

# Use of Online Citation Tools by Faculty Member and Research Scholars of Sikkim University, Gangtok And Rajiv Gandhi University, Arunachal Pradesh, India: A Study

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## Abstract

This paper seeks to analyze the use of 31 selected online citation tools, how they become aware of the tools, their preferences, sources of information, their main purpose of using the tools, the advantages / benefits of using the tools by the faculty members and research scholars of Rajiv Gandhi University, Arunachal Pradesh and Sikkim University with the help of designed evaluation checklist. The structured evaluation checklist contains 62 dichotomous questions and categorize in 7 broad categories. The finding of the study indicates that faculty members and research scholars are most familiar with Google Scholar, Mendeley, APA Citation Maker, Endnote, and RefWorks while there is a notable lack of awareness regarding Mick Schroeder, Eturabian, Ultrasound of the Week, Docear and OttoBib among the faculty members and research scholars. The study also reveals that online citation tools are mostly use to write papers; completion of dissertation/ thesis and for conducting literature review.

Keywords: Citation Tools. Bibliographic Management Tools. Research Scholars. Faculty Members.



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## Introduction

A citation is both a signpost and an acknowledgement which signal the location of your sources and reveals that you are grateful to that source (Hunter, 2006). “One of the most important aspects of academic writing is making use of the ideas of other people” since quality academic writing is built upon the work of others (Madhusudhan, 2016; Spack, 1988).

Citing source is important since the currency of academia is ideas. Academicians want to accrue that currency; and they want to get the credit for their contribution when some other persons cites his ideas and give honors to those who initiated the ideas (Hunter, 2006). In writing a paper the main voice should be your own. The objective of academic writing is to acknowledge ideas of other people rather than reproducing their words (Coles & Wall, 1987; Spack, 1988).

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Inaccurate references create disturbance on the “capability and trustworthiness” of the author. And it also said that the best way to assure is to verify each & every reference accuracy from the original sources (Fenton et al., 2000). Faunce2001 ; Butcher and Davis’s (1985) put forward that inaccurate citations add suspicion to the integrity of the author. Incomplete or misleading titles of works, proper use of abbreviations in relation to variations, wrong volume, edition numbers, incorrect paginations and the publication year (Hernon & Metoyer-Duran, 1992).

There are many formats for the use of citations for different field such as American Psychological Association (APA), they are mostly used in the field of social and behavioral science, psychology, education, anthropology; Harvard for social sciences, natural sciences, education, business; Chicago for social, Biological and physical science, humanities; Modern language association (MLA) for modern languages, literature; American Chemical Society (ACS) for chemistry; American Institute of Physics (AIP) for physics; IEEE for engineering and technology; Vancouver for medicine, humanities, etc.

## 2 Literature Review

Citation symbolizes association of ideas (Giri & Das, 2011). A citation management tool is any resource, program or service that supports citation management, or, the understanding, gathering, organization, and uses of citations in research and information literacy (Childress, 2011). A search has been conducted on the terms “open source”, “Online Citation Tools”, “Web-based Citation Tools”, and “Citation Tools” in LISA, Emerald, LISTA, Science direct, EBSCO and other database to complete review of literature for the study, including search on e-journals websites and Research gate. The present study is an attempt to evaluate the different aspects of Online Citation Tools. Some of the important studies which have been reviewed on the subject are as follows:

Reynolds’s (1986) Doctoral dissertation is undertaken in partial fulfillment of the degree requirements form a special class of research literature of major academic discipline since they often record some aspect of a subject which is yet to be examined. (Hernon & Metoyer-Duran, 1992) wrote that incomplete or misleading titles of works, proper use of abbreviations in relation to variations, wrong volume, edition numbers, incorrect paginations and the publication year. Kushkowski, Parsons, and Wiese’s (2003) although they have a standardized format of dissertation, research method used vary from scholar to scholar, citation styles, method of documentation, and attribution reflect the socialization process with in individual disciplines.

Giri and Das’s (2011) say “that Citation symbolizes association of ideas. Therefore, citation indexing is considered as one of the most important tool for tracing ideas across a multitude of disciplines and for evaluating R&D output of an individual, institution, country, or region. The visibility of Indian R&D knowledge in the global scholarly system shows the poor accessibility and less coverage of Indian periodicals by global indexing and abstracting services”. Ale Ebrahim’s (2016) paper “study about how the Reference Management tools offers an easy way of collecting references from online databases, organizing them in a database, and citing them in documents in Microsoft Word, documents can be shared with colleagues/publish online, Reference Management tools offers ways to connect with other researchers that you can’t find on other platforms”. Madhusudhan’s (2016) in his paper highlights the citation management tools and the needs of students of Department of Library and Information Science, University of Delhi, and express that how online citation tools fit into their academic and research process . The mission of citation tool has to provide students and faculty with a quick and simple means of citing resources with great academic accuracy and honesty. The results in this paper indicate that all the respondents are aware of online citation tools and using them occasionally. Gupta’s (2018) writes in his paper

citation errors in scholarly communication: A critical evaluation that an ideal reference list is made up of reliable references, which are used and consulted during the research study, and is an inseparable part of a scholarly communication. Omission and mistakenly transcriptions of various elements of citation in reference lists, viz. names of author(s) and/or editor(s), book title, journal title, article's name, volume number, year pagination etc. can cause serious bibliographical problems, and such error often exist in published reports indexing and abstracting sources for a long time. It also highlights the challenging key issues related to citation errors, peer review process and impact of peer review on citation errors. Possible solutions are also provided for maintaining the top level accuracy in citation. Misao and Madhusudhan's (2017) in this paper analyze the various features and functions of online citation tools with the help of specially designed evaluation checklist and rank them based on features/functions. A structured evaluation checklist contains 90 dichotomous questions (features/functions) and categorized as nine broad categories. The findings of the study explore different features of online citation tools, which reveal the highest rank score also. Awang Puteh et al.'s (2019) paper focuses on the appropriate criteria in evaluating and choosing the right citation management tools (CMT). As the number of citation management tools increased in recent years, users have problems in choosing the best and right citation management tools that would suit their needs.

### 3 Online Citation Tools

Citation is a quotation from or reference to a book, paper, or author, especially in a scholarly work. The following are the 31 selected online citation tools

1. Sons of citation Machine
2. BibMe
3. EasyBib
4. Cite Fast
5. Cite This for Me
6. Paper pile
7. ETurabian
8. MickSchroeder
9. Knight Cite
10. WorksCited4U
11. Noodle Tools
12. APA Citation Maker
13. Cite Maker
14. Citation Builder
15. Researchomatic
16. ClassTools.net

17. AcademicHelp.net
18. Writing House
19. Citation Producer
20. Biomedical Citation Maker
21. Ultrasound of the Week
22. Make Citation
23. Zotero
24. Mendeley
25. UW Libraries Search
26. Google Scholar
27. Citation Wizard
28. Docear
29. OttoBib
30. EndNote
31. RefWorks

#### 4 Scope and Objectives of The Study

The present study is limited to the selected 31 online citation tools which functions during the study period among the Faculty Members and Research Scholars of Rajiv Gandhi University and Sikkim University.

