

USE OF DIGITAL INFORMATION RESOURCES AMONG CORPORATE LEGAL PROFESSIONALS IN KARNATAKA: AN EMPIRICAL STUDY

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ABSTRACT

Digital information resources (DIRs) have become indispensable for corporate legal professionals by facilitating efficient legal research, informed decision-making, and regulatory compliance. This study examines the use of digital information resources among corporate legal professionals at the Bengaluru branch of Khaitan & Co. LLP, Karnataka. A quantitative survey design was adopted, and primary data were collected through a structured questionnaire from 103 corporate legal professionals, comprising 56 females and 47 males. Descriptive statistical techniques were employed to analyze the data. The findings revealed that legal research, accessing judicial precedents, client advisory, and professional updating were the primary purposes for using digital information resources. Statutes and regulations, legal databases, SCC Online, LexisNexis, and Manupatra emerged as the most frequently used and highly preferred digital platforms. Respondents reported that digital information resources significantly enhanced research efficiency, accuracy, legal drafting, and decision-making. However, challenges such as limited access to premium databases, website downtime, and internet connectivity issues affected resource utilization. The study highlights the importance of strengthening digital infrastructure, institutional subscriptions, and user support to maximize the effective use of digital information resources in corporate legal practice.

Keywords: Digital information resources, Corporate legal professionals, Legal databases, Information retrieval, Digital libraries, Legal research, Karnataka.

1.INTRODUCTION

The rapid advancement of information and communication technologies (ICT) has transformed the creation, dissemination, and use of information across all professional disciplines, including the legal profession. Traditionally, legal professionals relied heavily on printed statutes, law reports, legal commentaries, and reference materials for legal research and decision-making. However, the proliferation of digital information resources (DIRs) has significantly changed this landscape by providing instant access to authoritative legal information through online databases, e-journals, e-books, legislation repositories, case law databases, government portals, and institutional repositories (Akhtar, 2020). These digital resources have become essential tools for efficient legal research, enabling legal professionals to retrieve accurate and up-to-date information regardless of geographical or time constraints. Corporate legal professionals operate in a dynamic business environment where legal compliance, corporate governance, contract management, intellectual property protection, dispute resolution, and regulatory risk management require timely and reliable legal

information. The increasing complexity of national and international regulatory frameworks has made digital information resources indispensable for supporting informed legal decision-making. Compared with conventional print resources, digital platforms provide several advantages, including remote accessibility, advanced search functionalities, full-text retrieval, regular content updates, and integrated citation tools, thereby improving research efficiency and professional productivity (Bhardwaj, 2019; Akhtar, 2020).

The integration of emerging technologies such as artificial intelligence (AI), cloud computing, machine learning, and LegalTech has further transformed legal information retrieval and management. Modern legal databases increasingly incorporate intelligent search algorithms, semantic indexing, citation mapping, and AI-assisted legal research, enabling users to locate relevant legal information quickly and accurately. Consequently, digital literacy and information literacy have become essential competencies for legal professionals, who are expected to effectively navigate diverse digital platforms and evaluate the credibility of electronic information sources (Chalkidis et al., 2020; Zhong et al., 2020). In India, the legal information ecosystem has undergone significant digital transformation through initiatives such as the e-Courts Mission Mode Project, India Code Portal, National Judicial Data Grid, and e-Gazette services. In addition, commercial legal databases such as SCC Online, Manupatra, LexisNexis, Westlaw, HeinOnline, and AIR Online have become primary sources of legal information for practitioners, corporate legal departments, and researchers. These platforms provide comprehensive access to legislation, judicial precedents, regulatory notifications, legal commentaries, and scholarly publications, thereby facilitating evidence-based legal practice. Nevertheless, the effective utilization of these digital resources depends on users' awareness, digital competencies, institutional support, subscription availability, and information literacy skills (Ravi & Krishnan, 2020).

Karnataka is one of India's leading centres for information technology, biotechnology, pharmaceuticals, manufacturing, finance, and multinational corporations. The rapid expansion of corporate organizations across cities such as Bengaluru, Mysuru, Mangaluru, Hubballi-Dharwad, and Belagavi has substantially increased the demand for professional legal services. Corporate legal professionals working in these organizations require continuous access to current and authentic legal information to address issues related to regulatory compliance, corporate governance, intellectual property rights, labour laws, taxation, environmental regulations, and data privacy. Consequently, digital information resources have become an integral component of corporate legal practice in the state. Previous studies have reported a growing dependence on digital information resources among legal professionals due to their convenience, accessibility, and comprehensive coverage of legal information. However, several challenges continue to influence their effective utilization, including inadequate awareness of specialized legal databases, limited training opportunities, subscription constraints, and varying levels of digital competency (Prashanth Kumar & Banateppanavar, 2021). Furthermore, existing research has largely focused on advocates, judges, law faculty, and academic law libraries, whereas comparatively little attention has been paid to corporate legal professionals working within private companies and multinational organizations. Empirical evidence regarding their awareness, information-seeking behaviour, preferred digital resources, frequency of use, and satisfaction with available digital information services remains limited, particularly in the context of Karnataka.

