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# ACCESSIBILITY AND USABILITY OF INTERNET AMONG POSTGRADUATE MEDICAL TRAINEES OF POSTGRADUATE MEDICAL INSTITUTE (PGMI) PESHAWAR

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**ABSTRACT**

This study is quantitative in nature. It is conducted to determine the approach of Postgraduate Medical Trainees towards internet use. This study is carried out at Postgraduate Medical Institute (PGMI) Peshawar Khyber Pakhtunkhwa, Pakistan. The main theme of this piece of document was to examine the purpose, location of internet usage by Postgraduate Medical Trainees along with the Problems being faced during the browsing of internet. This study will also try to know the satisfaction level of these medical trainees. Data was collected through questionnaires. A total of 235 copies of questionnaires were distributed, out of which 231 copies were received with response rate of 98.29%. The findings of the study revealed that most of the trainees use the internet for entertainment purposes followed by enhancement of knowledge. Slow internet speed and lack of access to certain websites are the major obstacles to the use of internet. Trainings and orientation sessions, hands-on practice on online searching techniques, use of HEC digital library and provision of high bandwidth fiber optics internet are the tools with the help of which potential internet usage can be promoted and developed.

*KEY WORDS: Trainee Medical Officers, E-Resources, Use of Information & Communication Technology (ICT), Postgraduate Medical Institute (PGMI) Peshawar.*

## INTRODUCTION

The conversion of global world into global village and then a drawing room is due to an amazing technology called internet. It has linked thousands of "Local Area Networks" (LANs) into "Global Area Network" (GAN), it is also known as World Wide Web (WWW). Thus, Internet is the blessing that has overcome the barriers of time and visits to libraries in persons. The use of internet affects every spare of life and every occupation. The Internet was first launched in 1960s by the by the US department of defense and known as ARPANET which stand for the Advanced Research Project Agency Network system or the Advanced Research Project Agency (ARPA). The project was funded by the US defense. The first ever communication was send through ARPANET in 1969, through which computer interact with

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one computer to another computer on “node-to-node”. Similarly, in 1983, the ARPANET used Transmission Control Protocol and Internet Protocol (TCP/IP). It is known as modern internet to enter into “network of networks”. Tim Berners-Lee, was the first computer scientist who invented world wide web in 1990. According to the Pastor-Satrras & Vespignani (2007) explored that when more than two computers are connected with each other and developed a communication through LAN or WAN[1]. In some studies it was claimed that Licklider, give the concept of internet in 1962, who was a prominent scientist of Massachusetts Institute of Technology (MIT). Licklider, launched a project namely “Defense Advanced Research Project Agency (DARPA)”. Primarily, In September, 1969, ARPANET linked4 computers placed in California State and Utah serve online. The number of computers ARPANET in connectivity has been increased by 213 in 1981, and this number is raised to ten thousand in 1987. Similarly, in 2011, the number of interlinked computers increase to 2095,006,005 (Statistic, January, 2015).

The current statistics of internet users all over the world is Four billion three hundred twelve million nine hundred eighty-two thousand two hundred seventy,with penetration rate of 55.6%. However, the statistic of internet users in Asia are two billion one hundred sixty million six hundred seven thousand three hundred eighteen approximately. This showed that 50.1% of the internet users in the globe. The 2017, statistics shows that the internet users in Pakistan are forty four million six hundred eight thousand sixty five.This showed that the percentage of internet users is 2.2 % of internet users in Asia. In addition, the Internet World Stats, 2019, in Pakistan, the penetration rate is 22.2%[2]. First international conference on the Web Conference was heldat  in 1994, at Geneva. This conference was perceived and developed at CERN (“ConseilEuropéen pour la Recherche Nucléaire", or “European Council for Nuclear Research”). Masters (2008) conducted a research study on the purpose and reason the professional medical practitioners used internet. The findings of the study revealed that the utilization of internet by the medical practitioners is growing upward. The study further indicated that 60-70% physician’s access to internet. The research indicated that practitioners are using electronic mail service for communications, getting up-to-date knowledge from digital journals and articles, participating in online courses and conferences, receiving current researches in his or her field of study.[3]According to the Tim Berners-Leethe worth of online resources play vital role in health sciences and recognized by the Web’s chief architect[4]. Similarly, Chew, Grant& Tote (2004) conducted a research study on doctors on-line and use of internet. The study showed that internet is an important tool for retrieving information. The findings of the study conclude that mostly family physicians used internet resources

