

## Information Needs and Seeking Behaviour of Lawyers in Klang Valley, Malaysia

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### Abstract

User studies continue to be an important area of library research, as studying the information needs and seeking behaviour of specific user groups has contributed to the development of a variety of necessary services in Malaysia. This study aims to investigate the information needs and seeking behaviour of lawyers in Klang Valley, Malaysia. A realistic concept of legal information seeking behavior would respond to the observation that lawyers, in such activities, routinely change from one information seeking strategies to another. Furthermore, information seeking is a crucial part of among practicing lawyers and as well as other professions. The study opted a survey method where questionnaires were polled from 182 lawyers. The information needs and information seeking behaviour are observed via measurement items related to six variables of information required to meet lawyers' daily needs, purpose prompting lawyers to seek information, sources of information obtained by lawyers, seeking strategies of lawyers in information retrieval, challenges faced by lawyers in information seeking and effectiveness of information seeking. Findings of the study lead to indication that the practicing lawyers' information needs and seeking behaviour were inclined towards searching resources mainly for drafting document and for their case preparation. The finding also reaffirmed the dominant use of online sources in fulfilling legal information needs was of a paramount importance to lawyers. Thus, being a bedrock to a judicial process success, the right online resources should be provided and the authorized or relevant providers should be aware of what kind of legal information mostly needed and or being sought.

**Keywords:** Information Needs, Information Seeking, Information Needs And Seeking Behaviour, Lawyers, Legal Information

**Introduction**

Information is a very predominant resource, ranking just after air, water, food and shelter. Information also is considered as the most valuable commodity which gives knowledge, awareness and power (Anmol, Khan and Muhamad, 2021). The concept of information in a legal education was paramount to people in legal disciplines, such as law students, law tutors, researchers, lawyers, and judges. Legal professionals need legal information for making sound decisions in all spheres of the legal arena, and law students and law educator require information for their academic work, such as preparing class discourses, class presentations, assignments and examinations, in which information may be acquired through a systematic study of the legal research process. The term 'Information' may bring dissimilar meanings to divergent people. As been mentioned by Ikoja-Odongo and Mostert (2006), indicates that the term has been explained, understood and differently interpreted across diverse areas, specialty, niches, careers and professions. This statement has been supported by Olorunfemi (2009), which views the perspective as people normally differently illuminate the belief of 'information'.

Taylor and Procter (2005), explain information seeking as the potential to efficiently scrutinize literature using manual (traditional) or computerized (digital) methods in order to analyse a set of useful articles and books. Besides, Ikoja-Odongo and Ocholla (2004), states that information seeking is the process involving a person about to search for information. Nkomo, Ocholla and Jacobs (2011), recommends that information seeking behaviour depends on user study, library access, and time spent committed to seek for information by the user. Fernando and Weerakoon (2024), admits that existing literature on the legal information-seeking behavior in Sri Lanka indicates a noticeable gap in local studies addressing issues such as the lack of open-access sources and unfamiliarity with search strategies.

A great extent of information and knowledge are highly incorporate in legal study (Ellis et al., 2014; Komlodi, 2002, 2004). Leckie et al (1996), highlight that professionals play many distinct roles which in turn "shape the type of information needed, the way in which it is retrieved and the ultimate use of that information". Professional's roles according to Leckie et al (1996), consisting advocacy, drafting, counselling and managerial. Otikey (2000), explored the legal information needs of lawyers in Kenya. It was noted that a lawyer's work is determined by the legal needs of the clients, which, in turn, influences the information needs of the lawyer. Khan et al (2011), reported that lawyers need information for case preparation and this is generally acquired from their district bar library.

The study is proposed due to reason that past work indicated that the information-seeking behavior of lawyers has not been fully investigated empirically (Wilkinson, 2001; Leckie, Pettigrew and Sylvain, 1996). Also, it is vital in guiding legal firm to analyze information-seeking patterns of their lawyers which could lead to the design of legal information literacy programs and reference services. Failure to study information need and seeking behaviors of lawyers would cause law library to be operated inefficiently in order to provide materials and ascertain legal work. Access to legal information is of utmost importance for effective justice (McClelland, 2009). Lawyers by profession, however, have received little attention from library researchers especially in Malaysia, and as a consequence their information-seeking behavior are often assumed to resemble those of either undergraduate law students or postgraduate law students. A review of the literature indicates that past works investigating

