



**Use and awareness of Wikipedia among the M.C.A students of C. D. Jain college of  
commerce, Shirampur : A Study**

**Prasad R. Pathade**

Dept of Library and Information Science,  
Savitribai Phule Pune University, Pune

***Abstract***

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*Wikis are one of many Web 2.0 components that can be used to enhance the learning process. A wiki is a web communication and collaboration tool that can be used to engage students in learning with others within a collaborative environment. This paper explains wiki usage by MCA students of C.D.Jain College of Commerce, Shirampur*

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***Keywords:*** *wiki, Web 2.0, collaborative learning, information and communication technologies*

**Introduction**

Many people talk about Web 2.0, associating it with terms such as blogs, wikis, podcasts, RSS feeds, and the social Web. Some assert Web 2.0 is a place where everyone can add or edit information, and where digital tools allow users to create, change, and publish dynamic content.

Wikipedia, as one of these information spaces, provides people with new channels to create, share, and access information. Wikis are gaining popularity in classrooms because of their many benefits. Today, wikis are increasingly used for educational purposes. Basically, the most important asset of wikis is free and easy access for end users: everybody can contribute, comment and edit it.

Wikipedia can be used in education in a variety of ways. Such as online collaborative writing, a laboratory notebook, as a presentation tool and as a distance learning tool. Wikis enable students and teachers to be in a continuous discussion and that the wiki can be used as a knowledge repository. Students can participate actively in the learning process. Because of these student-centered new technologies, students can work at their own pace and at any time.

These applications provide the opportunity to re-use always and everywhere. They also allow peer evaluations. User studies are one of needed areas for the improvement of Wikipedia. Hence study has taken. This article will focus on usage of Wikipedia by MCA students and the level of satisfaction among the students.

### **Objective**

1. To explore MCA students perceptions and use of Wikipedia.
2. To study MCA student's information seeking behaviour concerning Wikipedia.
3. To investigate, how frequently MCA students use Wikipedia.
4. To create awareness among the MCA students concerning use of Wikipedia.

### **Scope and limitation of the study**

The scope of the present study is restricted to students M.C.A of C.D. Jain College of Commerce Shirampur. Study will not cover the other department on the campus apart from M.C.A department

### **Methodology**

A well structured questionnaire was prepared to use as a tool for data collection. The questionnaire contains 23 questions. Questionnaire were distributed to all 52 students of MCA Department by hand. Respondents were requested to fill in the questionnaire and return it to the investigator. Out of total 52 respondents 45 i.e. 86.36 % have filled in and returned the questionnaire.

### **Review of Literature**

Avci, U., & Askar, P. (2012) carried out a study entitled "The comparison of the opinion of the opinion of the university students on the usage of blog and wiki for their course" and found that students were positive to blog and wikis usage in teaching learning process, however they found wikis are more useful. They have used Blog as a content discussion platform and wikis as content development platform. Finally it also suggest wiki and blogs make students' task faster and make process easier to increase their performance and productivity.

Colon-Aguirre, M., & Fleming-May, R. A. (2012) has compared the use of library resources and Wikipedia by the undergraduate students. And listed major comparison between the both of usage most of the students use Wikipedia for collecting background information at the beginning of the class project, it is more like starting point. Several of these students also reported that they use wiki at some points during research project. Further

it is also noted that occasional library users and library avoider tended to use wiki as substitute for library resources and main reason for using library resources was that the course instructor.

Goh Wei Wei (2012) investigated the use of wiki to facilitate critical thinking. Facilitation of critical thinking skills using wiki did happen during students individual construction of knowledge. It took place through constructivist approaches where students reflected on and synthesized credible information and explained their own sides as in the wikis. Therefore wikis partially effective tool to develop critical thinking skills of students.