regularly. So,52 million Americans of the respondents used digital resource to search for health information, Further the gender and training have no significant influence on internet usage. Alanzi & Al-Yami conducted a study on the use of social media and internet in Saudi Arabia. The study depicts that majority of the respondents used Face book followed by YouTube. The respondents reported that 76 % used social media to improve knowledge. Thus, the physicians did not usethe Internet services like emailservices, discussionbunch, research Gate, blogs, twitter, LinkedIn and wikis)[5]. Further, Coiera carried out a research in 1995, on health professionals and concluded that the health practitioner were utilized and used information communication technology, in clinical procedure extensively[6].

Towle (1998) carried out a research study on the use of Internet and its importance in scientific growth in the field of medical. The study concluded that internet resources are very helpful to the health professionals in term of access to prosperity of information related to the diseases, current medical procedures and latest pharmaceutical products[7]. The internet resources are accessible from anywhere and having less subscription cost as compared to printed resources. He further added that internet resources are available 24/7 to the users worldwide; however the print materials are available on demand. Although, the medical practitioners need to acquired sufficient internet searching skill to get the relevant information with minimum time. It is also need of the day to provide high bandwidth of internet to medical institutions, whose aim is to provide medical education and health care facilities to community.

In this modern era of internet and communication technologies the statistics showed that the common man also searches the health information over the internet frequently. This showed the interest of community in health related topics. To argue this Reuters (2003)[8] analyzed the data base on statistics and reported that 53% of Americans surfing internet for health information. Similarly, according to the statistics data of Pew Internet and American Life Project (2003)[9], that 128 million people i.e. 63 % of Americans access the Internet, among these 66% of people searched for health and basic medical information. To further argue that these statistics are increased during last decade. The numerical data showed that the adults used internet for searching health information, This data was especially increased in the United States of America. The numerical data regarding the Americans adult that are 110 million that is 80 % surfing online in the United States and their key term were health information. The number of users was increased 13 million from 2001, and in 1998 it was 50 million (Harris 2002)[10]. Thus, Fox & Rainie (2000)[11] carried out a research study and

concluded that the internet users searched ten thousand medically related web sites accessible to practitioners. correspondingly, in Europe, a survey was conducted by the Eurobarometer on online health information, and explored that majority of the Europeans, people and health practitioners seeking health information that is 45.3% of EU health population, followed by the other media, like television 19.8%, online newspapers 7.4%. Nonetheless, on average, 23% used the Internet to get health information. These numbers are fluctuated in countries, like in Denmark 40% and Netherlands, however, in Greece, Spain and Portugal 15 % or less, and EU reported 41.5% responded that they search health information using internet (European Commission)[12].

In Pakistan, Initially, Digicom (1995) reported that they began the internet facility in Karachi city. This internet service is known as milestone in Pakistan history being first internet service in the region. Later on in 1996, Pakistan Telecommunication Company Limited (PTCL) launched a PakNet network service, to offer Internet service in the region. The data of last 18 years taken from the (Internet World Stats, 2019) showed that there is tremendous increase in internet users. The data reflected that in 2000, internet users were 133,900, in 2006; this number has been raised to 12,000,000. Further, in the period of 2009, this number elevated to 18,500,000 and increased in 2016 to 34,342,400. Furthermore, in 2018, the internet users were 44,608,065(Internet World Stats, 2019). The emergence of mobile technology, social networking are the main reasons behind the marvelous growth in the internet users. According to data interpreted in a report that active internet users in Pakistan are 44.61 million. The data elaborated that number of active mobile users were 43.40 million followed by 37 million active social media users and amongst them 36 million are mobile and social media users (We Are Social, 2019)[13].