Understanding the use of digital information resources among corporate legal professionals is important for improving digital library services, strengthening organizational knowledge management, enhancing information literacy programmes, and supporting evidence-based

legal practice. Insights from such studies can assist librarians, database providers, publishers, corporate organizations, and policymakers in developing user-centred digital information services and effective training programmes that address the evolving information needs of legal professionals. Against this background, the present study empirically investigates the use of digital information resources among corporate legal professionals in Karnataka. Specifically, it examines the awareness, accessibility, frequency of use, preferred digital information resources, purposes of utilization, challenges encountered, and overall user satisfaction. The findings are expected to contribute to the literature on legal information behaviour and provide practical recommendations for enhancing digital legal information services and supporting the professional information needs of corporate legal practitioners in Karnataka.

2. REVIEW OF LITERATURE

The increasing adoption of digital information resources (DIRs) has significantly transformed legal information access, retrieval, and utilization. Recent studies indicate that digital libraries, electronic legal databases, and virtual information services have become indispensable components of legal education, research, and professional practice. However, the effectiveness of these resources depends not only on technological infrastructure but also on users' digital competencies, institutional support, and information literacy. The transition from traditional library services to virtual and digital environments has accelerated globally. Omeluzor and Edewor (2025) examined the effectiveness of Virtual Library Spaces (VLS) in Nigerian universities and reported that virtual libraries have evolved from supplementary services to primary sources of information access. Their study observed a substantial increase in virtual users, emphasizing the need for robust digital infrastructure to support growing demand. The authors further noted that universities are at a critical stage of digital transformation, where sustained investment in virtual library services is essential for expanding access to scholarly information.

The growing dependence on digital resources has simultaneously increased the importance of digital literacy. Jibrin et al. (2025) argued that while technological advancements have simplified access to information, they have also created new challenges for users, who must possess the ability to evaluate, filter, and select relevant digital resources based on authenticity, accessibility, and cost. Their findings suggest that digital literacy has become an indispensable competency for effective legal and academic research in the contemporary information environment. Several studies have highlighted the crucial role of law libraries in strengthening legal research competencies. Wijerathne (2024) emphasized that the successful utilization of digital legal information depends not merely on technological infrastructure but also on continuous user support and training. The study concluded that librarians play a pivotal role in developing legal research skills by providing guidance in database searching, information evaluation, and effective use of electronic legal resources. Similarly, Adams (2022) underscored the importance of mentorship and structured training programmes in enhancing digital research capabilities. The study recommended integrating digital research tools directly into legal education and promoting continuous innovation within law libraries to meet the changing information needs of legal professionals.

The evolution of digital legal information retrieval has also received considerable scholarly attention. Van Noortwijk (2016) observed that digital legal information has evolved from being a supplementary research aid to becoming the primary foundation of modern legal practice. The integration of multiple legal databases and intelligent retrieval systems has significantly improved the efficiency and accuracy of legal research. Supporting this view, Smith (2020) reported that more than 70% of law students considered specialized legal

databases and personalized librarian consultations as the most influential factors contributing to successful legal research. Likewise, Lewis (2023) found that mentorship programmes and individual research guidance substantially improved users' confidence and competence in navigating complex legal information systems. Despite rapid technological advancements, the literature consistently identifies a gap between the availability of digital resources and users' ability to utilize them effectively. Johnson and Jacobs (2019) observed that only a limited proportion of libraries had incorporated advanced digital literacy training into their core services, resulting in the underutilization of costly electronic resources. Miller (2024) further argued that digital literacy training should become an integral component of library services rather than an optional support activity. This finding highlights the importance of continuous user education for maximizing the benefits of digital legal information systems.