Chen, Hsin liang (2011) in his study attempted to collect opinion from the users and noted that most of the people only created Wikipedia on general information and most scientific and technological information. The participants who used Wikipedia considered it a ready reference to obtain general information on a term. They often shared Wikipedia-based information cautiously and asked people to double check the information. Further study also should, those who did not use Wikipedia, thought it was not good source for software development with only a limited number of entries available at this point

Shu, Wesley and chuang, Yu-hao (2011) Carried out a study entitled “The behavior of wiki user” and found that performance expectancy, effort expectancy, facilitating conditions and user involvement each had a positive impact on the intention to use wiki. Further the study reveals wikis are customer customer-centric and require greater user involvement because of its collaborative nature.

### **Data Analysis.**

A well structured questionnaire is designed for collecting the data from respondents. The questionnaire contains 23 questions. Questionnaire were distributed to all 52 students of M.C.A of C.D.Jain College of Commerce, out of it 45 i.e. 86.36 (per cent) questionnaire was returned, duly filled in. The data collected through questionnaire has been analyzed using the tables and graphs, wherever necessary according to the objective of the study.

#### **1.Awareness of students about web2.0**

Furthermore, an attempt was also made so as to ascertain the awareness of students about web2.0. It was found that 44 i.e.97.77 % of the respondents aware about web 2.0 and only 1 i.e. 2.22 % of the respondents were not aware about web 2.0. Therefore it is excluded from further analysis.

#### **2.Use of various component of web 2.0.**

The respondents were further asked whether they had made use of web 2.0 tools. Wikipedia is one of the component of web 2.0. The main purpose in asking this question was to obtain information about the awareness and usage of various web 2.0. components with comparison of Wikipedia. The result derived from this question shown in following table no. 1.

**Table no. 1**

**Use of component of web 2.0.**

<b>Sr. no.</b>	<b>Tools of web 2.0</b>	<b>No. of Responses</b>	<b>Percentage</b>
1.	Wikipedia.	12	27.27 %
2	Wikipedia + Facebook.	5	11.36 %
3	Wikipedia + Facebook + Blog	3	6.81 %
4	Wikipedia + Facebook + Blog + R.S.S.	3	6.81 %
5	Wikipedia + Blog	1	2.27 %
6	Wikipedia + Delicious.	1	2.27 %
7	Wikipedia + R.S.S. Feed + Blog.	1	2.27 %
8	Wikipedia + Delicious + Blog	1	2.27 %
9	Wikipedia + R.S.S. Feed.	1	2.27 %
10	All.[ Wikipedia + Facebook + Blog+ R.S.S. Feed. + Delicious]	17	38.65 %
	Total.	44	100 %

The above table no 01 shows that, More 17 i.e. 38.65 % of all respondents have used all the provided tools of web 2.0, whereas there are 12 i.e. 27.27 % of the respondents have used only Wikipedia. Further there are 5 i.e. 11.36 % students uses who uses Facebook along with the Wikipedia. And there are few 3 i.e. 6.81 % of the respondents, who have used [Wikipedia + Facebook + Blog] and [Wikipedia + Facebook + Blog + R.S.S. Feed ] . Only 1 i.e. 2.27 % student, who have selected the following combination of the given components [Wikipedia + Blog ],[Wikipedia + Delicious.], [Wikipedia + R.S.S. Feed + Blog.], [Wikipedia + Delicious + Blog], [Wikipedia + R.S.S. Feed.]

### **3. Use of Wikipedia**

Wikipedia is also called as online encyclopedia and contains millions of articles. It is expected in today's technological age that every students should aware about Wikipedia. So in this context an attempt was made so as to know about the use of Wikipedia by students .From the data collected , it was found that 44 i.e. 100 %of the total respondents have used Wikipedia .