The objectives of the study are:

- i To know the awareness about Online Citation Tools among the Faculty Members and Research scholars of Rajiv Gandhi University Arunachal Pradesh and Sikkim University;
- ii To know the sources of information about awareness of Online Citation Tools;
- iii To study the purpose and frequency of use of online citation tools by Faculty Members and Research Scholars under study;
- iv To study the user's preference of using different online citation tools;
- v To study the comparison between manual and online citation tools in terms of time, accuracy and coverage;
- vi To know merit of using online citation tools among the faculty members and Research Scholars of Rajiv Gandhi University, Arunachal Pradesh and Sikkim University;

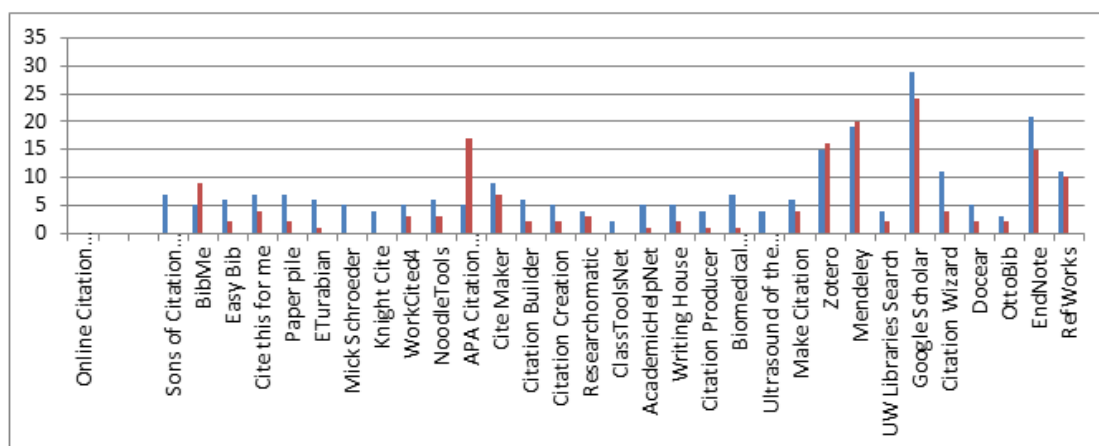


Figure 1

## 5 Methodology

A structured evaluation checklist is designed keeping in view of the stated objectives and available literature. The quantitative part of checklist contains 62 Dichotomous questions relating to the 7 Categories namely: Awareness of the online citation tools; sources of information; How much aware; Preference/ Often used; Main purpose of Using; How you give references; and Merit or advantages of using online citation tools. APA 8th edition is used in citing the references.

## 6 Data Analysis And Interpretation

A survey was conducted through a structure questionnaire circulated among the faculty members and research scholars of Rajiv Gandhi University Arunachal Pradesh and Sikkim University. The responses received from both the Universities are presented in tables and figures and analyzed by using simple method of calculation.

Table 1 and Figure 1 shows that the first histogram represents Rajiv Gandhi University while the second represents Sikkim University. All Faculty Members of Rajiv Gandhi University are aware of all 31 online citation tools while few Faculty Members of Sikkim University are not aware of few tools such as Sons of Citation Machines, Mick Schroeder, Knights Cite, and Ultrasound of the Week. The sample size of Faculty Members of Rajiv Gandhi University and of Sikkim University is 35 and 26 respectively. Faculty members of Rajiv Gandhi University are most aware about Google scholar 29 followed by EndNote 21, Mendeley 19, and Zotero 15, While class tools Net and OttoBib were the least aware among the online citation tools; While Faculty Members of Sikkim University are most aware about Google scholar with 24, followed by Mendeley 20, APA citation generator 17, Zotero 16 and EndNote 15. While ETurabian, AcademicHelpNet, Citation producer and biomedical citation maker have the least aware with 1 each as shown in the above Table 1 and Figure 1.

The Table 1 and Figure 2 shows the awareness of the online citation tools among the research scholars of Rajiv Gandhi University and Sikkim University. Research scholars from Rajiv Gandhi University are totally not aware of writing house, ultrasound of the week, Docear and OttoBib; while research scholars of Sikkim University are not totally aware of sons of citation machines, E Turabian and Mick Schroeder. Google scholar is the most aware among the online citation tools

Table 1. Awareness about online citation tools

Sl. No.	Online Citation tools	Faculty Members		Research Scholar	
		Yes RGU(N=35)	No SU(N=26)	Yes RGU(N=40)	No SU(N=50)
1	Sons of Citation Machine	7	-	3	-
2	BibMe	5	9	5	7
3	Easy Bib	6	2	5	5
4	Cite This For Me	7	4	7	7
5	Paper pile	7	2	7	1
6	Eturabian	6	1	3	-
7	Mick Schroeder	5	-	2	-
8	Knight Cite	4	-	3	2
9	WorkCited4	5	3	5	3
10	NoodleTools	6	3	2	1
11	APA Citation Generator	5	17	32	38
12	Cite Maker	9	7	4	4
13	Citation Builder	6	2	3	3
14	Citation Creation	5	2	5	2
15	Researchomatic	4	3	4	2
16	ClassToolsNet	2	-	3	1
17	AcademicHelpNet	5	1	4	4
18	Writing House	5	2	-	3
19	Citation Producer	4	1	2	2
20	Biomedical Citation Maker	7	1	2	1
21	Ultrasound of the Week	4	-	-	2
22	Make Citation	6	4	2	3
23	Zotero	15	16	12	20
24	Mendeley	19	20	24	33
25	UW Libraries Search	4	2	-	4
26	Google Scholar	29	24	39	41
27	Citation Wizard	11	4	4	5
28	Doccear	5	2	-	1
29	OttoBib	3	2	-	1
30	EndNote	21	15	16	22
31	RefWorks	11	10	7	14

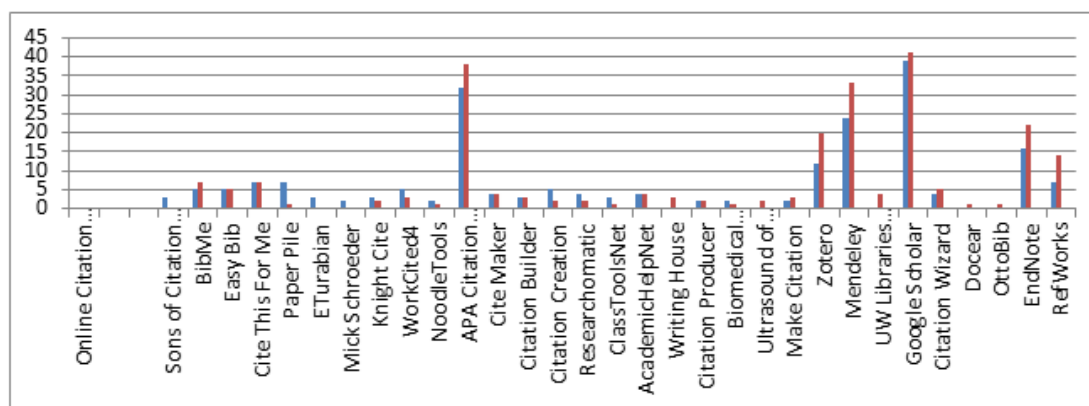


Figure 2

with 39 and 41 respectively followed by APA citation generator with 32 and 38, Mendeley 24 and 33 respectively.