The emergence of artificial intelligence (AI) and advanced information retrieval technologies has further transformed legal information management. Smith et al. (2021) demonstrated that AI-powered technologies, particularly Natural Language Processing (NLP), significantly improve the speed, precision, and relevance of legal information retrieval. Johnson (2022) further noted that AI-assisted legal research enables professionals to move beyond conventional keyword searching toward sophisticated analytical approaches, thereby enhancing legal decision-making. However, Davis (2023) emphasized that the successful implementation of AI technologies requires strategic frameworks to overcome financial, technical, and organizational barriers. Similarly, Lee and Park (2023) stressed the importance of continuous professional development for library staff to ensure that they remain competent in supporting emerging legal technologies, while Roberts and Smith (2022) recommended evaluating different training approaches, including online and face-to-face instructional models.

Earlier studies on legal professionals' information behaviour reveal that traditional information-seeking practices continue to influence resource utilization. Thanuskodi (2010), in a study of district court lawyers in Tamil Nadu, found that many legal practitioners continued to rely heavily on personal and bar association libraries despite the increasing availability of electronic resources. The study identified inadequate awareness of digital resources, difficulties in navigating electronic databases, and satisfaction with existing print collections as major barriers to digital resource adoption. These findings indicate that technological availability alone does not guarantee effective utilization without corresponding improvements in awareness and user training. Similarly, Makri et al. (2006) investigated the information-seeking behaviour of law students and identified several challenges associated with digital law libraries. Users frequently experienced difficulties in navigating digital platforms, possessed limited knowledge of available legal databases, and often depended exclusively on a single database such as LexisNexis or Westlaw without understanding the comparative strengths of alternative resources. The authors recommended comprehensive user education programmes to improve both system-specific knowledge and broader awareness of diverse electronic legal information sources.

The literature demonstrates that digital information resources have become indispensable for legal research and professional practice. However, effective utilization depends upon digital literacy, institutional support, continuous training, mentorship, technological infrastructure, and user awareness. While previous studies have extensively examined law students, academic libraries, judges, advocates, and general legal practitioners, empirical investigations focusing specifically on corporate legal professionals remain scarce, particularly within the Indian context. Furthermore, limited evidence exists regarding the awareness, accessibility, utilization patterns, challenges, and satisfaction levels of corporate legal professionals in

Karnataka. The present study seeks to address this gap by empirically examining the use of digital information resources among corporate legal professionals in Karnataka, thereby contributing to the growing body of knowledge on legal information behaviour and digital library services.

3. OBJECTIVES

- To identify the digital information resources used by corporate legal professionals in Karnataka.
- To examine the purposes and frequency of using digital information resources among corporate legal professionals.
- To assess the challenges encountered by corporate legal professionals in accessing and using digital information resources.
- To evaluate the level of satisfaction of corporate legal professionals with the available digital information resources and services..

4. SCOPE AND METHODOLOGY

The present study focuses on the use of digital information resources among corporate legal professionals working at the Bengaluru branch of Khaitan & Co LLP. It examines their digital information retrieval behaviour, including the types of digital resources used, purposes of use, frequency of access, challenges encountered, and overall satisfaction with available digital information resources. The study is confined to the Bengaluru office of the organization; therefore, the findings are limited to the respondents included in the investigation and may not be generalized to all corporate legal professionals in India.

The study adopted a quantitative research approach using the survey method. Primary data were collected through a structured questionnaire administered to corporate legal professionals. A total of 103 valid responses were received and analyzed, comprising **56 female and 47 male respondents. The collected data were coded and analyzed using appropriate statistical techniques to examine the patterns of digital information resource usage and to achieve the objectives of the study. The findings provide empirical evidence on the digital information behaviour of corporate legal professionals and offer insights for improving digital information services and legal information management practices.

5. DATA ANALYSIS AND INTERPRETATION

Table 1. Frequency of use of digital information resources

Digital Information Resources	Daily (%)	Weekly (%)	Monthly (%)	Rarely (%)
Case law and Judgements	54 (52.43)	24 (23.30)	13 (12.62)	12 (11.65)
Statutes and Regulations	81 (78.64)	19 (18.45)	2 (1.94)	1 (0.97)
E-Books	27 (26.21)	23 (22.33)	39 (37.86)	14 (13.59)
E-Journals	10 (9.71)	33 (32.04)	28 (27.18)	32 (31.07)
Articles and Research Papers	35 (33.98)	35 (33.98)	19 (18.45)	14 (13.59)
Legal Databases	73 (70.87)	11 (10.68)	17 (16.50)	2 (1.94)
News and Business Information Services	66 (64.08)	31 (30.10)	5 (4.85)	1 (0.97)
Law Review Articles and Legal Blogs	56 (54.37)	33	7	7