#### 4. Frequency of use of Wikipedia

The respondents further asked to indicate how frequently they used Wikipedia .The aim of this question is to know how often students were used Wikipedia and the option are provided such as Daily, Weekly, Monthly, and When needed

**Frequency of use of Wikipedia.**

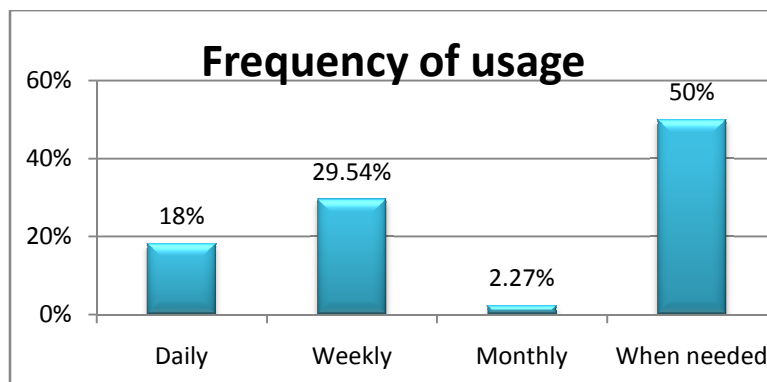


Figure has shown that , of all respondents 22 i.e. 50% were using Wikipedia when they needed, where as only 1 i.e. 2.27 % was found , who used Wikipedia monthly .On the other hand , there were 8 i.e.18.18 % of the respondents used Wikipedia daily and 13 i.e 29.54 % of the respondents used Wikipedia weekly

#### 5. Purpose to use Wikipedia.

Students used Wikipedia for variety of reasons. So the question was asked to ascertain the various reasons behind the usage of Wikipedia. Broadly the reasons are categorized in to four i.e. To obtain background information on specific concept, To learn something unfamiliar (surfing), To find out meaning of the terms and For current and up-to-date entries. The data regarding this query is depicted in the following table no 2

**Table no. 2**

**Purpose for usage of Wikipedia.**

Sr. no.	Purpose to use Wikipedia.	No. of Response.	Percentage.
1	Background Information.	16	36.36 %
2	Meaning of the terms.	8	18.18 %
3	To learn something unfamiliar.	1	2.27 %
4	For current entries.	3	6.81 %
5	Background Information + Meaning of the terms.	10	22.72 %

6	Background Information + Current entry.	2	4.54 %
7	Background Information + Meaning of terms + Current entry.	1	2.27 %
8	Learn something unfamiliar + Current entry.	1	2.27 %
9	Background Information + Learn unfamiliar.	2	4.54 %
	Total	44	100%

The above table shows that 16 i.e.36.36 % of the respondents used Wikipedia for obtaining background information, whereas 8 i.e. 18.18 % of the students accessed Wikipedia for finding out meaning of the terms and there are 10 i.e. 22.72 % have used Wikipedia for both [ Background information + Meaning of the terms ]. There are 3 i.e. 6.81 % of the students have used Wikipedia for current information and 2 i.e. 4.54 % of the students have used Wikipedia for the following combination of purposes [Background Information + Current entry] and [Background Information + Learn unfamiliar.] considerable only 1 i.e. 2.27 % of respondents have accessed Wikipedia for the following combination of purposes. i.e. To learn something unfamiliar, [Background Information + Meaning of terms + Current entry] and [Learn something unfamiliar + Current entry]

### **6. How Wikipedia fits in to your study ?**

Students uses Wikipedia at various level during their study, so the question was asked to know about How Wikipedia fits in to a study? This question aims to find out when actually Wikipedia is needed during their study. And data is tabulated in following table.

**Table no.3**

**Period of use of Wikipedia.**

<b>Particulars</b>	<b>No. of respondents</b>	<b>Percentage</b>
Very beginning	4	9.10%
Beginning	35	79.54%
Towards middle	4	9.10%
At the end	1	2.27%
Total	44	100%

Above table showed that most of the respondents 39 i.e. 88.64 % used Wikipedia at the beginning of the study and very few 4 i.e. 9.10 % of the respondents used Wikipedia towards middle of the study. Against to it only 1 i.e. 2.27 % of the respondents Wikipedia near or at the end of the study.