Research scholars from Rajiv Gandhi University are least aware of Mick Schroeder, Noodles tools, citation producer, biomedical citation maker and make citation with 2 each. While research scholars from Sikkim University are least aware of paper pile, noodles tools, AcademicHelpNet, biomedical citation maker, Docear and OttoBib with single each respectively.

Table 2 and Figure 3 shows the source of information of faculty members of Rajiv Gandhi University and Sikkim University. Through friends / fellow research scholar have 20 responses with maximum followed by saw the link on the data base with 16, have learn the skills through trial and error method 12 and so on. While Sikkim university faculty members get the sources of information through friends / fellow research scholar the most with 11, followed by through library website and saw link online journals with 7 each, through external sources with 6 and so on. Rajiv Gandhi University and Sikkim university faculty members get the least information from saw an advertisement with 5 and 1 responses respectively.

Figure 4 shows that Rajiv Gandhi University Research Scholars get information mostly through friends / fellow Research Scholars with 34 responses followed by guidance from the supervisor with 29; saws link from online journals with 23 and so on. While they got least information from saw an advertisement with 4. Sikkim University Research Scholars get information mostly through friends/ fellow research scholar with 31 from 50 followed by guidance from supervisor with 20; saw link on online journals with 12 and so on. While Sikkim University Research Scholar get least information of online citation from saw an advertisement with 2.

Table 3 and Figure 5 shows that none of the Faculty Members of Rajiv Gandhi University were fully aware of online citation tools such as sons of citation machines, BibMe, paper pile, E Turabian, Mick Schroeder, class tools Net and OttoBib While Google scholar with 20 responses, followed by APA citation generator with 15, EndNote with 12 were the most fully aware of online citation tools among the faculty members of Rajiv Gandhi University. None of the online citation tools such as Mick Schroeder, Knight Cite Noodles Tools, Researchomatic, Citation Producer, Ultrasound of the Week, Docear and OttoBib were not partially aware of online citation tools by Rajiv Gandhi University; while APA citation generator with 8 responses is the most partially aware followed by Google scholar with 5, Mendeley and EndNote with 4 each. And citation creation, class tools Net, AcademicHelpNet and UW Libraries with the least 1 each respectively.

Table 2. Sources of Information

Sources of Information	Faculty Members		Research Scholar	
	Yes		Yes	
	RGU(N=35)	SU(N=26)	RGU(N=40)	SU(N=50)
Through friends/ Fellow research scholar	20	11	34	31
Guidance from the supervisor	10	5	29	20
Have learn the skills through trial and error method	12	4	5	9
Through external sources	11	6	13	9
Through library website	7	7	9	8
Through library staff	7	2	8	5
By attending information literacy program organized by Library	7	4	5	6
By attending workshop organized by library	8	5	5	5
Saw an advertisement	5	1	4	2
Saw the link on the database	6	4	9	3
Saw link on online journals	16	7	23	12