		(32.04)	(6.80)	(6.80)
Government Websites	53 (51.46)	34 (33.01)	13 (12.62)	3 (2.91)
Subject-Specific Portals	41 (39.81)	38 (36.89)	10 (9.71)	14 (13.59)
Videos	20 (19.42)	23 (22.33)	10 (9.71)	50 (48.54)
News Articles	58 (56.31)	28 (27.18)	12 (11.65)	5 (4.85)
Broadcast	21 (20.39)	32 (31.07)	15 (14.56)	35 (33.98)
Social Media Posts	30 (29.13)	24 (23.30)	11 (10.68)	38 (36.89)
Research Reports	21 (20.39)	32 (31.07)	16 (15.53)	34 (33.01)
Forums and Experts' Opinions	12 (11.65)	54 (52.43)	22 (21.36)	15 (14.56)
Websites & Blogs	38 (36.89)	41 (39.81)	18 (17.48)	6 (5.83)
Industry-Specific Legal News	54 (52.43)	30 (29.13)	17 (16.50)	2 (1.94)
Contract Templates & Precedents	39 (37.86)	28 (27.18)	21 (20.39)	15 (14.56)
Compliance and Governance Updates	53 (51.46)	30 (29.13)	14 (13.59)	6 (5.83)

Table 1 shows the frequency of use of digital information resources by respondents. The data indicate that Statutes and Regulations were the most frequently accessed digital information resource, with 78.64% of respondents reporting daily use, followed by Legal Databases (70.87%), News and Business Information Services (64.08%), News Articles (56.31%), Law Review Articles and Legal Blogs (54.37%), Case Law and Judgements (52.43%), Industry-Specific Legal News (52.43%), Government Websites (51.46%), and Compliance and Governance Updates (51.46%). This pattern reflects the routine dependence of corporate legal professionals on authoritative legal and regulatory information for legal research, compliance, contract management, and advisory functions.

Weekly use was most prominent for Forums and Experts' Opinions (52.43%), followed by Websites & Blogs (39.81%), Subject-Specific Portals (36.89%), Articles and Research Papers (33.98%), and Government Websites (33.01%), indicating that these resources are mainly consulted for professional learning, discussion, and supplementary information.

Monthly use was highest for E-Books (37.86%), suggesting that electronic books are primarily used for in-depth reference rather than routine legal practice. In contrast, Videos (48.54%), Social Media Posts (36.89%), Broadcasts (33.98%), and Research Reports (33.01%) recorded comparatively higher levels of rare use, indicating that these resources play a relatively limited role in the day-to-day information-seeking behaviour of corporate legal professionals.

Table 2. Purpose of use of digital information resources

Purpose	Always (%)	Often (%)	Sometimes (%)	Rarely (%)
Drafting Legal Documents	44 (42.72)	18 (17.48)	33 (32.04)	8 (7.77)
Legal Research	89 (86.41)	5 (4.85)	7 (6.80)	2 (1.94)
Client Advisory	52 (50.49)	41 (39.81)	7 (6.80)	3 (2.91)

Training and Skill Development	32 (31.07)	27 (26.21)	30 (29.13)	14 (13.59)
To Identify Potential Legal Issues	44 (42.72)	20 (19.42)	28 (27.18)	11 (10.68)
To Conduct Due Diligence Reviews	28 (27.18)	52 (50.49)	20 (19.42)	3 (2.91)
To Access Judicial Precedents	85 (82.52)	10 (9.71)	6 (5.83)	2 (1.94)
For Presentations	46 (44.66)	25 (24.27)	24 (23.30)	8 (7.77)
Professionally to Keep Updated	66 (64.08)	8 (7.77)	18 (17.48)	11 (10.68)
To Know Business Opportunities	28 (27.18)	36 (34.95)	31 (30.10)	8 (7.77)
To Know Legal Trends in the Market	53 (51.46)	28 (27.18)	19 (18.45)	3 (2.91)

Table 2 presents the purpose of using digital information sources among the 103 corporate legal professionals. The findings reveal that legal research was the predominant purpose, with 89 (86.41%) respondents reporting that they always used digital information sources for this activity. Similarly, accessing judicial precedents was another major purpose, with 85 (82.52%) respondents indicating regular use. These findings demonstrate the central role of digital information resources in supporting legal research and evidence-based legal practice. A considerable proportion of respondents also reported that they always used digital information sources to keep themselves professionally updated (64.08%), track legal trends in the market (51.46%), and provide client advisory services (50.49%). Furthermore, 44 (42.72%) respondents consistently relied on digital resources for drafting legal documents and identifying potential legal issues, highlighting the importance of electronic legal information in routine professional activities.