the legal information needs of lawyers are difficult to be located especially in Malaysia. The limited studies so far in the field of legal user studies are as well pertain to situations in the developed world, for instance in England in the United Kingdom. Since little is known about the information needs and seeking behaviour of lawyers in Malaysia this apparent gap in the library literature suggests that exploratory research is critical to determine reasons, opinions, and motivations of lawyers and attempt to lay the groundwork that will lead to future studies. Hence, this paper is proposed with the aim to investigate the information needs and information seeking behavior of lawyers in Klang Valley, Malaysia. Among the significance of the study is that the information needs and seeking behavior of lawyers would provide a blueprint to the library management in discovering the necessary actions to improve library services where necessary. Moreover, since there was still less quantitative study being conducted in legal information needs and seeking behavior focusing in Malaysia, this study would facilitate more insights and so forth generate actionable insights in legal sphere. The findings of the study would capable of acting as a guideline for librarians to know different fashions of seeking strategies by legal profession.

### **Past Works**

A lawyer is a person learned in the law as an attorney, counsel or solicitor, a person licensed to practice law. Working as a lawyer represents the practical application of legal theory and knowledge to solve real problems or to advance the interests of those who retain (i.e. hire) lawyers for legal services. The role of a lawyer varies significantly across legal jurisdictions and therefore can be treated here in only the most general terms (Black's Law Dictionary, 2004). In general, as noted by Fowler (2007), lawyers work primarily in the legal culture, with its extensive rules and procedures requiring the right kind of legal information. Jamshed, Naeem & Bhatti (2020), shares their study findings on the usage of law libraries by lawyers which indicated that most of the lawyers prefer the advice of senior lawyers over the visit to the law library. It also revealed that the lack of electronic resources and access to online databases are among the major problems associated with the law library. Lawyers operate in information intensive environment. Everything they do, whether providing legal advice, representing a client in court, or drafting a legal document requires information (Otikey and Mathews, 2000).

As supported by Abu Bakar (2010), he states that information seeking synonym with behaviour and effort disclosed by human beings in their information searching to satisfy miscellaneous needs of information. According to (Kakai et al., 2004; Wilson, 2008; Mustaffa et al., 2012) comprise it as motivational information seeking by individuals as a consequence of a necessity to achieve goals. In Malaysia, seeking for information is crucial to the legal profession because of the numerous tasks performed by lawyers. They are highly depending on accurate and timely information because of the tasks which would include advocacy, managerial, counseling, and administrative. Information need of lawyers is paramount because it helps to enable them set and achieve goals in order to adequate services to their clients, and ensure clients' satisfactions. Thus, this statement has reflected that information is crucial to the law career. As such, in order for them to be able to cope with the various tasks ahead, lawyers are expected to have relevant information access to various sources in carrying out their responsibilities or duties. In-line with the assertion by Makri et al. (2008), he expresses that information seeking is part of a lawyers' working environment.

According to Anmol, Ghalib and Muhammad (2021), Jamshed (2020), reported that majority of female lawyers sought information from printed material. Kuhlthau and Tama (2001), earlier also reported that lawyers preferred printed texts over computer databases primarily because computer databases required well-specified requests and did not offer an option for examining a wide range of information at one time. Nevertheless, the analysis showed that lawyers did conduct online databases searching, for instance, LexisNexis as their strategy preference has proved that different approach and strategy in legal information need would have affected lawyers' information seeking behaviour. Besides, stages of information seeking according to Kuhlthau's Information Search Process (ISP) Model (1993), the category falls into six main phases which are initiation, selection, exploration, focus formulation, collection and presentation. Apart from that, Murphy (2003), conducted a study to gain a clear understanding of how interdisciplinary scientists and lawyers seek information, and how these professionals manage their time in regard to information gathering habits. The questionnaire method was adopted for the study where 149 (55%) scientists responded to the study. The results of the study indicated that many scientists and lawyers have some difficulty in keeping up with research in their field of study with regard to time.

Leckie et al (1996), highlighted that professionals play many distinct roles. According to them, these roles result in distinct types of activities which in turn "shape the type of information needed, the way in which it is retrieved and the ultimate use of that information." These roles are as shown in Table 1.