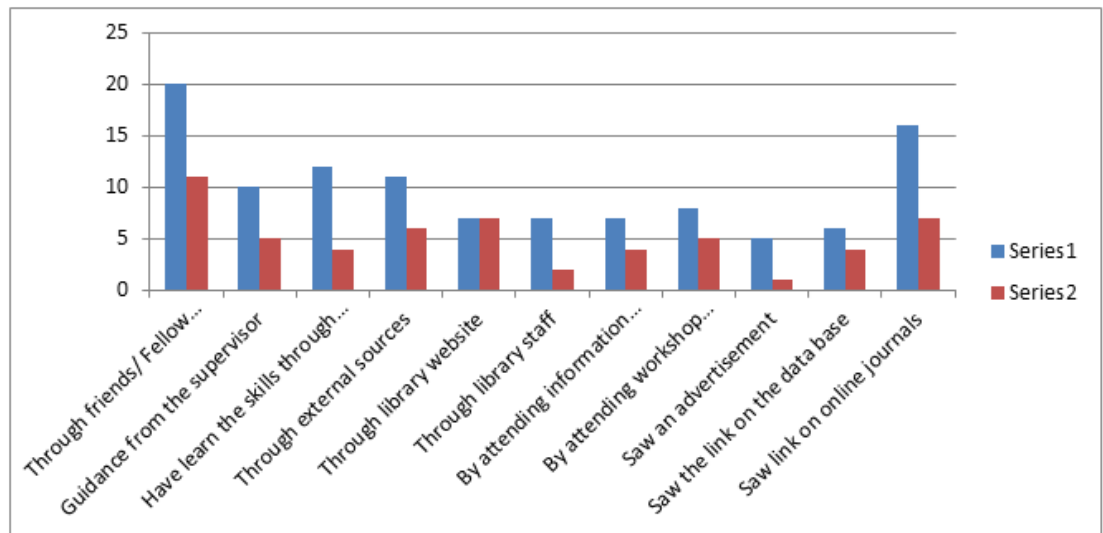


Figure 3. Series 1- RGU, Series 2- SU



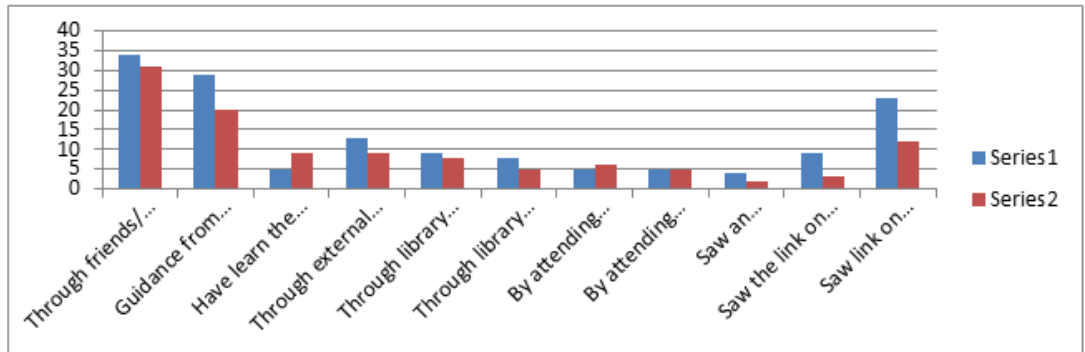


Figure 4. Series 1- RGU, Series 2- SU

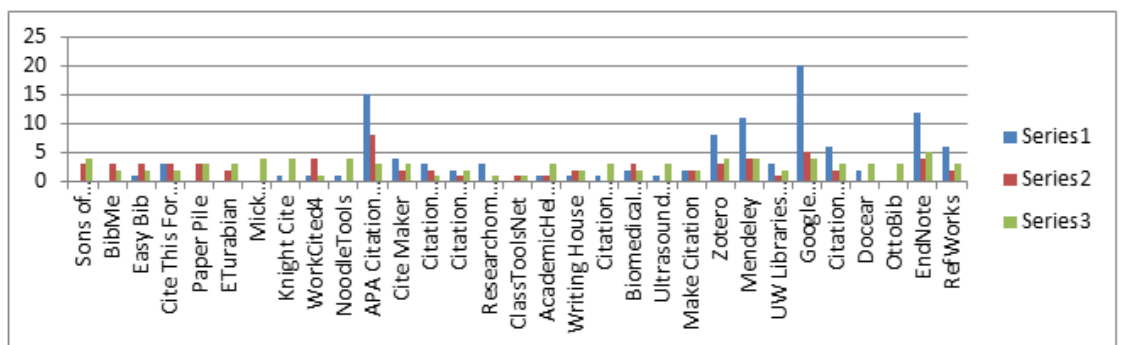


Figure 5. Series 1-FA, Series 2- PA ,Series 3-N

Table 3. Awareness of online citation tools

Sl. No.	Online Citation Tools	Faculty Members (N=35)						Research Scholar (N=40)					
		RGU			SU			RGU			SU		
		FA	PA	N	FA	PA	N	FA	PA	N	FA	PA	N
1	Sons of Citation Machine	-	3	4	-	-	-	-	1	2	-	-	-
2	BibMe	-	3	2	1	7	1	-	3	-	2	5	-
3	Easy Bib	1	3	2	-	2	-	2	2	-	-	3	2
4	Cite this for me	3	3	2	2	2	-	3	3	1	3	3	-
5	Paper pile	-	3	3	1	1	-	1	4	-	-	1	-
6	Eturabian	-	2	3	-	1	-	-	3	-	-	-	-
7	Mick Schroeder	-	-	4	-	-	-	-	2	-	-	-	-
8	Knight cite	1	-	4	-	-	-	-	2	-	-	1	1
9	WorkCited4	1	4	1	-	2	1	-	5	1	-	2	1
10	NoodleTools	1	-	4	-	3	-	-	2	-	-	1	-
11	APA Citation Generator	15	8	3	10	7	-	20	10	2	22	11	5
12	Cite Maker	4	2	3	2	4	1	-	4	-	-	2	-
13	Citation Builder	3	2	1	1	2	-	1	2	-	-	-	1
14	Citation Creation	2	1	2	-	2	-	2	2	1	-	-	1
15	Researchomatic	3	-	1	1	2	-	2	2	-	1	-	1
16	ClassToolsNet	-	1	1	-	-	-	-	1	2	-	1	-
17	AcademicHelpNet	1	1	3	-	2	-	1	2	-	1	2	1
18	Writing House	1	2	2	2	-	-	-	-	-	-	1	1
19	Citation Producer	1	-	3	-	1	-	-	1	-	-	2	-
20	Biomedical Citation Maker	2	3	2	-	-	1	-	-	-	-	-	1
21	Ultrasound of the Week	1	-	3	-	-	-	-	-	-	-	-	2
22	Make Citation	2	2	2	2	2	-	-	-	1	1	2	1
23	Zotero	8	3	4	8	8	-	1	3	5	10	5	4
24	Mendeley	11	4	4	13	7	-	11	9	1	21	9	2
25	UW Libraries Search	3	1	2	-	2	-	-	-	-	1	2	-
26	Google Scholar	20	5	4	19	5	-	33	4	2	28	12	1
27	Citation Wizard	6	2	3	3	1	-	-	2	-	-	4	-
28	Docear	2	-	3	2	1	-	-	-	-	-	1	-
29	OttoBib	-	-	3	-	1	-	-	-	-	-	-	1
30	EndNote	12	4	5	6	9	-	2	7	3	7	9	6
31	RefWorks	6	2	3	3	7	-	1	2	3	5	5	4

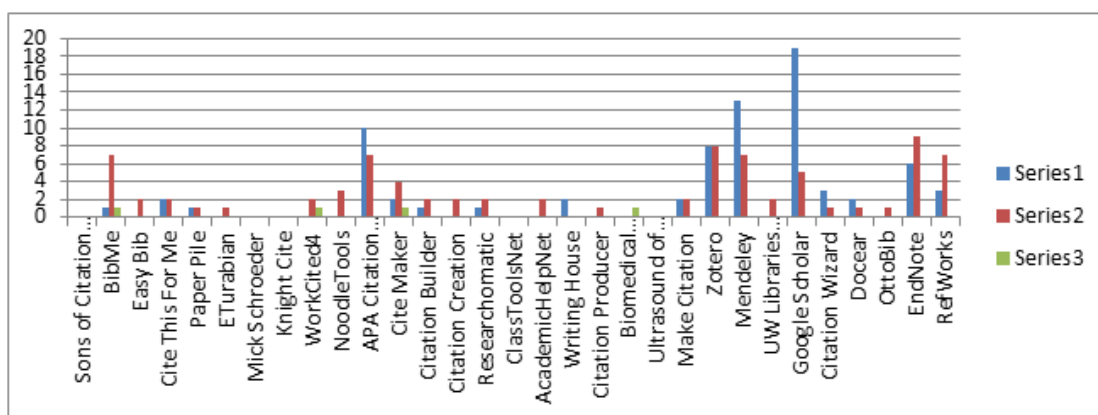


Figure 6. Series 1-FA, Series 2- PA ,Series 3-N

EndNote with 5, sons of citation machines, Knight cite, Mick Schroeder, Noodles tools with 4 each were the most neutrally aware while Workcited4, citation builder, Researchomatic, ClassToolsNet were the least neutrally aware online citation tools.

Table 3 and Figure 6 shows that Sons of Citation Machine, Mick Schroeder, Knight cite, ClassToolsNet and Ultrasound of the Week online citation tools were not totally aware by the faculty members of Sikkim University. None of the Faculty members of Sikkim University were fully aware Easy Bib, E Turabian, Workited4, Noodle Tools, Citation Creation, AcademicHelpNet, Citation Producer, Biomedical Citation Maker, UW Libraries search and OttoBib while Google Scholar 19, followed by Mendeley 13, APA citation generator 10 have the maximum fully aware among the selected online citation tools. Writing house and Biomedical Citation Maker online citation tools are not partially aware by the faculty members of Sikkim University. While Zotero 8, APA citation generator 7 and Mendeley 7 respective have the maximum number of partially aware among the faculty members of Sikkim University. Bib Me, WorkCited4, Cite Maker and Biomedical Citation Maker are neutrally aware of the online citation tools while others were not neutrally aware.

Table 3 and Figure 7 also shows that Research scholar from Rajiv Gandhi University were totally not aware of Writing house, Biomedical Citation Maker, Ultrasound of the week, Docear and OttoBib while Google scholar 33, APA citation generator 20 and Mendeley 11 have the maximum fully awareness of online citation tools. APA citation generator 10, Mendeley 9 and EndNote 7 have the maximum partially awareness whereas Sons of Citation Machine, ClassToolsNet and citation producer have one each while make citation with none. Zotero 5 have the maximum followed by EndNote and RefWorks with three each, the research scholars of Rajiv Gandhi University were not Neutrally aware of the online citation tools since more than 13 tools were with zero awareness.