The activity conducting due diligence reviews was most commonly reported under the often category, with 52 (50.49%) respondents indicating frequent use. Likewise, client advisory (39.81%) and identifying business opportunities (34.95%) were also activities for which respondents often consulted digital information sources. In contrast, training and skill development and business opportunity identification showed comparatively higher responses in the sometimes category, suggesting that these purposes are less frequent than core legal functions. The findings indicate that corporate legal professionals primarily utilize digital information sources for legal research, judicial precedents, professional updating, legal trend analysis, and client advisory services. The high proportion of respondents reporting always and often across these activities underscores the indispensable role of digital information resources in contemporary corporate legal practice.

Table 3. Impact of digital information resources on work and productivity

Impact Statement	Strongly Agree (%)	Agree (%)	Neutral (%)	Disagree (%)
DIR influenced legal research significantly faster	74 (71.84)	24 (23.30)	5 (4.85)	0 (0.00)
DIR improved the quality of work with accuracy	66 (64.08)	33 (32.04)	4 (3.88)	0 (0.00)
DIR improved the depth of analysis	61 (59.22)	37 (35.92)	5 (4.85)	0 (0.00)
DIR improved collaboration with colleagues	28 (27.18)	43 (41.75)	30 (29.13)	2 (1.94)
Improved client advisory services	38 (36.89)	54 (52.43)	11 (10.68)	0 (0.00)

Supporting legal drafting	29 (28.16)	61 (59.22)	13 (12.62)	0 (0.00)
Supporting professional/course preparation	26 (25.24)	56 (54.37)	20 (19.42)	1 (0.97)
Keep up to date with legal updates	63 (61.17)	32 (31.07)	8 (7.77)	0 (0.00)
Helps in compliance management	32 (31.07)	42 (40.78)	28 (27.18)	1 (0.97)
Helps in professional development	39 (37.86)	50 (48.54)	14 (13.59)	0 (0.00)
Provides better insight for informed decisions	49 (47.57)	45 (43.69)	9 (8.74)	0 (0.00)

Table 3 presents the perceived impact of digital information resources (DIRs) on the work and productivity of corporate legal professionals. The findings indicate that respondents overwhelmingly acknowledged the positive contribution of digital information resources to their professional activities. The highest proportion of respondents strongly agreed that DIRs made legal research significantly faster (74; 71.84%), followed by improving the quality and accuracy of work (66; 64.08%) and helping them stay updated with legal developments (63; 61.17%). Similarly, a majority of respondents strongly agreed that DIRs enhanced the depth of legal analysis (59.22%), reflecting their value in supporting comprehensive legal research and interpretation. More than half of the respondents agreed that digital information resources improved client advisory services (52.43%), supported legal drafting (59.22%), and facilitated professional or course preparation (54.37%). Furthermore, 47.57% of respondents strongly agreed and 43.69% agreed that digital information resources provide better insights for informed legal decision-making, highlighting their significance in evidence-based legal practice.

Although most respondents expressed positive perceptions, comparatively higher neutral responses were observed for collaboration with colleagues (29.13%) and compliance management (27.18%), suggesting that these areas may depend on additional organizational practices and collaborative technologies beyond digital information resources alone. The findings demonstrate that digital information resources have a substantial positive impact on the efficiency, quality, productivity, and professional effectiveness of corporate legal professionals. Their widespread acceptance underscores the growing importance of digital legal information systems in supporting contemporary corporate legal practice.

Table 4. Problems faced while accessing digital information sources

Problems	Always (%)	Often (%)	Sometimes (%)	Rarely (%)	Never (%)
Slow/Poor Internet Connection	7 (6.80)	34 (33.01)	18 (17.48)	33 (32.04)	11 (10.68)
Website Downtime	4 (3.88)	41 (39.81)	24 (23.30)	27 (26.21)	7 (6.80)
Compatibility Issues with Devices	4 (3.88)	20 (19.42)	24 (23.30)	40 (38.83)	15 (14.56)
Login/Authentication Problems	4 (3.88)	20 (19.42)	24 (23.30)	40 (38.83)	15 (14.56)
Broken Links	5 (4.85)	16 (15.53)	34 (33.01)	33 (32.04)	15 (14.56)
Delay in Accessing E-resources through Browsers	7 (6.80)	29 (28.16)	38 (36.89)	21 (20.39)	8 (7.77)
Limited Access	22 (21.36)	23 (22.33)	33 (32.04)	12 (11.65)	13 (12.62)

