provide for respondent's remote access information which is 24 X 7 X 365. But 224 Respondents felt management must increase their research and scholarly communication.

The researchers also find; in the satisfaction level of online services the few respondents were very satisfied as they are urban areas' respondents, they know how to use apps and the high speed of the internet system. But, the maximum numbers of respondents were only satisfied and neutral because of that respondents did not know how to use the apps, and their skill, knowledge etc. were poor. They also lack necessary communication skills.

The study finds satisfaction level of accessibility to e- resources most of the respondents satisfied and they have used online services like Online Public Access Catalogues (OPAC), bibliographic data, online searching and full text sources. Some respondents were neutral about accessibility to e- resources due to lack of skill to search information and shallow knowledge of basic skill and negative attitude towards e-resources use and also computer self -efficacy is very low.

Suggestions

Learning efficiency is very important in the global and transforming process in education's communication and better model of the study. These can be changed by a diverse range of professional degrees, attending lectures, a comfortable eco-friendly learning environment etc. From the study the researchers have provided some suggestions, which can be adopted by different stakeholders**.**

1. The researchers give suggestions for **effective approaches** where the different stakeholders have obtained better results by less time and less expenses. Overall online education practices and processes can give positive results but the small size of teaching platform is a challenge. A big size of classroom where more than hundred students can enter at a time is the solution.
2. **Communication power key** is very important for online courses, so the researchers suggest that the course should have a potential **approach** and give chance to students to interact in the class, more discussion type and give medium like social media channels, email, chat box etc. to co-learner and faculty.
3. The researchers have also suggested another important system, that is **short digital videos learning models and YouTube methods**. By these models' students can be

engaged to see and hear. Through this practically students will be able to understand and also easily & anytime can find out multiple E-resources by tablets, laptop and smartphone. After all, the student will be benefitted and also could do proficiency improvement.

4. The researchers also suggested that management should adopt **virtual reality models and content creation methods** where students will get opportunities to develop themselves, explore and can focus on their potential.

5. Lastly the researchers also suggest that **time flexibility** is very important, so management should adopt flexible method where students can apply anytime, anywhere.

Finally, the researchers found that the impact of ICT tools and techniques is very much important for education purposes. Their various information and communication methods could apply for learning and teaching model where it could be identified different themes and can used for promoting the education systems. So, the significance of the hypothesis is very much positively affecting management design and students' satisfaction level with ICT tools and digital methods.