Various studies on the subject matter have been conducted at local and International level. Fortes, R. P., Antonelli, H. L., & de Lima Salgado, A. (2016)[i], Kuss, D. J., & Lopez-Fernandez, O. (2016), Weinstein, A., & Lejoyeux, M. (2010), Huseynov, F., & Yıldırım, S. Ö. (2016), Nimrod, G. (2018) and Ramirez de la Piscina, T., Zabalondo, B., Aiestaran, A., & Agirre, A. (2016). In Pakistan, various research scholars have conducted various studies on the usage of internet. Majority have addressed the areas like usage of internet by students and faculty for academic achievements. Jan, S. U., Hussain, A., Ibrahim, M., & Saeed, S. (2018)[14], Khan, M. A. (2017)[15], Bashir, S., Mahmood, K., & Shafique, F. (2016)[16], Jan, S. U. (2015)[17], Manzoor, A. (2014)[18], Sheikh, R. A., Ismail, M., Khan, G., & Khan, A. (2013)[19] and Khan, S. A., Khan, A. A., & Bhatti, R. (2011)[20] are noteworthy.

Medical Practitioners are life savers. They make a difference by helping human being, minimize their pain when they are patients (Sherman, 2018). Latest and accurate Information is one of the most important ingredients in our modern society (Sheikh, 2016). Being an important segment of society and life saver, doctors need to be information literate. They need to be more skillful and well-informed as compare to other individuals. A well-informed practitioner will be in a better position to serve their patients in amore better way. Positive and potential use of internet can help medical practitioners to update their knowledge base in a more effective way. The better and productive use of internet will help medical trainees to learn latest practices in medical field. The learnt modern skills will add value to the clinical practices of medical practitioners in Pakistan.

As Postgraduate Medical Institute Library is established for Postgraduate trainee there for Membership Card is very important for entering the library. To become a permanent member of the library, a membership form is provided to its user, after the completion of the procedure the membership card is given to its users. The library has 600 library members now, for which the library services are available round the clock (8:00am to 12:00 Mid night). The membership of the library is permitted to postgraduate trainees, house officers and faculty member's only.[6] To facilitate the Postgraduate trainees (PG) with internet services, the Postgraduate Medical Institute (PGMI) Library is equipped with latest computers; all the computers were connected with a 10 mbs/wifi connection. The utilization of such internet facilities in a medical institute would depend upon the percentage of users who know how to operate a computer as well as the quality of services provided in the institution. Therefore, the current study was carried out to find out: (1) Use of computers and internet and purpose of using internet among PGs and resident doctors of PGMI; (2) Level of satisfaction among them and reasons for the same in relation to services provided by the PGMI Library.

The result of this study will assist administrators and policy makers of Health Department, Government of Khyber Pakhtunkhwa to device mechanism for the effective usage of internet at these medical institutes of the country especially Post Graduate Medical Institute, Peshawar.

**OBJECTIVES OF THE STUDY**

The researcher will covered to find out the following objectives:

- To find out the purposes of using the Internet;

- To find out the way how often the Postgraduate trainees used the Internet resources
- To examine the location of the Internet facility often used
- To investigate the problems being faced by medical trainees while using internet
- To ascertain the level of satisfaction of the PGs towards the use of the Internet
- To know the level of awareness about the internet services

