

Contribution of University Establishment Branches and Sections in Fulfilling Information needs of University Students: Study Based on University of Kelaniya

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In a University there are several establishment branches and sections such as academic, academic establishment, student welfare, General administration and Library, Health center some of them are very contributing in providing their information to University students like the student welfare branch.

The principal objective of this paper is to study the contribution these establishment branches and section in providing their information to students. The other objectives are to identify the information needs of the students related to University affairs, to investigate how to solve University information related problems by the branches and sections and to examine problem faced by the students and the branches and sections of the University in access and delivery of information.

Method of the study was the survey and the sample was 100 students selected from four Management, Social science, Science and Humanities faculties including 13 branches and sections in the University. Primary data collected using questionnaires, interviews and observation methods.

It revealed that educational information is the leading type of information hence students use more frequently the University library and ICT center. Notice Boards were the highly used communication channel. However students more prefer to use University website. Provision of information by the branches and sections at satisfactory level. The principal problem is the under-utilization modern ICT and media in providing information. The other problems are minimal support given by the office staff, students' poor knowledge on the information services provided by the branches and sections.

Suggestions are the establishment of University affairs information center for students, Use of modern ICT and media, updating University web providing students information, use of electronic notice boards, networking the branches and sections and improving information and computer literacy among the students.

Keywords: *University information, Information services, Students affairs, Information needs*