Table 1

*Professional lawyers' roles according to Leckie et al. (1996)*

<b>Roles</b>	<b>Descriptions</b>
Advocacy	Persuading someone (usually a tribunal of some kind) what the law should be, what law should be applied or how the law should be applied
Drafting	Preparing documents and correspondence
Counselling	Helping and advising clients
Managerial	Selecting and processing the firm's resources

Lawyers used multiple of information sources, visited different libraries and satisfied with the accessible sources and services however, they ranked their own chamber libraries at top (Anmol, Ghalib and Muhammad, 2021). Lawyers, for instance, solicitors, seek information in order to assist in solving legal cases and in order to keep abreast of the law (Kidd, 1978). Legal information helps to create awareness of how the law works and how justice is administered. Besides, in his study also investigated the legal information needs of the general public. He concluded that the provision of legal information to the public in the Third World still remains largely un-researched. The following sections present the variables used in the study.

### **Type of Legal Information Required by Lawyers**

Among type of legal information commonly required by lawyers are such as to seek for decision of superior courts of record to prepare correspondence, to seek for relevant legal papers for drafting and prepare documents, to look for recent acts, rules and regulations for advocacy purpose, to look up for the latest edition of textbooks to advise clients, and to search for information of leading authorities in different area of law for managerial purpose.

### **Reasons for Lawyers to Seek for Legal Information**

Bronstein and Baruchson (2008), has explained that searching for information in order to satisfy an information need was a primary activity of everyday life. In order to study the reasons why lawyers seek for information, sample items such as case preparation, research work, workshop presentation, administrative purposes, and to improve personal knowledge, were included pertaining their responses.

### **Sources for Lawyers Obtaining Legal Information**

A study model by Kuhlthau (1991), presented that collections reflect process of gathering pertinent information for the focused topic. As been concerned to these variables, lawyers may seek for information from various sources and authorities. To measure this factor, sample items like searching for legal information by physically walk-in to the law library, performs online databases searching to obtain legal information, meeting with colleagues and seniors, searching through personal collections, and searching for legal information through courses, seminars and workshops were included as choices for lawyers' personal thoughts.

### **Lawyers' Strategy to Seek for Legal Information**

The strategic view of lawyers basically captures the reality of the legal process but perhaps an even greater impediment to recognition of the importance of legal strategy has been the lack of a coherent theory to explain how lawyers can overcome both law and judicial discretion to generate the pattern of legal outcomes. Strategy set by lawyers discussed in this paper considered items for instance of having printed materials at law library, performed online databases searching (e.g. LexisNexis) to obtain legal information, discussion with peers, colleagues and seniors, having virtual communication including phone calls, and video conference, and by attending courses, seminars and workshops.

### **Challenges in Legal Information Seeking**

Lawyers as well do face challenges to seek appropriate and relevant information. Thus, it is a paramount important to understanding their challenges in seeking and utilizing information so that they can be addressed and overcome accordingly. Items representing this variable includes have a limited time to prepare research work or drafting, have no law library in the firm, have limited collections and reference materials in law library, poor internet connection and network, and no expert and authorities as a leading referral were included for lawyers to explore their preferences

### **Effectiveness of Legal Information Seeking**

For this factor, some items such as able to obtain legal information within a time as lawyers know their need, able to seek for the right legal information as lawyers know the reasons of what they searching, able to retrieve legal information in minimum hours as lawyers know the sources they should refer to, successfully perform legal information seeking because lawyers have good seeking strategy, easily obtain legal information because everything is on a finger tips, and able to overcome the barriers, were included.

### **Methods**

This study used a questionnaire as the main measurement instrument for the data collection that to be filled by the study sample i.e. lawyers who work in Klang Valley area. Klang Valley

includes some areas in central Selangor, Kuala Lumpur, Putrajaya and its surroundings and suburbs only. The questionnaires were divided into seven sections: demographic information, type of legal information required by lawyers, reasons lawyers to seek for legal information, sources for lawyers obtaining legal information, lawyers' strategy to seek for legal information, challenges in legal information seeking, and effectiveness of legal information seeking. Each section contained from four to five measurement where the scale was based on a five-point Likert ranging from 1 (strongly disagree) to 5 (strongly agree). Participants of the survey were drawn from a pool of lawyers consisting Associates, Senior Associates, and Partners from few legal firms. The questionnaires were distributed to 200 lawyers, personally. The descriptive analyses were generated using R version 4.3.0 (R Core Team, 2023).