Table 3 and Figure 8 Research scholars from Sikkim University are not totally aware of sons of citation machine, Eturabian and Mick Schroeder. Google scholar is the most fully awareness among the online citation tools with 28, followed by APA citation generator 22, and Mendeley 21 while easy bib, paper pile, knight cite, workcited4, noodle tools, citation creation, cite maker, citation builder, ClassToolsNet, writing house, citation producer, biomedical citation maker, ultrasound of the week, citation wizard, Docear, OttoBib were not fully aware by the research scholar of Sikkim university. Sikkim University Research Scholars were partially aware of Google

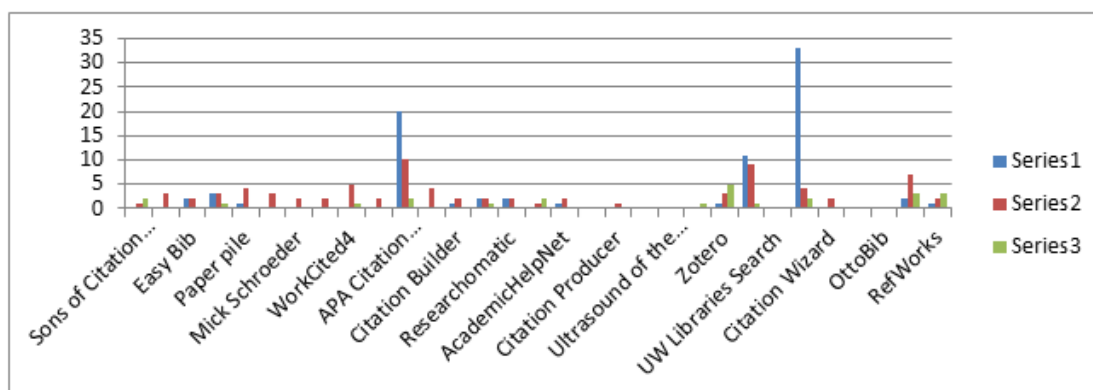


Figure 7. Series 1-FA, Series 2- PA ,Series 3-N

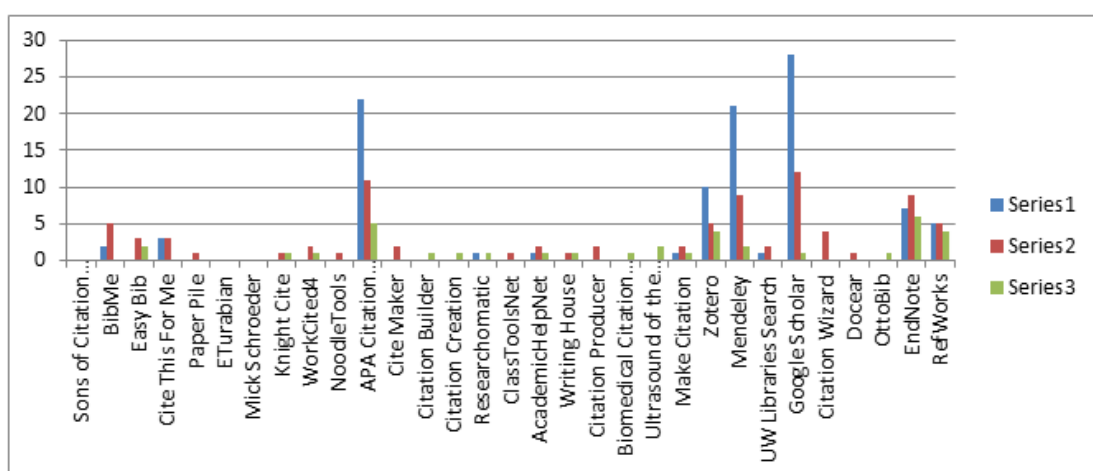


Figure 8. Series 1-FA, Series 2- PA ,Series 3-N

scholar 12, APA Citation Generator 11, Mendeley and EndNote with 9 each while Citation Producer, Citation Creation, Researchomatic, Biomedical Citation Maker, Ultrasound of the Week and OttoBib were without a single partially aware about online citation tools. EndNote has the maximum neutrally aware of the online citation tools with 6 followed by APA citation generator 5, Zotero and RefWorks 4 each respectively. While BibMe, Cite This for Me, Paper pile, Noodles tools, Cite Maker, ClasstoolsNet, Citation Producer, UW Libraries Search, Docear and OttoBib online citation tools were without a single neutrally aware.

The table 4 and Figure 9 shows that only few online citation tools were preferably/ often used on a daily basis by the faculty Members of Rajiv Gandhi University with most by Google Scholar 10, followed by APA citation Generator, Mendeley, EndNote with 2 each and Citation Creation, Zotero and Ref works with a single each. While other tools were not use in a daily basis. APA citation Generator 6; Mendeley and Google Scholar 4 each; BibMe, UW Libraries search, Zotero, EndNote and Ref works 2 each; Make citation, Citation Wizard, Researchomatic, EasyBib, Citation Creation, cite maker, citation builder, workcited4 and cite this for me 1 each; While other tools were not used in two to three times a week. APA citation Generator 4; Google

Table 4. Preference / Often Used Citation Tools

Sl. No.	Online Citation Tools	Faculty Members												Research Scholars											
		RGU						SU						RGU						SU					
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1	Sons of Citation Machine	-	-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
2	BibMe	-	2	-	2	-	3	-	2	-	2	-	1	1	1	1	-	-	-	-	-	-	-	3	
3	Easy Bib	-	1	-	3	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	3	
4	Cite This For Me	-	1	-	3	-	1	-	1	-	1	-	1	1	1	4	1	3	2	1	-	-	-	1	
5	Paper Pile	-	-	1	3	-	-	-	1	-	1	-	2	1	1	-	-	-	-	-	-	-	-	1	
6	Eturabian	-	-	-	3	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	
7	Mick Schroeder	-	-	-	3	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	
8	Knight Cite	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
9	WorkCited4	-	1	1	2	-	-	-	-	-	-	1	-	-	1	3	-	-	-	-	-	-	-	3	
10	Noodle Tools	-	-	1	3	-	-	-	-	-	-	2	-	-	1	-	-	-	-	-	-	-	-	1	
11	APA Citation Generator	2	6	4	9	5	6	-	4	4	6	4	10	7	8	5	11	-	-	-	-	-	-	-	
12	Cite Maker	-	1	-	3	-	2	-	4	-	4	-	1	1	-	1	-	1	-	2	-	-	-	2	
13	Citation Builder	-	1	-	3	-	2	-	1	-	1	-	1	-	1	-	-	-	-	-	-	-	-	-	
14	Citation Creation	1	1	-	2	-	-	-	2	-	-	-	1	3	-	-	-	-	-	-	-	-	-	1	
15	Researchomatic	-	1	1	2	-	-	-	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	1	
16	ClassToolsNet	-	-	2	3	-	-	-	-	-	-	-	1	2	-	-	-	-	-	-	-	-	-	1	
17	AcademicHelpNet	-	-	-	4	-	-	-	1	-	-	1	2	-	-	-	-	-	-	-	-	-	-	3	
18	Writing House	-	-	-	3	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
19	Citation Producer	-	-	-	3	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	3	
20	Biomedical Citation Maker	-	-	-	3	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
21	Ultrasound of the Week	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
22	Make Citation	-	1	-	3	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	3	
23	Zotero	1	2	2	6	2	5	-	-	-	2	-	2	4	5	4	5	-	-	-	-	-	-	3	
24	Mendeley	2	4	1	11	4	5	-	-	-	2	4	11	5	10	2	14	-	-	-	-	-	-	-	
25	UW Libraries Search	-	2	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
26	Google Scholar	10	4	3	11	10	7	2	3	17	8	6	5	17	14	6	3	-	-	-	-	-	-	-	
27	Citation Wizard	1	1	1	6	-	2	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	
28	Docear	-	-	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
29	OttoBib	-	-	1	3	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
30	EndNote	2	2	3	13	1	6	-	5	-	2	2	7	2	2	2	12	-	-	-	-	-	-	-	
31	RefWorks.	1	2	2	6	-	2	1	4	-	2	-	6	3	-	1	6	-	-	-	-	-	-	-	