**METHODOLOGY**

Research methods tell the researcher the path to conduct the research. Basically, it is guideline set by the researcher in start. This study is quantitative in nature. The researcher searched comprehensive literature keeping in-view the objectives of the study. Base on previous literature a semi structured questionnaire was designed. Questionnaire is one of tool to collect the numerical data from the respondents. The respondents in this case were the use of internet among the Postgraduate trainees of Postgraduate Medical Institute (PGMI). The researcher collect quantitative data through questionnaires by personal visit and also collect the numerical data using informal discussions with PGs. The total population N=600 Postgraduate trainees of Postgraduate Medical Institute (PGMI). The researcher determined sample size using Raosoft calculator (www.Raosoft.com). The sample size n=235 medical

trainees, with 5 % margins of error and 95 % confidence level of interval. The researcher used convenient sampling techniques to collect the data from the respondent. The study was limited to PGs of (PGMI) Peshawar. Two hundred thirty five copies of questionnaires were distributed among the Post Graduate Trainees, out of which 231 copies were returned and found correct in all respect. The response rate was 98.29 %. The collected data were entered into a Statistical Package for Social Science (SPSS) and imported into excel sheet for the analysis and interpretation of the data. All the table are placed under the Appendix-I.

**MAJOR FINDINGS**

The data collected were tabulated as per appendix1. Textual discussion on the data is described in the following manner:

- It was reported that majority of the Post Graduate Medical Trainees uses the internet on daily basis. The reasons behind this trend should be their latest, authentic and fresh information needs.
- Most of the PGs use internet for entertainment purpose followed by updating of knowledge. It was also elucidated that a large proportion of the medical trainees used this wonderful technology for e-mail and research work.

- Approximately all the PGs use internet at their homes where as one fourth of the respondents use internet at the library. The areas like internet café and computer centers are not in the priority list of Post Graduate Trainees of PGMI Peshawar. The internet speed, privacy and comfortability may be the reasons behind the ignorance of those internet spots.
- Lack of awareness about important and authentic e resources and database; overloaded data traffic, privacy and slow internet speed were declared as the major barriers while using internet. The theme behind the above-mentioned problems may lack of orientation sessions, more internet users on a single server and lack of provision of latest internet technology.
- Majority of the respondents feel that Internet is more informative, more useful and time saving in order of preference. The same results were found in the studies of Jan, S. U., Hussain, A., Ibrahim, M., & Saeed, S. (2018)[14], Khan, M. A. (2017)[15], Shukla, M. D., Shinde, G. P. (2016)[21]. Chhachhar, A. R., Khushk, G. M., Chachar, A. A., &Qureshi, B. (2013)[22], Khan, S. A., Khan, A. A., & Bhatti, R. (2011)[20].

## RESULTS AND DISCUSSION

According to Raosoft Software, 235 were the sample size of 600 Internet users. In this way, 235 questioners were distributed among the PGs, in which 231 were returned with a percentage of 98.29, which is shown in table **I**. The use of internet for various tasks is shown in Table **II.** About 170 (73.59%) PGs use internet for updating their knowledge, 130 (56.28) use internet for research work. It is also noted that 180 (77.92%) PGs use internet for entertainment whereas Jan (2018) conducted a study on the use of internet by the teaching faculty of Peshawar Medical College. This study reported that majority (77%) of the internet users use it for research purposes. One hundred sixty (69.26%) use internet for email and 100 (43.29%) of the PGs use it for Class lectures. In this context, the PGs were distributed in five