A pilot study was conducted in order to develop, adapt, and check the feasibility of techniques, to determine the reliability of measures, and/or to calculate how big the final sample needs to be. In this pilot study, researcher distributed twenty (20) questionnaires to selected lawyers to see whether the questions could be used for total population. Also, researcher applied Cronbach's Alpha coefficient for internal consistency reliability. The higher the correlation among the items, the greater the alpha. High correlations imply that high (or low) scores one question are associated with high (or low) scores on other questions. According to Zikmund, Babin, Carr and Griffin (2013), Alpha values ranging from excellent reliability (0.80 to 0.95), good reliability (0.70 to 0.80), moderate reliability (0.60 to 0.70), while value below 0.60 generally indicates a low reliability

## Results

### *Respondents' Profiles*

Out of a total of 200 questionnaires distributed, the authors received 182 responses where leads to a response rate of 91%. Thus, from 182 respondents, it consists of female and male lawyers of age varying from 22 to 45 years. This section describes demographic profiles of 182 respondents consisting lawyers from various firms in Klang Valley.

### **Gender**

As illustrated in Table 2, 124 (68%) of the respondents were female which is about two times higher than male respondents (32%).

**Table 2.**

### *Respondents' gender*

<b>Gender</b>	<b>Total (%)</b>
Female	124 (68.1)
Male	58 (31.9)

### **Age**

Table 3 displays the distribution of age of the respondents where majority i.e. 46.7% (85 lawyers) were in the range of 22 - 27 years old, followed by 37.9% (69 lawyers) of 28-33 years category. Overall, the study involves participation majority from younger generation of lawyers in Klang Valley (>80%) as it is skewed to age 33 years and less. On the other hand, the age category from 40 years and above is merely less than 8%.

Table 3

*Distribution of respondents' age (n=182)*

Age Category	Frequency	%
22 - 27 years	85	46.7
28 - 33 years	69	37.9
34 - 39 years	14	7.7
40 - 45 years	8	4.4
> 45 years	6	3.3

### Education level

Distribution of respondents with accordance to educational level, as given in Table 4, exhibits that about 75% of respondents with Bachelor's Degree of qualification, indicating about three quarter of the total lawyers in the study. Preliminary insight of this figure is that it implies to the qualifications suit with younger age of lawyers due to its majority status in the study sample. It is not a surprise circumstance where none of the respondents with Doctoral qualification due to the fact that the needs of such qualification may not so critical in the context of judiciary.

Table 4

*Distribution of respondents' education level*

Education Level	%
Bachelors	74.7
Masters	25.3

### Job position

Finding of the study indicates that the main job positions discovered are Associates, Senior Associates, and Partners. Through the findings, 63.7% (116) of the respondents are Associates, 22.0% (40) are Senior Associates, and 14.3% (26) are Partners. The tabulation of distribution is as given in Table 5

Table 5

*Distribution of respondents'*

Job Position	Percent (%)
Associate	63.7
Senior Associate	22.0
Partner	14.3

### Years of practice

The distribution on lawyers' years of practice is as tabulated in Table 6, which showing 71.4% of respondents had practiced less than 5 years. This finding is consistent with the majority proportion of young lawyers participated in the study. It is noted that <14% of them have experience with minimum of 10 years.

Table 6

*Distribution of respondents' years of practice*

Job Position	Percent (%)
Less than 5 years	71.4
5 years up to 10 years	15.4
10 years up to 15 years	7.7
15 years and above	5.5

**Reliability Test**

Reliability refers to the degree to which measurement method used in a study is consistent and stable over time. It is essential for obtaining accurate data that reflects the reality of research topic. For the reliability analysis, an Alpha score (the index) ranging from 0 to 1 where 0.80 - 0.95 was generally taken to indicate a scale of excellent reliability, 0.70 - 0.80 was indicating good reliability, and 0.60 - 0.70 was generally accepted as indicating a moderately reliable scale, while figure below 0.60 has indicated that a low reliability scale. To ensure the scale used was reliable, all variables should result above the cut-off value which is 0.60 (Sekaran & Bougie, 2010). Based on Table 7, it showed the highest value of Cronbach's Alpha belongs to variable of lawyers' seeking strategies for legal information with  $\alpha = 0.818$ , followed by type of information ( $\alpha = 0.759$ ). According to the test, all variables' Cronbach's Alpha were  $>0.60$  (cut-off value) which indicated that all of the instruments applied in this study were acceptable.