Information Overload	8 (7.77)	24 (23.30)	38 (36.89)	20 (19.42)	13 (12.62)
Outdated Content	5 (4.85)	32 (31.07)	30 (29.13)	22 (21.36)	14 (13.59)
Copyright Restrictions	14 (13.59)	5 (4.85)	19 (18.45)	49 (47.57)	16 (15.53)
Privacy Concerns	3 (2.91)	16 (15.53)	10 (9.71)	55 (53.40)	19 (18.45)
Lack of Digital Literacy Skills	3 (2.91)	16 (15.53)	10 (9.71)	55 (53.40)	19 (18.45)
Multi-user Access Limitations	7 (6.80)	22 (21.36)	35 (33.98)	19 (18.45)	20 (19.42)
Lack of User-friendly Platforms	15 (14.56)	23 (22.33)	40 (38.83)	15 (14.56)	10 (9.71)
Time Constraints	12 (11.65)	24 (23.30)	39 (37.86)	18 (17.48)	10 (9.71)
Limited Access to Premium Sources	21 (20.39)	27 (26.21)	31 (30.10)	15 (14.56)	9 (8.74)
Dependency on Technology	14 (13.59)	23 (22.33)	28 (27.18)	16 (15.53)	22 (21.36)
Distractions	5 (4.85)	9 (8.74)	35 (33.98)	31 (30.10)	23 (22.33)

Table 4 presents the challenges encountered by corporate legal professionals while accessing digital information sources. The findings indicate that limited access to digital resources (22; 21.36%) and limited access to premium information sources (21; 20.39%) were the most frequently reported problems under the category. These findings suggest that subscription restrictions and restricted institutional access remain significant barriers to effective information retrieval. Among the often-reported problems, website downtime (41; 39.81%) emerged as the most common operational challenge, followed by slow or poor internet connectivity (34; 33.01%), outdated content (32; 31.07%), and delays in accessing e-resources through web browsers (29; 28.16%). These technical issues can adversely affect the efficiency of legal research and timely access to critical legal information.

Several problems were experienced only sometimes, including lack of user-friendly platforms (40; 38.83%), time constraints (39; 37.86%), information overload (38; 36.89%), multi-user access limitations (35; 33.98%), and broken links (34; 33.01%). These findings indicate that while these issues are not persistent, they occasionally hinder effective utilization of digital information resources. In contrast, privacy concerns (55; 53.40%) and lack of digital literacy skills (55; 53.40%) were reported as rarely experienced by the majority of respondents, suggesting that most corporate legal professionals possess adequate digital competencies and have relatively few concerns regarding data privacy. Similarly, copyright restrictions were also reported as a rare issue by nearly half of the respondents (49; 47.57%). The findings demonstrate that the principal challenges faced by corporate legal professionals are primarily related to resource accessibility, subscription limitations, internet connectivity, and technical infrastructure, rather than deficiencies in digital skills or awareness. These results underscore the need for organizations to strengthen digital infrastructure, improve access to premium legal databases, and ensure reliable network connectivity to enhance the effective use of digital information resources.

Table 5. Effect of AI-related factors on efficiency and productivity

AI-Related Factors	Yes (%)	No (%)
Difficulty integrating with existing workflows	30 (29.13)	73 (70.87)
Accuracy and reliability of the tools	60 (58.25)	43 (41.75)
Lack of transparency in how the tools work	23 (22.33)	80 (77.67)
Ethical concerns about using AI in legal practice	33 (32.04)	70 (67.96)

Table 5 presents the AI-related factors affecting the efficiency and productivity of corporate legal professionals. Among the respondents, the accuracy and reliability of AI tools emerged as the most significant concern, with 60 (58.25%) respondents indicating that it affects their work. This finding suggests that confidence in the accuracy and consistency of AI-generated outputs remains a critical factor influencing the adoption of AI technologies in corporate legal practice. The second most frequently reported concern was ethical issues associated with the use of AI in legal practice, identified by 33 (32.04%) respondents. This indicates that issues such as confidentiality, accountability, bias, and professional responsibility continue to influence perceptions of AI adoption in the legal domain. Similarly, 30 (29.13%) respondents reported difficulty integrating AI tools into existing workflows, suggesting that organizational processes, compatibility with current systems, and resistance to workflow changes may hinder the effective implementation of AI technologies.

In contrast, lack of transparency in how AI tools work was reported by only 23 (22.33%) respondents, making it the least frequently cited concern among the AI-related factors examined. This suggests that while explainability remains an issue for some users, it is considered less problematic than concerns regarding the reliability, ethical implications, and practical integration of AI applications. The findings indicate that corporate legal professionals recognize the potential of AI to enhance legal practice; however, successful adoption depends on improving the accuracy, reliability, ethical governance, and seamless integration of AI tools into existing legal workflows. Addressing these concerns is essential for maximizing the efficiency and productivity benefits of AI-assisted legal services.