### **6. Edits in Wikipedia.**

Now days Wikipedia is becoming widely popular and accessed throughout the world. One of reason behind it is anyone can edit it, so respondents were asked about whether they had made any edits in Wikipedia. The main purpose in asking this question is to know how many of the respondents has edited Wikipedia? The responses regarding the query about edits in Wikipedia are shown in following table

**Table no 4**  
**Edits in Wikipedia.**

<b>Particular</b>	<b>No. of respondents</b>	<b>Percentage</b>
Yes	3	6.81%
No	41	93.19%
Total	44	100%

From the data received it can be analyzed that dominant majority 41 i.e. 93.19 % of the respondents did not made any edits in Wikipedia yet. On the another side very less 3 i.e. 6.81 % of the respondents had edited Wikipedia. Edits made by them are as given. One has added content to existing article and the another has made minor edits to an article in Wikipedia. Rest of the single respondents has participated in discussion work.

### **7. Suitable answer.**

The question was asked about whether students finds suitable answers to their questions. And option were provided such as YES and NO. Result revealed from this question is depicted in following table

**Table no.5**  
**Suitable answer.**

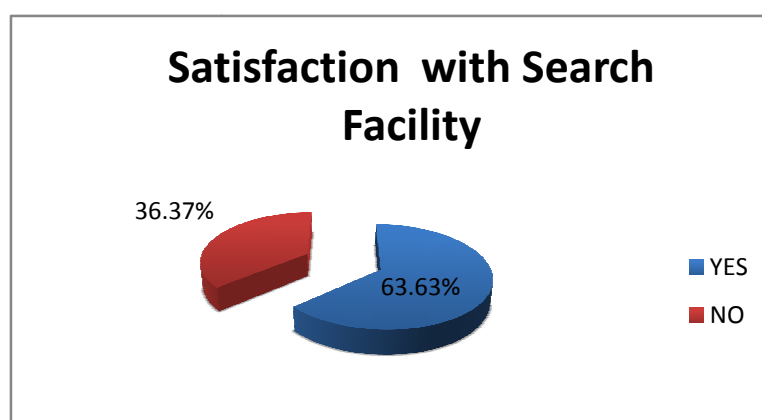
<b>Sr.no.</b>	<b>Particulars</b>	<b>No. of response</b>	<b>Percentage</b>
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1	YES	44	100 %
2	NO	Nil	Nil
	Total	44	100 %

From above table, it can be analyzed that ,all of the respondents 44 i.e. 100 % found suitable answers to their questions and none of the respondents reported negative .

### 8. Satisfaction with search facility.

An another attempt was made so as to know about the satisfaction among the respondents in relation to search facility provided by Wikipedia. Options were provided such as YES and NO. and result derived from this question was depicted in following figure no.2



From the above figure it can be analyzed that a majority of respondents 28 i.e.63.63 % were satisfied with the search facility provided by the Wikipedia and the remaining less than 16 i.e. 36.36 (per cent) of the respondents were dissatisfied with search facility

### 9. Problems faced by the users

Question was asked so as to know whether students faced any problem while using Wikipedia and data received are tabulated in to a following table no

**Table no.6**  
**Problems faced by the users.**

Particulars	No. of responses	Percentage
Yes	3	6.82%
No	41	93.18%
Total	44	100%

The above table shows how many users faced problems while browsing Wikipedia. From the above table most of the respondents 41 i.e.93.18 % did not faced any problem while



browsing Wikipedia, only remaining 3 i.e. 6.82 % of respondents had a problem while browsing Wikipedia. Furthermore explanation was demanded from respondents about the problems. One of the respondent has reported a problem about in sufficient references provided at the end of the articles and sometimes contained false information in Wikipedia.