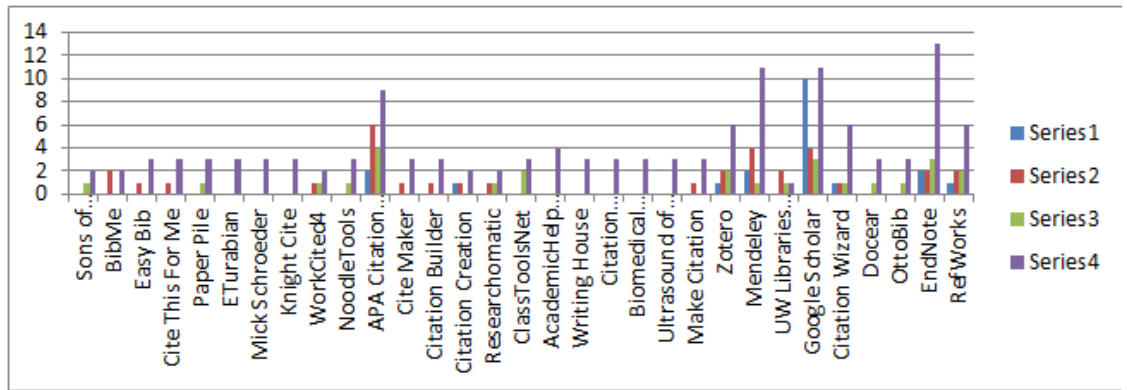


Figure 9. Series 1- daily, Series 2- 2-3 times a week, Series 3- once a week, Series 4- once a month

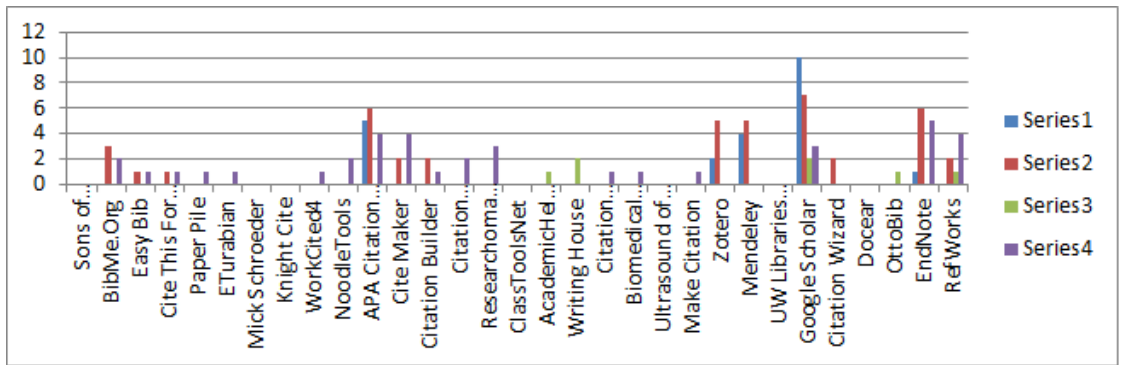


Figure 10. Series 1- daily, Series 2- 2-3 times a week, Series 3- once a week, Series 4- once a month

Scholar and Endnote 3 each; Ref works , Zotero and ClassToolsNet 2 each; Sons of citation machine, paper pile, workcited4, noodles tools, Researchomatic, Mendeley, UW libraries search, citation wizard, Docear and OttoBib 1 each; While other tools were not used once a week. Endnote 13; Mendeley and Google Scholar 11 each; and APA citation Generator 9; were the most used tools once a month followed by Zotero, citation wizard, and Ref work with 6 each while others were sparsely used.

The table 4 and Figures 10 shows that Sons of citation Machines, Mick Schroeder, Knight cite, ClassToolsNet, ultrasound of the week, UW libraries search and Docear were totally not use by faculty members of Sikkim University. Google scholar 10; APA citation Generator 5; Mendeley 4; Zotero 2 and EndNote 1 respectively; while other tools were not use in daily basis. Google scholar 7; APA citation Generator and EndNote 6 each; BibMe 3; Ref works, Cite Maker and Citation Builder 2 each; EasyBib and Cite this for me 1 each; while other tools were not use two to three times a week by faculty members of Sikkim University. Writing House and Google scholar 2; Academic help Net, OttoBib and Ref works 1 each; while other tools were not use once a week. EndNote 5; APA citation Generator, Cite Maker and Ref works 4; Researchomatic and Google Scholar 3 each; Noodles Tools 2; Make Citation, Citation Producer, Biomedical Citation Maker, Bib Builder, Workcited4 and E Turabian 1 each; while other tools were not used once a month by faculty members of Sikkim University.

The Table 4 and Figure 11 shows that none of the research scholar of Rajiv Gandhi University

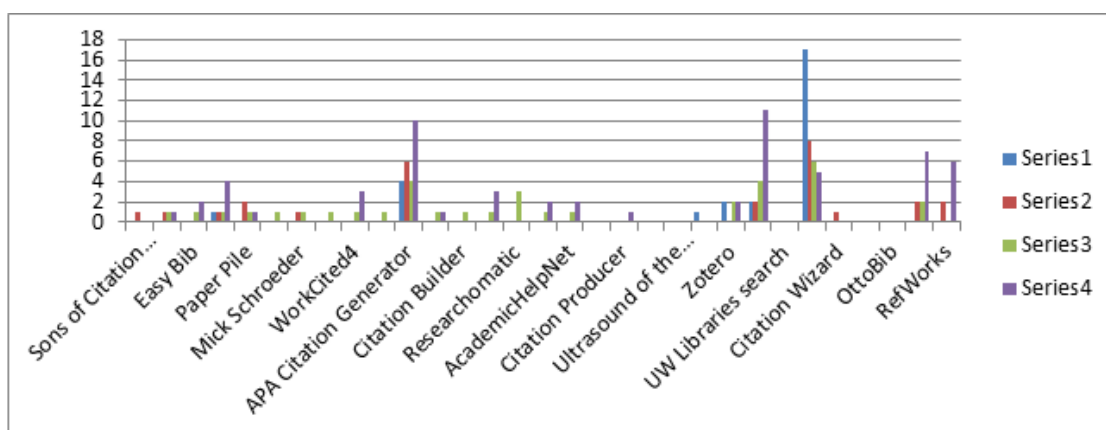


Figure 11. Series 1- daily, Series 2- 2-3 times a week, Series 3-once a week, Series 4- once a month