Table 6. Accessibility and Satisfaction with Digital Platforms

Digital Platforms	Very Satisfied (%)	Satisfied (%)	Neutral (%)	Dissatisfied (%)
Westlaw	9 (8.74)	30 (29.13)	55 (53.40)	9 (8.74)
LexisNexis	15 (14.56)	60 (58.25)	28 (27.18)	0 (0.00)
Manupatra	40 (38.83)	47 (45.63)	13 (12.62)	3 (2.91)
SCC Online	64 (62.14)	28 (27.18)	10 (9.71)	1 (0.97)
HeinOnline	13 (12.62)	38 (36.89)	35 (33.98)	17 (16.50)
Taxmann	34 (33.01)	17 (16.50)	41 (39.81)	11 (10.68)
LiveLaw	41 (39.81)	27 (26.21)	25 (24.27)	10 (9.71)
JSTOR	17 (16.50)	30 (29.13)	47 (45.63)	9 (8.74)
Bar and Bench	34 (33.01)	25 (24.27)	34 (33.01)	10 (9.71)
Bloomberg Law	3 (2.91)	21 (20.39)	64 (62.14)	15 (14.56)
ProQuest Congressional	4 (3.88)	16 (15.53)	65 (63.11)	18 (17.48)
Casetext	8	29	59 (57.28)	7

	(7.77)	(28.16)		(6.80)
Law360	10 (9.71)	23 (22.33)	66 (64.08)	4 (3.88)
Indian Kanoon	31 (30.10)	42 (40.78)	19 (18.45)	11 (10.68)
AIR Online	24 (23.30)	24 (23.30)	44 (42.72)	11 (10.68)
AustLII	8 (7.77)	18 (17.48)	68 (66.02)	9 (8.74)
Casemine	17 (16.50)	34 (33.01)	42 (40.78)	10 (9.71)
CLA Online	9 (8.74)	22 (21.36)	57 (55.34)	15 (14.56)
Corpository	43 (41.75)	30 (29.13)	27 (26.21)	3 (2.91)
Global Competition Review (GCR)	15 (14.56)	23 (22.33)	64 (62.14)	1 (0.97)
HS Online	10 (9.71)	28 (27.18)	65 (63.11)	0 (0.00)
i-Law	11 (10.68)	22 (21.36)	69 (66.99)	1 (0.97)
InstaVat Info Pvt. Ltd.	9 (8.74)	27 (26.21)	67 (65.05)	0 (0.00)
Kluwer Arbitration Law	36 (34.95)	22 (21.36)	44 (42.72)	1 (0.97)
Kluwer International Tax Law	27 (26.21)	18 (17.48)	58 (56.31)	0 (0.00)
Lawstreetindia (LSI)	5 (4.85)	18 (17.48)	77 (74.76)	3 (2.91)
MarketStandard	6 (5.83)	20 (19.42)	76 (73.79)	1 (0.97)
Mergermarket	11 (10.68)	22 (21.36)	70 (67.96)	0 (0.00)
Practical Law Company (PLC)	19 (18.45)	18 (17.48)	63 (61.17)	3 (2.91)
S&P Capital IQ	8 (7.77)	22 (21.36)	71 (68.93)	2 (1.94)
Saverisk	16 (15.53)	49 (47.57)	35 (33.98)	3 (2.91)
Taxindiaonline	14 (13.59)	19 (18.45)	68 (66.02)	2 (1.94)
Taxmanagementindia.com	12 (11.65)	19 (18.45)	72 (69.90)	0 (0.00)
Venture Intelligence	12 (11.65)	21 (20.39)	70 (67.96)	0 (0.00)
Westlaw India	13 (12.62)	36 (34.95)	51 (49.51)	3 (2.91)

Table 6 presents the level of accessibility and satisfaction with various digital legal information platforms among corporate legal professionals. The findings indicate that SCC Online received the highest level of very satisfied responses (64; 62.14%), highlighting its widespread acceptance as the preferred legal research platform. Other platforms with high levels of satisfaction included Corpository (41.75%), LiveLaw (39.81%), Manupatra (38.83%), and Kluwer Arbitration Law (34.95%), suggesting that these resources effectively support legal research, case analysis, and regulatory compliance. Among the satisfied responses, LexisNexis recorded the highest proportion (60; 58.25%), followed by Saverisk (47.57%), Manupatra (45.63%), Indian Kanoon (40.78%), and HeinOnline (36.89%). These

findings demonstrate that established commercial legal databases continue to play a significant role in supporting the professional information needs of corporate legal practitioners.