### **10. Best feature of Wikipedia**

Question was asked, which aims to know about the best feature of Wikipedia. And the respondents were provided with options such as Online, Good graphics, Collaborative and Easy to search . The responses received from the respondents are shown in the following table no.

**Table no.7**

**Features of Wikipedia**

<b>Sr.</b>	<b>Feature of Wikipedia</b>	<b>No of response</b>	<b>Percentage</b>
1	Easy to Search	20	45.45 %
2	Online	10	22.72 %
3	Collaborative	3	6.81 %
4	Good graphics	2	4.54 %
5	All of above	1	2.27 %
6	Online + Easy to Search	6	13.63 %
7	Good Graphics + Easy to Search	1	2.27 %
8	Collaborative + Easy to Search	1	2.27 %
	Total	44	100 %

From above table it can be analyzed that majority 20 i.e. 45.45 % of the respondents, who felt that easy to search is the best feature of Wikipedia, whereas 10 i.e. 22.72 % of the respondents selected online as best feature and 6 i.e. 13.63 % students selected both online as well as easy to search are the best feature of Wikipedia. There were 3 i.e. 6.81 % students choose Collaborative mechanism and 2 i.e. 4.54 % of the students selected Good Graphics are the best features of the Wikipedia. Further there was only 1 i.e.2.27 % of the total respondents selected following combination as a best feature of Wikipedia. All of above or [Good Graphics + Easy to Search] or [Collaborative + Easy to Search]

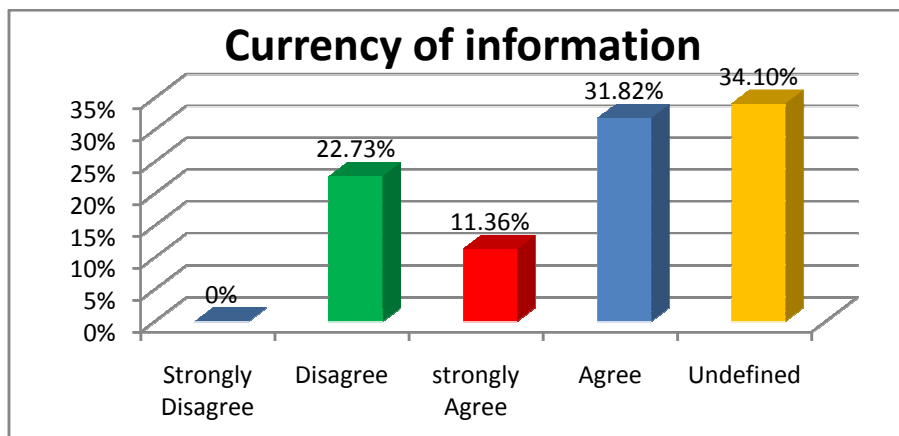
### **11. Currency of information in Wikipedia.**

Furthermore, respondents were asked whether they are agree with the statement that information in Wikipedia is timely and up-to-date. The main purpose in asking this question

to know how much of respondents use Wikipedia for current and up-to-date information? And the result derived from this query is depicted in the following figure no. 3

