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DECLARATION

I, **Chembe Kaluba** do hereby declare that this dissertation represents my own work and that it has never been submitted by anyone else at the University of Zambia or at any other University for the purpose of acquiring a diploma, degree or any other qualification.

Sign:

Date:

APPROVAL

This dissertation of **Chembe Kaluba** has been approved as a partial fulfillment of the requirements for the award of Master of Library and Information Science by the University of Zambia.

Examiner 1:.....Signature..... Date.....

Examiner 2:.....Signature..... Date.....

Examiner 3:.....Signature..... Date.....

Chairperson Board

of Examiners:..... Signature..... Date.....

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ABSTRACT

Understanding the information needs and seeking behaviour of users is imperative in developing effective information systems and services to meet their information needs. Lawyers and Judges heavily depend on appropriate and reliable evidence in the administration of sound justice. However, little is known about the information needs and seeking behaviour of Layers and judges in Africa and Zambia in particular. The purpose of this study was to investigate the information needs and seeking behaviour of judges and lawyers at the four superior courts of judiciary in Lusaka, Zambia. Specifically, the study investigated the information needs of lawyers and judges; their sources of information; the challenges they faced to access needed information. A survey approach was adopted for this study and employed quantitative method. Simple random sampling techniques was used to select judges and lawyers. Forty-five legal practitioners that included 22 judges and 23 lawyers participated in the study. Data was analyzed using the SPSS 23.0 software. The study revealed that judges and lawyers have varied information needs and included information on case preparation (67%), administration of justice (60%), modern trends in law (87%), statutes (71%), current awareness (69%), general knowledge (47%) and job presentation (76%). Respondents indicated that court libraries (98%), personal libraries (79%), online databases (76%), offline databases (76%) and colleagues in the profession (73%) were main sources of information they consulted to make decisions. However, judges and lawyers reported to encounter a number of problems in their quest for information which included difficult to find latest information (82%), information not readily available (69%), lack of information diversity (67%), information not easily accessible (62%) and poor internet connectivity (60%). The study recommended for well-stocked court libraries, with up-to-date varied forms of information and improved Internet connectivity. It was concluded that judges and lawyers' information needs should be effectively met for them to make sound legal decisions.

Keywords: *Information needs, information seeking behavior, legal information, administration of justice, Judges, Lawyers, Zambia.*

DEDICATION

I dedicate this work to my grandmother Diana Nyamu Nyirenda for being there for me.

ACKNOWLEDGMENTS

I wish to express my sincere gratitude to several people who contributed to this document. I wish to express my heartfelt gratitude to Mrs. F Zulu my principal supervisor and co supervisor Dr. Akakandelwa for having guided me from the identification of the research topic up to the conclusion of the study.

The progress of this dissertation saw the involvement of the Judiciary judges, lawyers (Research Advocates) and library staff. Without their involvement in providing data, this study would not have been a success.

I also wish to express my heartfelt gratitude to my supervisor at work for granting me permission to attend classes during my first part of my masters' programme.

Profound gratitude goes to my family for their patience and sacrifice during my studies.

Above all I want to thank the almighty God for his mercies and favour for the provision of the grace to successfully accomplish of my studies. To Godbeall the glory!!

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ACRONYMS

BSAC:	British South African Company
ICT:	Information and Communication Technology
IT :	Information Technology
SPSS:	Statistical Package for the Social Sciences