

STUDENT SATISFACTION WITH INTERNET USAGE

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Internet is a global computer net work which provides large and different type of information and communication facilities including inter connected net works using standardized communication protocols¹ .

Materials and Methods

The present study analyses the satisfaction of the students with internet usage. The study was undertaken in St. Peters College Kolenchery. The respondents of the study were commerce students. The data were suitably classified and analyzed based on the objective of the study. For analysis, statistical tools like percentages and chi-square test were used.

Results

For most of the students, the level of satisfaction with the endless information obtained through internet, latest News updates and submission of education files and applications was very high. Most of them were not much satisfied with the online purchasing, online payment mechanism and with Online Banking.

Conclusion

The majority of the students were very much satisfied with the endless information obtained through internet, latest News updates and submission of education files and applications and were not much satisfied with the online purchasing, online payment mechanism and with Online Banking.

Key words: Internet, Online Banking, online payment mechanism, Digital Lab Unit.

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Manuscript

Introduction

Internet is a global computer network which provides large and different type of information and communication facilities including interconnected networks using standardized communication protocols¹.(Sakina Bashir (2011)² conducted a study on Internet Use among University Students: A Survey in University of the Punjab, Lahore. The objective of the study was to explore the Internet use behavior of students. The results show that most of the students use this technology for course related reading and research needs. They are new users of the Internet. They use it at the University Library's Digital Lab Unit as well as their departments and homes. A large number of them have learnt to use the Internet tools by themselves, or relying on assistance from friends without attending any formal training programs. Ease of work and time saving are the reasons of Internet use among university students. Greene and Zimmer,(2003)³The internet usage could enhance research skills and cross cultural learning by providing a better understanding of foreign countries and cultural differences as well as enhance students' cross – cultural communication skills.

Significance of the study

Internet technology has now become a vital tool in the everyday life of the human beings. The present study relating to the student satisfaction on internet usage would be helpful to the website operators to know the areas where the services are to be improved and in fine-tuning their offering to satisfy the needs of the audience. The findings of the study would be useful not only to education policy makers and project officers in designing e-learning resources' websites but also the e-learning resources and website designers to design websites with features or incentives that could motivate students to utilize the Internet more for a wide range of important uses. In this context, the present study titled "Student Satisfaction with Internet Usage" assumes greater significance.

Scope of the Study

The proposed research work attempts to study the Student Satisfaction with Internet Usage. The study was undertaken in St. Peters College Kolenchery. The respondents of the study are the commerce students.

Objectives of study

To analyze the level of satisfaction with the usage of internet among the commerce students of St. Peters College Kolenchery.

Hypothesis of the Study

Based on the objective of the study the following hypothesis was formulated.

H₀₁ There is no significant difference in the level of satisfaction with the usage of internet among the Commerce Students of St. Peters College, Kolenchery.

Research Methodology**Selection of Sample:**

The respondents of the study are the UG and PG students of the Dept. of Commerce of St. Peters College Kolenchery. There are in all 184 students in the department in the academic year 2016-'17. All the students are selected for the purpose of study.

Collection of data:

Both primary and secondary data are used for the study. The primary data are collected through structured questionnaires circulated among the respondents. The secondary data are collected from books, journals and various web sites.

Tools of Analysis:

The data collected are suitably classified and analyzed based on the objectives of the study. Analysis is done via statistical software 17.0. Statistical tools like percentages and chi-square test have been applied for analyzing the data.

Period of study

The survey has been conducted from 1st November 2016 to 5th January 2017.