Table 7

*Cronbach's Alpha Value for the study variables*

Variable	Number of Items	Cronbach's Alpha
Type of information	5	0.759
Reasons	5	0.686
Sources	5	0.616
Seeking Strategies	5	0.818
Challenges	5	0.643

**Descriptive Statistics of the Study Variables**

This section provides study findings with respect to some selected statistics parameters to summarize the study data. The most common descriptive techniques used in social science includes mean, median, variance and standard deviations. In this section, the descriptive statistics are presented in accordance with each study variable; and only selected items will be highlighted and elaborated further depending on the results gained.

**Type of Legal Information Required by Lawyer**

The summary statistics and frequency of responses in Table 8 shows that the highest mean score is 4.41, belongs to item of "tend to agree that they seek for relevant legal papers for drafting and prepare documents" (blue-shaded row). The percent of agreement responses is 90% (for scale 4 and 5), which is far higher than disagreement responses with only 2% (1 and 2). Meanwhile, the lowest mean score is 3.47 for item of "looking for the latest edition of textbooks to advice clients". It might be apparent in today's environment where hardcopy references is becoming less demanded due to the availability of online references. Overall,



the scores are all above 3 which indicates the responses for this variable incline towards agreement of the items given.

Table 8

*Type of legal information (n=182)*

Items	Mean	S.D.	Frequency				
			1	2	3	4	5
I am seeking for decision of superior courts of record to prepare correspondence.	3.96	1.002	3%	4%	23%	35%	35%
I am seeking for relevant legal papers for drafting and prepare documents.	4.41	0.729	0%	2%	8%	37%	53%
I am looking for recent acts, rules and regulations for advocacy purpose.	3.85	1.097	2%	12%	24%	26%	37%
I am looking for the latest edition of textbooks to advice clients.	3.47	1.303	9%	15%	26%	20%	30%
I am searching for information of leading authorities in different area of law for managerial purpose.	3.75	1.127	4%	12%	18%	37%	29%

### Reasons for Lawyers to Seek Legal Information

Table 9 exhibits the results of reasons for lawyers to seek legal information. Clearly it can be observed that two of the five questions showed mean value of less than 3, indicating the responses are inclined towards disagreement. Item of "I am looking for legal information to do my administrative work" is having the lowest mean with 2.35 (SD = 1.410). Administrative works might not be high priority for legal purposes as most lawyers work on case basis. Whereas the highest mean is shown by "I am seeking for legal information because of my case preparation" with mean=4.29 (SD =0.791). Moreover it is also evident from the frequency of responses 4 and 5 where majority (83%) of the lawyers firmly agreed with it. This finding is congruent with study done by Kaluba and Mulauzi (2019) and Khan, Bhatt and Khan (2011). The rests of the results are as given in Table 9.

Table 9

*Reasons for lawyers to seek legal information (n=182)*

Items	Mean	S.D.	Frequency				
			1	2	3	4	5
I am seeking for legal information because of my case preparation.	4.29	0.791	1%	4%	13%	31%	52%
I am seeking for legal information to complete my research work.	3.00	3.210	40%	5%	5%	15%	35%
I am looking for legal information for workshop presentation.	3.07	1.547	12%	21%	30%	21%	16%
I am looking for legal information to do my administrative work.	2.35	1.410	28%	32%	24%	8%	8%
I am searching for legal information to improve my personal knowledge.	3.13	1.846	14%	22%	22%	20%	21%

### Sources for Lawyers Obtaining Legal Information

The results given in Table 10 tabulating for variable of sources of lawyers obtaining legal information. All of the mean values of >3.00 indicating a stronger response towards agreement. The highest item being "I am doing online databases searching to obtain legal information" (mean = 4.72, SD = 0.291) signifies a strong agreement towards online seeking needs. It is buttressed by 76% of the lawyers who strongly agreed with the need of online legal information. The finding also suggests that the importance of network environment for fast reaching to the source of information required by the lawyers. This finding is similar with study by Kaluba and Mulaizi (2019), and Jamshed (2020), where lawyers' information needs and information seeking in Zambia where online databases or resources were their preferred sources.