Neutral responses were comparatively higher for platforms such as Lawstreetindia (74.76%), MarketStandard (73.79%), Taxmanagementindia.com (69.90%), S&P Capital IQ (68.93%), Mergermarket (67.96%), and Venture Intelligence (67.96%). The predominance of neutral responses suggests limited awareness, infrequent usage, or restricted institutional access to these specialized resources. Dissatisfaction levels were generally low across most platforms. However, relatively higher dissatisfaction was observed for ProQuest Congressional (17.48%), HeinOnline (16.50%), CLA Online (14.56%), and Bloomberg Law (14.56%). These findings may reflect challenges related to accessibility, subscription availability, usability, or the relevance of these platforms to the respondents' day-to-day legal practice. The results indicate that SCC Online, LexisNexis, Manupatra, LiveLaw, and Indian Kanoon are the most preferred and satisfactory digital legal information platforms among corporate legal professionals, whereas several specialized international databases appear to be underutilized, highlighting opportunities for increased awareness, training, and institutional subscription support.

CONCLUSION

The present study examined the use of digital information resources among corporate legal professionals at the Bengaluru branch of Khaitan & Co. LLP. The findings demonstrate that digital information resources have become indispensable for corporate legal practice, supporting legal research, legal drafting, client advisory, compliance management, and professional decision-making. The study confirms that corporate legal professionals extensively rely on digital platforms to access timely, accurate, and authoritative legal information. The results revealed that legal research (86.41%) and accessing judicial precedents (82.52%) were the predominant purposes for using digital information resources, highlighting their critical role in evidence-based legal practice. A substantial proportion of respondents also reported using digital resources for professional updating (64.08%), tracking legal trends (51.46%), and client advisory services (50.49%), indicating that digital information resources have become central to routine legal operations. With respect to the frequency of use, statutes and regulations (78.64%), legal databases (70.87%), news and business information services (64.08%), industry-specific legal news (52.43%), and government websites (51.46%) were the resources most frequently accessed on a daily basis, reflecting the information requirements of corporate legal professionals in a rapidly evolving regulatory environment.

The study further revealed that digital information resources have made a significant positive contribution to work efficiency and productivity. Most respondents agreed that digital resources enabled faster legal research (71.84%), improved the quality and accuracy of legal work (64.08%), enhanced the depth of legal analysis (59.22%), and helped them remain updated with legal developments (61.17%). Respondents also acknowledged the role of digital resources in strengthening client advisory services, supporting legal drafting, and facilitating informed legal decision-making, thereby demonstrating their value in enhancing professional performance and service quality. Despite these benefits, the study identified several challenges affecting the effective utilization of digital information resources. Limited access to digital resources (21.36%) and restricted access to premium legal databases (20.39%) emerged as the most significant barriers. Operational challenges such as website downtime (39.81%), slow internet connectivity (33.01%), outdated content (31.07%), and browser-related access delays (28.16%) also affected users' information retrieval experience.

However, issues related to digital literacy and privacy concerns were reported less frequently, suggesting that most respondents possess adequate digital competencies to utilize available digital platforms effectively.

The findings also indicate that respondents are generally satisfied with the major legal information platforms available to them. SCC Online received the highest level of satisfaction, followed by LexisNexis, Manupatra, LiveLaw, and Indian Kanoon, confirming their importance as preferred sources of legal information. In contrast, relatively higher neutral responses for specialized international databases suggest lower awareness, limited institutional subscriptions, or less frequent use of these resources in day-to-day corporate legal practice. The study also explored the influence of artificial intelligence on legal information retrieval. The results show that accuracy and reliability of AI tools (58.25%) constitute the primary concern among respondents, followed by ethical issues (32.04%) and integration with existing legal workflows (29.13%). These findings indicate that although AI has considerable potential to improve legal research and productivity, successful adoption requires reliable AI systems, transparent governance, ethical safeguards, and seamless integration into organizational processes. The study concludes that digital information resources have significantly transformed the information-seeking behaviour and professional practices of corporate legal professionals by improving the efficiency, quality, and effectiveness of legal services. To maximize these benefits, organizations should strengthen subscriptions to premium legal databases, enhance digital infrastructure, ensure uninterrupted internet connectivity, and provide continuous training on advanced legal information systems and AI-enabled legal research tools. Future studies may extend this research to multiple corporate law firms across different regions of India to enable broader generalization and comparative analysis of digital information resource utilization in the corporate legal sector.

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