preferred to used writing house, biomedical citation maker, ultrasound of the week, UW libraries search, Docear and OttoBib. The table 4 figure 4.3 also shows that only few online citation tools were preferably/ often used on daily basis by the Research scholar of Rajiv Gandhi University such as Google scholar 17, APA citation generator 4, Zotero and Mendeley 2 each, Cite this for me and make citation 1 each. While the Research scholars of Rajiv Gandhi University were not preferred to use daily the remaining online citation tools. The research scholar of Rajiv Gandhi University preferred to used two to three time a week of online citation tools such as Google scholar 8 with the maximum, followed by APA citation generator with 6, Paper pile, Mendeley, EndNote and RefWorks with two each, sons of citation machine, Bib Me, Cite this for me, Mick Schroeder and citation wizard with one each respectively while other online citation tools were not preferred by the research scholar. The research scholar from the Rajiv Gandhi University were not preferring to used sons of citation machines, citation producer, make citation, citation wizard, RefWorks on once a week. Whereas Google scholar 6, APA citation generator and Mendeley with 4 each, Researchomatic 3, Zotero and EndNote with 2 each and the remaining online citation tools were with a single respectively. The research scholar of Rajiv Gandhi University mostly preferred to used once a month on Mendeley 11, APA citation generator 10, EndNote 7, RefWorks 6, Google scholar 5, Cite this for me 4, WorkCited4 and citation creation 3 each, class tools, AcademicHelpNet and Zotero 2 each respectively while the remaining online citation tools were with one and zero respectively.

The Table 4 and Figures 12 shows that none of the research scholar of Sikkim University preferred to use sons of citation machines, ETurabian, Mick Schroeder, Biomedical Citation Maker, Ultrasound of the Week and Writing house. The table 6.4 figure 6.4.4 shows that only few online citation tools were preferably/ often used on daily basis by the Research scholar of Sikkim University such as Google scholar 17 responses, APA citation generator 7, Mendeley 5, Zotero 4, RefWorks 3, EndNote 2 and Cite this for me 1 respectively. While the Research scholars of Sikkim University were not preferred to use daily the remaining online citation tools. The research scholar of Sikkim University preferred to used two to three time a week of online citation tools such as Google scholar 14 with the maximum, followed by Mendeley 10, APA Citation Generator with 8, Zotero 5, Cite this for me 3, EndNote 2, Cite Maker, Citation Builder and Citation Wizard with one each. While the Research scholars of Sikkim University were not preferred to use two to three times a week to the remaining online citation tools. The research scholar from

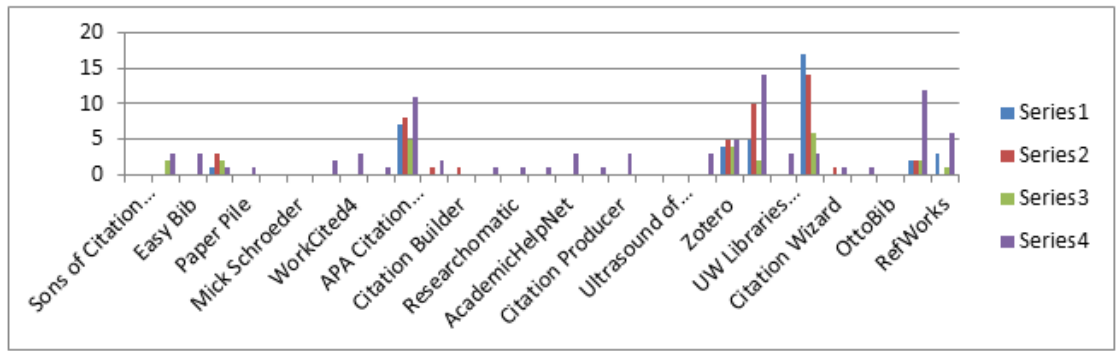


Figure 12. Series 1- daily, Series 2- 2-3 times a week, Series 3-once a week, Series 4- once a month

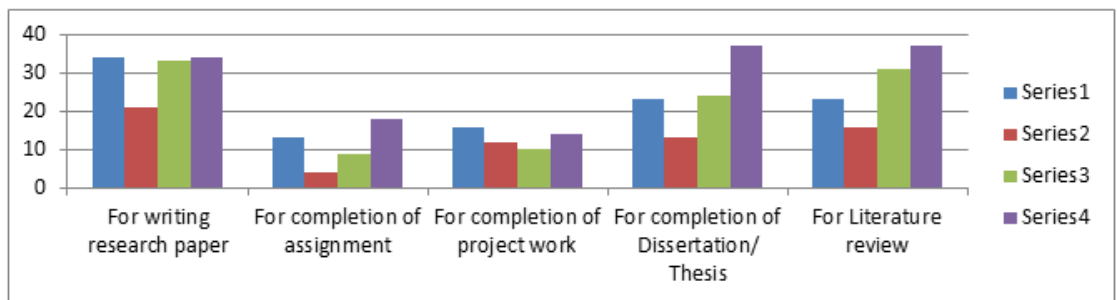


Figure 13. Series 1- FM RGU, Series 2- FM SU, Series 3- RS RGU, Series 4-RS SU

the Sikkim University preferred to use Google scholar 6, Zotero 4, Bib Me, Cite this for me, Mendeley and EndNote two each and RefWorks with one. While the remaining online citation tools were without a single user. The research scholar of Sikkim University mostly preferred to used once a month on Mendeley 14, EndNote 12, APA Citation Generator 11, RefWorks 6, Zotero 5, BibMe.Org, Cite this for me, workcited4, AcademicHelpNet, Citation Producer, Make Citation, UW libraries and Google scholar with three each, Knight Cite and cite make two each respectively while the remaining online citation tools were with one and zero respectively.

Table 5. Main purpose of using online citation tools

Main purpose of using Online citation tools	Faculty Members		Research Scholar	
	RGU	SU	RGU	SU
For writing research paper	34	21	33	34
For completion of assignment	13	4	9	18
For completion of project work	16	12	10	14
For completion of Dissertation/ Thesis	23	13	24	37
For Literature review	23	16	31	37

Table 5 and Figure 13 shows the main purpose of using online citation tools by the faculty members of Rajiv Gandhi University were for writing research paper with 34 followed by for completion of thesis/ dissertation and for literature review with 23 each, for completion of project work with 16 and for completion of assignment with the least with 13. The main purpose / reason



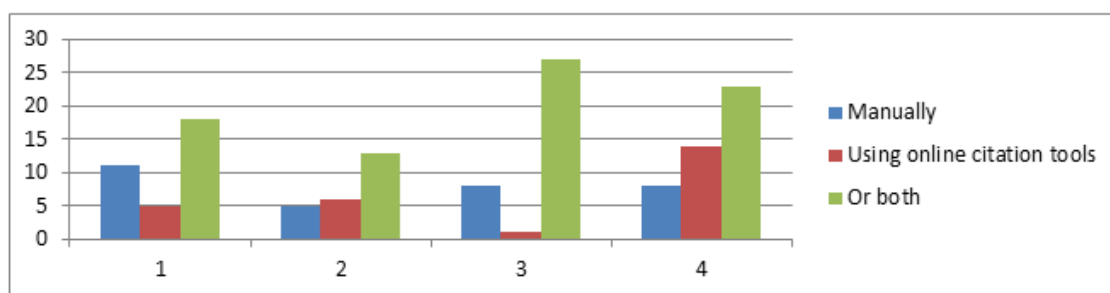


Figure 14

of using online citation tools by faculty members of Sikkim University were for writing research paper with the maximum 21, followed by for literature review 16, for completion of thesis/ dissertation with 13, for completion of project work with 12 and for completion of assignment with 4 respectively. Research scholar from Rajiv Gandhi University were mainly using online citation tools for writing research paper with the maximum 33, followed by for literature review 31, for completion of thesis/ dissertation with 24, for completion of project work with 10 and for completion of assignment with 9 respectively. Research scholars from Sikkim University were mainly using online citation tools for completion of thesis/ dissertation and for literature review with 37 followed by for writing research paper with 34, for completion of assignment and for completion of project work with 18 and 14 respectively.