Table 10

*Sources of obtaining legal information (n=182)*

Items	Mean	S.D.	Frequency				
			1	2	3	4	5
I am searching for legal information by physically walk-in to the law library.	3.71	1.222	5%	9%	23%	36%	27%
I am doing online databases searching to obtain legal information.	4.72	0.291	0%	1%	3%	21%	76%
I am searching for legal information by meeting colleagues and seniors.	3.97	0.657	0%	3%	24%	45%	28%
I am looking for legal information through my personal collections.	3.29	1.167	5%	18%	35%	27%	15%
I am searching for legal information through courses, seminars and workshops.	3.46	1.222	8%	9%	30%	37%	16%

### Lawyers' Strategy to Seek Legal Information

Mean scores of lawyers' strategy to seek legal information show inclination towards agreement to the items given in the questionnaire. All of the scores are above 3 where the highest is "I am doing online databases searching (e.g. LexisNexis) to obtain legal information" (mean = 4.32, SD = 0.765). As seen in Table 11, internet source through online database is in favour for most lawyers with 84% of them chose response of scales 4 and 5. Such finding is in similitude from earlier study done by Singh and Mann (2015) and Ellis, Makri and Attfield (2014).

Table 11

*Strategy to seek legal information (n=182)*

Items	Mean	S.D.	Frequency				
			1	2	3	4	5
I am searching for legal information by having printed materials at law library.	3.81	.933	3%	3%	28%	42%	24%
I am doing online databases searching (e.g. LexisNexis) to obtain legal information.	4.32	.765	0%	1%	15%	35%	49%
I am searching for legal information through discussion with peers, colleagues and seniors.	3.88	.816	0%	4%	26%	46%	24%
I am searching for legal information through virtual communication including phone calls, and video conference.	3.30	.911	3%	13%	43%	33%	8%
I am searching for legal information by attending courses, seminars and workshops.	3.20	1.069	6%	19%	35%	28%	12%

### Challenges in Legal Information Seeking

In Table 12, none of the mean scores for challenges in legal information seeking variable with value  $\geq 4.00$ . Nevertheless, item of "I have a limited time to prepare my research work or drafting" is having mean = 3.90 and SD = 1.020. Also, looking at the high percentage of option 4 and 5, with 67%, it may imply to the time constraint challenge faced by lawyers in meeting specific case deadlines given to them. Other than that, a limited number of references being implied as part of the challenges in lawyers' job routines. However, two items show means below 3.00, showing disagreement of the items asked. The lowest mean is item - "I don't have an expert and authorities as a leading referral" (mean = 2.87 and SD = 1.268) and the second lowest mean is shown by item - "I don't have law library in my firm" (mean = 2.89 and SD = 1.698). The frequency of responses of the former item is about 44% responded 1 and 2, 48% (4 and 5) and 8% (3). Initial insight that can be drawn from these results would suggest there are still exist unavailability of law library but it may not be a critical issue when the use of electronic resources has becoming more common. However, the latter item showed a higher percentage of responses towards disagreement with 42% (1 and 2) as compared to agreement with 34% (4 and 5,) which showed evidence of denying that lawyers do not have leading referral. As claimed by a study of Jamshed (2020), lack of law library, quality of books

and journals are main problems reported by female lawyers in Punjab, but the scenario may not be too prevalent in this country.

Table 12

*Challenges in legal information (n=182)*

Items	Mean	S.D.	Frequency				
			1	2	3	4	5
I have a limited time to prepare my research work or drafting.	3.90	1.020	2%	7%	24%	33%	34%
I don't have law library in my firm.	2.89	1.698	40%	4%	8%	23%	25%
I have limited collections and reference materials in my law library.	3.38	1.364	10%	19%	24%	16%	31%
I have a poor internet connection and network.	3.09	1.526	20%	23%	13%	16%	28%
I don't have an expert and authorities as a leading referral.	2.87	1.268	16%	26%	24%	21%	12%

### Effectiveness of in Legal Information Seeking

The final finding of the study, the effectiveness of legal information seeking, is as presented in Table 13. Overall, the responses mean scores are inclined toward agreement (>3.00). Moreover, the SD of all questions are small denoting to the stronger convergence towards the mean (agreement). The highest being "I am able to obtain legal information within a time as I know what I need" (mean=4.04, SD=0.846). But, synchronizing back with the previous section of the most challenging situation faced by the lawyers, which is time constraint (mean=3.90, SD=1.020), it can be implied that lawyers are still capable to accomplish their work within stipulated time frame given to them.