**Figure no. 3**

**Currency of information in Wikipedia.**



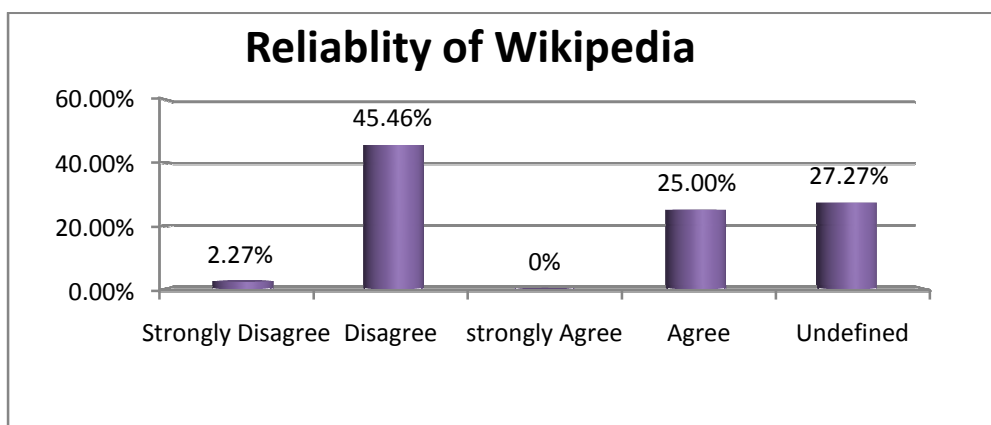
From the above figure it can be revealed that a majority 19 i.e. 43.18 % of respondents were felt that Wikipedia contains up-to-date or current information. whereas 10 i.e.22.73 % of the students were disagree the statement i.e.it contains up-to-date information and the rest of the 15 i.e.34.10 (per cent) respondents remains undefined.

**12.Reliability of Wikipedia.**

The question was asked about the reliability of the information contained in the Wikipedia. This question aims to find out how much of users thinks that information acquired through Wikipedia is reliable. The result derived from the respondents are shown in the above figure no.4

**Figure no.4**

**Reliability of Wikipedia.**



In response to above question, a majority 21 i.e. 47.73 % of the respondents were felt that Wikipedia is not a reliable source and against to this 11 i.e. 25 % were agree with the

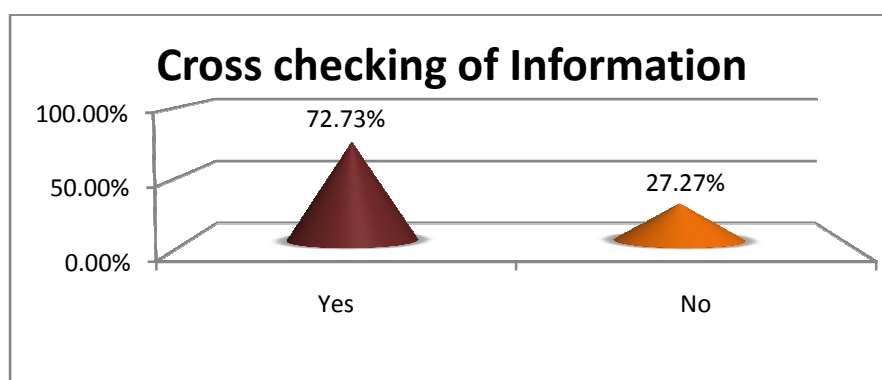
statement that Wikipedia is reliable source .There were 12 i.e. 27.27 % of the total respondents, who remained undefined.

### 13. Cross checking of Information

Wikipedia allows anyone to add or edit content so the cross check of information is necessary to have correct and valid information. The question was asked to know that how much of the students are cautious while using of wiki-based information? The output from this query is shown in the following figure no.5

**Figure no 5**

**Cross checking of Information**



Furthermore, the respondents were asked about, whether they cross -checked wiki based information before its usage. The result reported by respondents are depicted in the above figure. There were majority 32 i.e. 72.73 % of the respondents who checked information in Wikipedia with other sources before its usage. And very few 12 i.e. 27.27 % of students who did not cross-checked information.

### 14.Grades to Wikipedia.

The respondents were asked to grade Wikipedia and provided with options such as Excellent, Poor, Very Poor, and Good. This questions aims to know Wikipedia’s image in the minds of students and also ascertain the grading to Wikipedia. The data related to this question is tabulated in to following table

**Grades to Wikipedia.**

Particulars	No. of respondent	Percentage
Excellent	0	0
Poor	3	6.82
Good	41	93.18
Very poor	0	0

Total	44	100
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In response to above question, a majority 41 i.e. 93.18 % of the respondents were felt that Wikipedia is Good and against to this 3 i.e. 6.82 % were that Wikipedia is Poor. No respondent has selected the Excellent and Very Poor options.