Table 6. Merit of Online Citation Tools

Merit of Online Citation Tools	Research Scholar		Faculty Member	
	RGU	SU	RGU	SU
Manually	11	5	8	8
Using online citation tools	5	6	1	14
Or both	18	13	27	23

Table 6 and Figure 14 shows that Rajiv Gandhi University faculty members' gives references in works were done mostly by or both with 18 followed by manually with 11 and least with using online citation tools with 5. Sikkim university faculty members' give references in work were done mostly by or both with 13 followed by with using online citation tools with 6 and the by manually with 5. Rajiv Gandhi University Research scholars' gives references in there works were done mostly by or both with 27 followed by manually with 8 and least with using online citation tools with 1. Sikkim university Research scholars give references in there works were done mostly by or both with 23 followed by with using online citation tools with 14 and the by manually with 8.

Table 7 and Figure 15 shows that the merit or advantages of online citation tools by faculty members of Rajiv Gandhi University were helpful in research work with 30, followed by save time 28, systematic references tools for research with 26, save efforts and provide accurate references with 25 each respectively. The merit or advantages of online citation tools by faculty members of Sikkim University were helpful in research work with 23, followed by save time and systematic references tools for research with 20 each, provide accurate references with 16 and save efforts with 15 respectively. The merit or advantages of online citation tools by research scholars of Rajiv Gandhi University were helpful in research work maximum with 34, followed by save time

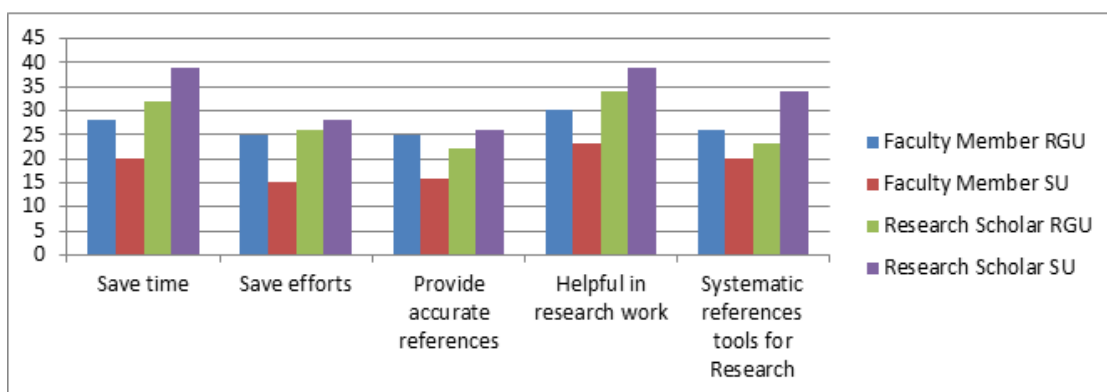


Figure 15

Table 7. Merit of Online Citation Tools

Merit of Online Citation Tools	Research Scholar		Faculty Member	
	RGU	SU	RGU	SU
Save time	28	20	32	39
Save efforts	25	15	26	28
Provide accurate references	25	16	22	26
Helpful in research work	30	23	34	39
Systematic references tools for Research	26	20	23	34

32, save efforts with 26, systematic references tools for research with 23, and provide accurate references with 22 respectively. The merit or advantages of online citation tools by research scholars of Sikkim University were helpful in research work and save time maximum with 39, followed by systematic references tools for research with 34, save efforts with 28, and provide accurate references with 26 respectively.

## 7 Suggestions

- i Most of the online citation tools are partially aware among the faculty members and research scholars of Rajiv Gandhi University and Sikkim University. So workshop or seminar should be organized to make fully aware of the online citation tools.
- ii Manual creation for document is cumbersome process and it takes a lot of time and labors for researchers, so manual must be improve from manual cite to auto cites.
- iii Some of the selected tools were not aware by the faculty members and research scholars of Rajiv Gandhi University and Sikkim University. So the library staff as well as the librarian should be fully aware of the online citation tools first so as to impart knowledge to the faculty members and research scholars.
- iv Without basis understanding of the format and citation styles, researchers using online citation tools may commit error in creation of proper citation. Citation guides will be provided to help the faculty members and research scholars in visual / video tutorials that will help the user in creating easy citations.

## 8 Findings and Conclusion

The findings of the studies indicate that:

- i Google Scholar is the most prominent tools among the faculty members and research scholars of Rajiv Gandhi University and Sikkim University with the awareness level 29 and 24 among faculty members, 39 and 41 among research scholars followed by APA citation generator with 5, 17, 32 and 38; Mendeley with 19, 20, 24 and 33; EndNote 21, 15, 16 and 22; and Zotero with 15, 16, 12 and 20 respectively.
- ii Faculty members and Research scholars of Rajiv Gandhi University and Sikkim University primarily learn online citation tools mostly through friends or fellow scholars with 20, 11, 34 and 31; followed by guidance from supervisor with 10, 5, 29, 20; saw link from journals with 16, 7, 23 and 12; and through external sources 16, 6, 13 and 9 Respectively. And others know it through Library websites, through library staff, by attending information literacy program or workshop or through advertisement.
- iii The data presented on table no. 5.3 indicates that Google scholar, APA citation generator, Mendeley, EndNote, Zotero and RefWorks reveals the highest awareness among online citation tools, while other tools were partially aware.
- iv The data presented on table no. 5.4 indicates that Google Scholar is the most preferred citation tools. Succeeded by Mendeley, APA citation generator, EndNote, Zotero and Ref Works in terms of user preference.
- v The primary objective of utilizing online citation tools is to assist in the writing research papers, followed by their use in completions of thesis or dissertation, performing literature review, and other related task as shown in the fig. 5.5.
- vi The majority of the respondents expressed their preference for utilizing both online and manual in making references followed by manually and using online citation tools with the last.
- vii Using online citation tools has numerous benefits such as, helpful in research work with the maximum followed by save time, save efforts, systematic references tools for research, and provide accurate references.

The findings of the study will not only help the faculty members and research scholars to understand more about the awareness among the two universities but it will also help readers why they are using the online citation tools as well as which tools is mostly use by the two universities in giving references, the preference of using manual and online citation tools and the advantages of using the tools as said in the above.

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