categories. In which most of the internet users use the internet daily 220 (95.24). The table III shows that only 11 (4.76%) PGs use the internet once a fortnight. The table IV show that most 170 (73.59%) of the users use internet in their home and the remaining 61 (26.41%) use the internet in the library. This is same to the survey of Hanaver et al (2004) which showed that 83% Internet users had access to the Internet at their home[23] and teparary to J. K. Fasae and F. R. Aladeniyi. (2012) who's stated that Ninety – nine percent of the respondents accessed the Internet at cybercafé outside their campus, and only 19% access the Internet at the university library[24]. It was very necessary to find the level of awareness of internet among the PGs, for which the author gathered data from those PGs. According to the data 220 (95.24%) know about email and 200 (86.58%) know about social network and Wikipedia each. 190 (82.25%) know about www, 70 (30.30%) know about blogs, while only 30 (12.99%) know about web 2.0. which is negligible. While using the Internet there were a lot of problems were highlighted by PGs, the author noted that 130 (56.28%) of the users were complained slow access speed, 100 (43.29%) felt difficulties in retrieving the related information, 90 (38.96%) felt guilty of overloaded information on the internet, 70 (30.30%) grumbled short time and privacy problem each. While 100 (43.29%) were unaware of important sites. The result is quite same to J. K. Fasae and F. R. Aladeniyi. (2012) which shows slow access speed was the leading problem with 96%, while difficulty in finding relevant information has 62%.[24]

## CONCLUSION

The research explored the use of Internet by PGs trainees Postgraduate Medical Institute Peshawar. The findings of the study revealed that the Internet resources has significantly influence the scholastic effectiveness, efficiency, research activities and professional competency of the PGs trainees. Naz, Malik, Zaman, Younis & Malik (2011) concluded that due to internet usage improved the basic and clinical skills of medical students[25]. Jan (2018) also conducted a study of the same nature with target population as medical faculty. The study revealed that use of internet has enhanced the teaching and research activities of the medical faculty of Peshawar[14]. The study further recommended that internet services must be available in medical colleges which will improve medical students surfing skills. It findings

also revealed that PGs trainees preferred to used internet resources from their home. The logic behind the usage of internet at home might be more time for searching, speed of internet, and trustworthy internet connection as compare to the availability of internet in net cafe and library premises. However, it is clear that a majority of the PGs trainees of PGMI satisfied with the use of the Internet. The problems like awareness about potential resources, their accessibility and internet speed should be eradicated with proper trainings, seminars and high bandwidth fiber optics technologies.

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## Appendix-I

***Response Rate Table I***

| Subject | Total No. of Users | Returned | %age |
|---|---|---|---|
| Postgraduate Trainee | 600 | 231 | 98.29% |

***Purpose Table II***

| Name of Services | No. of Users | Percentage |
|---|---|---|
| Updating Knowledge | 170 | 73.59% |
| Research Work | 130 | 56.28% |
| Class Lecture | 100 | 43.29% |

| | | |
|---|---|---|
| E-mail | 160 | 69.26% |
| Entertainment | 180 | 77.92% |

***Period of Using the Internet Table III***

| Interval | No. of Users | Percentage |
|---|---|---|
| Daily | 220 | 95.24% |
| Two time in week | 00 | 00% |
| Once a week | 00 | 00% |
| Once a fortnight | 11 | 4.76% |
| Rarely | 00 | 00% |
| Total | 231 | 100% |

***Where do you use the Internet Frequently Table IV***

| Place | No. of Users | Percentage |
|---|---|---|
| Home | 170 | 73.59% |
| Computer Center | 00 | 00% |
| Library | 61 | 26.41% |
| Internet Café | 00 | 00% |
| Others | 00 | 00% |
| Total | 231 | 100% |

***Awareness of internet among the PGs Table V***

| Name of Services | No. of Users | Percentage |
|---|---|---|
| Email | 220 | 95.24% |
| www | 190 | 82.25% |
| Web 2.0 | 30 | 12.99% |
| Social Network | 200 | 86.58% |
| Blogs | 70 | 30.30% |
| Wikipedia | 200 | 86.58% |

***Problem Faced by the PGs During Internet Use Table V***

| Name of Services | No. of Users | Percentage |
|---|---|---|
| Slow access speed | 130 | 56.28% |

| | | |
|---|---|---|
| Difficulty in retrieving relevant information | 100 | 43.29% |
| Overload of information on the Internet | 90 | 38.96% |
| Time slot is very less | 70 | 30.30% |
| Privacy Problem | 70 | 30.30% |
| Unaware of important sites | 100 | 43.29% |