Table 13

*Effectiveness of legal information seeking (n=182)*

Items	Mean	S.D.	Frequency				
			1	2	3	4	5
I am able to obtain legal information within a time as I know what I need.	4.04	0.846	1%	2%	24%	40%	34%
I am able to seek for the right legal information as I know the reason of what I am searching.	3.84	0.707	0%	2%	29%	53%	16%
I am able to retrieve legal information in minimum hours as I know the sources that I should refer to.	3.80	0.726	0%	3%	29%	53%	15%
I can perform legal information seeking very well because I have a good seeking strategy.	3.58	0.802	2%	4%	41%	43%	11%
I can obtain legal information easily because everything is on finger tips.	3.18	0.959	4%	17%	43%	27%	8%
I can successfully obtain legal information as I am able to overcome the barriers	3.15	0.891	3%	19%	45%	27%	6%

### Discussion

The finding reveals that type of information required by lawyers to meet their legal needs is aligned with the work of some of the researchers such as (Leckie et al., 1996). Lawyers normally need for information based on their roles and duties. This could be explained as different type of activities and roles would turn into shape to the type of information needed. Otike's (1997), earlier found that the scope of lawyer's practice determines the specificity of legal information needed. Hence, this concept has proved that types of legal information need would have caused changes in information seeking behavior of lawyers.

The study finding on the purpose of prompting lawyers to seek information also to follow closely Kidd's (1978), study. The author's notion of lawyers, for instance, solicitors, were seeking for information in order to assist in solving legal cases and in order to keep abreast of the law, and "acquiring and applying legal know-how". Khan et al (2011), which reported that lawyers need legal information to prepare for the case. Hence, relying on the finding also proved that a lawyer would seek for information to determine what law was applied on a particular problem, or, how the court would act if the problem before it was ever litigated in preparing for the legal action (Cohen, 1969). Accordingly, this concept has validated that purposes and reasons in legal information need would have influenced lawyers' information seeking behavior.

As the sources of obtaining legal information is concerned, today's lawyers are clingier to online database. As claimed by Hinson et al (2007), his study indicated that majority of lawyers agreed that the internet improved their productivity, the internet was useful as a communication tool and the internet was very important for getting information. This study

finding shows lawyers were obtaining legal information from by doing online databases searching. Finding of this study also reveals that the legal information seeking strategies of lawyers seems to build in contradiction on Kuhlthau and Tama (2001), which reported that lawyers preferred printed texts over computer databases. It could be primarily because computer databases required well-specified requests and did not offer an option for examining a wide range of information at one time. Nevertheless, the study addressed the lawyers preference towards online databases searching, for instance, LexisNexis as their strategy preference.

Observation on the challenges faced by lawyers in information seeking, it was evident that the finding of this study to be in line with an investigation conducted by Oladokun and Aina (2009), as cited in Nkomo, Ocholla and Jacobs (2011), which urged that ISB of professionals were depend on the length of time devoted to search information. Successful information seeking means that lawyers would retrieve the need within the time spent. Hence, Murphy (2003), also found that lawyers have some difficulty in keeping up with research in their field of study with regard to time and this has proved that there was a relationship between challenges in legal information needs and lawyers' information seeking behavior.

### **Conclusion**

The study investigates the information needs and information seeking behaviour of lawyers in Klang Valley, Malaysia. The study proposed six variables in explaining information needs and seeking behaviour of lawyers in obtaining legal information. The six variables are type of legal information required by lawyers, reasons for lawyers to seek for legal information, sources to obtain legal information, lawyers' strategy to search for information, the challenges faced by them in information seeking venture and effectiveness of legal information seeking behaviour. The lawyers' need for information, in turn, influences their information seeking behavior. The needs may determine where lawyers go for information, what materials they use, and how the information was obtained. Today's lawyers do rely more on online sources for accurate, latest and fastest legal information thus concerted efforts should be crafted with respect to legal information by the legal authority for the fulfillment of legal information for lawyers in timely manner. Thus, being a bedrock to a judicial process success, the right online resources should be provided and the authorized or relevant providers should be aware of what kind of legal information mostly needed and or being sought by the practicing lawyers.

Findings of this paper may serve for future direction of similar research domain. In relation with the significance of this research to the society, it is recommended in future to anticipate a larger number of sample size and to broaden the city or area of sample lawyers. The size of research sample dictates the amount of information gained and the finding may be improved by using larger sample of lawyers from broader horizon of locations. On another facet of research, insights study using visualization methods can be applied to gain a deeper understanding on lawyers' information needs and information seeking behaviour which may lead to actionable insights into the to-be-identified personas or segments of lawyers.

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