### **15. Comments on Wikipedia.**

Finally, the comments on Wikipedia and it's usage were demanded from the users. The purpose of this questions is to obtain various opinion on Wikipedia so as to get more real data from users. Out of total respondents most 38 of respondents i.e. 86.36 % were given a comments on Wikipedia. Some valuable comments on Wikipedia are as follows

“Wikipedia is very good information source and having the result for every terms we enter, having millions of terms in it , but it is not reliable to some extent.”

“Wikipedia is a good source of information but I can't fully trust on wiki because any one can edit it . I used Wikipedia when I have no option , Wikipedia has to improve quality of contents .”

“I never had problem with Wikipedia , it is good for getting a simple view of subject , for starting study . if they write the editors name it becomes more reliable.”

“Good to obtain basic and background idea , may not be authentic as anyone can edit and make changes in its content.”

### **Findings**

1. It is found that majority 44 i.e. 97.77 % of the MCA students are aware about web 2.0 tools.
2. It is also found that all 44 i.e. 100 % of the MCA students have used Wikipedia.
3. Half number 22 i.e. 50 % of the MCA students used Wikipedia when they needed , followed by 13 i.e. 29.54 % of the MCA students used Wikipedia weekly.
4. 16 i.e. 36.36 % of the MCA students accessed Wikipedia for obtaining background information, followed by 10 i.e. 22.72 % of the MCA students used Wikipedia for finding meaning of the terms as well as to obtain background information.
5. Majority 34 i.e. 77.27 % of the MCA students used Wikipedia for academic information.

6. It is found that, 8 i.e. 18.18 % of the MCA students browsed both Wikipedia and Encyclopedia for obtaining background information, whereas 7 i.e. 15.90 % of the MCA students obtained background information through Google.
7. Majority 35 i.e.79.54 % of the MCA students reported that they have used Wikipedia at the beginning of the study, followed by 4 i.e. 9.09 % of the MCA students used at very beginning of the study process.
8. Most 41 i.e. 93.19 % of the MCA students did not edited or contributed Wikipedia yet and only 3 i.e. 6.81 % of the MCA students have Wikipedia.
9. All 44 i.e. 100 % of the MCA students were getting suitable answer in Wikipedia for their query.
10. 20 i.e. 45.45 % of the MCA students felt that instructions given in Wikipedia are somewhat helpful, followed by 14 i.e. 31.82 % of the MCA students felt that it is useful.
11. It is found that majority 41 i.e. 93.18 % of the MCA students did not faced any problem yet while accessing Wikipedia, whereas 3 i.e. 6.81 have faced problems while accessing Wikipedia.
12. 20 i.e. 45.45 % of the MCA students choose easy to search option as a best feature of Wikipedia , followed by 10 i.e.22.72 % of the MCA students choose online as a best feature of Wikipedia.
13. It is found that 15 i.e. 34.10 % of the MCA students remained undefined on the currency of information on Wikipedia , followed by 14 i.e. 31.81 % of the MCA students agreed on that information included in Wikipedia is up to date.
14. 20 i.e. 45.45 % of the MCA students felt that Wikipedia is not a reliable source, however 12 i.e. 27.27 % of the MCA students stands undefined on the reliability of Wikipedia.
15. Majority 32 i.e. 72.78 % of the MCA students have cross-checked the wiki-based information before it's usage.
16. Dominant majority 41 i.e. 93.18 % of the MCA students grades Wikipedia as a good resource.

## **Conclusion**

The Researcher concluded in this study, that overall students had a positive experience with Wikipedia and felt that it is a good resource. In the present study investigator has tested hypotheses that is Majority of the students of MCA Department are using Wikipedia. i.e. 44 (97.77 %) and Majority of the MCA students get their desired information in Wikipedia. i.e. 44 (100%) are also fulfilled. The

present situation indicates that students are cautious about usage of wiki-based information.

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