Major Findings of the study

29% of the respondents were 3rd B. Com students, First and second year students consisted of 26% each and the remaining respondents were First and Second M.Com students (10% and 9% respectively) (Table 1). The study revealed that 34% of the respondents were males and 66%

were females (Table 2). All the students used Internet (Table 3). For 58% of respondents, the level of satisfaction on the endless information, which they obtained through internet was very high, 28% of them were highly satisfied with that aspect. However, for 11% of the respondents the satisfaction level on the usage of internet in getting endless information was either low or very low (Table 4). 15% of respondents had a very high level of satisfaction with the usage of Internet for online purchasing. 30% were highly satisfied, 10% had low level of satisfaction and another 14% had very low level of satisfaction in that aspect (Table 5). 12% of respondents had a very high level of satisfaction with the online payment mechanism. 25% were highly satisfied, 10% had low level of satisfaction and another 22% had very low level of satisfaction in this aspect (Table 6). 15% of respondents had a very high level of satisfaction with the Online Banking. 28% were highly satisfied, 11% had low level of satisfaction and another 17% had very low level of satisfaction in this aspect (Table 7). 33% of respondents had a very high level of satisfaction with the latest News updates. 35% were highly satisfied, 3% had low level of satisfaction and another 11% had very low level of satisfaction in this aspect (Table 8). 27% of respondents had a very high level of satisfaction with the submission of education files and applications. 32% were highly satisfied, 8% had a low level of satisfaction and another 17% had a very low level of satisfaction in this aspect (Table 9). This square test was applied to know whether there is any significant difference in the level of satisfaction with the usage of internet among the Commerce Students of St. Peters College, Kolenchery. The test results were given in Table 5, Table 6, Table 7, Table 8, Table 9 and Table 10. It is revealed that there is a significant difference in this aspect among the students since p value 0.000 is less than 0.05. Therefore, the null hypothesis H_{01} is rejected.

CONCLUSION

For most of the students, the level of satisfaction with the endless information obtained through internet, latest News updates and submission of education files and applications was very high. Most of them were not much satisfied with the online purchasing, online payment mechanism and with Online Banking.

References

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Table 1 Classification of the Respondentson the basis of Course of Study

Course of study	Frequency	Percent
B.Com 1st Year	48	26.0
B.Com 2nd Year	48	26.0
B.Com 3rd Year	52	29.0
M.com 1st year	19	10.0
M.com 2nd Year	17	9.0
Total	184	100.0

Source: Primary Data

Table 2 Gender of the Respondents

Gender	Frequency	Percent
Male	64	34
Female	120	66
Total	184	100.0

Source: Primary Data.

Table 3 Classification of Respondents on the basis of usage of internet

Responses	Frequency	Percent
Yes	184	100.0
No	-	-
Total	184	100.0

Source: Primary Data.

Table 4 Level of satisfaction of the Respondents with the Internet Usage (Test statistics)

Level of satisfaction with	N	Mean	Std. Deviation
Endless Information	184	4.25	1.161
Online Purchasing	184	3.23	1.229
Online Payment Mechanism	184	2.97	1.314
Net Banking	184	3.12	1.289
Latest News Update	184	3.79	1.216
Submission of Educational Files and Applications	184	3.38	1.443

Source: Primary Data.

Table 5 Level of satisfaction of the Respondents with the Internet Usage -Endless Information

Endless Information	Frequency	Percent
Very High	106	58.0
High	51	28.0
Neutral	7	3.0
Low	7	4.0
Very Low	13	7.0
Total	184	100.0

Source: Primary Data.

 $\chi^2=199.261$ with 4 degrees of freedom significant at 5 % level.

Table 6 Level of satisfaction of the Respondents with the Internet Usage -Online Purchasing

Online Purchasing	Frequency	Percent
Very High	28	15.0
High	55	30.0
Neutral	57	31.0
Low	19	10.0
Very Low	25	14.0
Total	184	100.0

Source: Primary Data.

$\chi^2=34.587$ with 4 degrees of freedom significant at 5 % level.

Table 7 Level of satisfaction of the Respondents with the Internet Usage -Online Payment Mechanism

Online Payment Mechanism	Frequency	Percent
Very High	23	12.0
High	46	25.0
Neutral	57	31.0
Low	18	10.0
Very Low	40	22.0
Total	184	100.0

Source: Primary Data.

$\chi^2=28.446$ with 4 degrees of freedom significant at 5 % level.

Table 8 Level of satisfaction of the Respondents with the Internet Usage - Net Banking

Net Banking	Frequency	Percent
Very High	27	15.0
High	52	28.0
Neutral	54	29.0

Low	19	11.0
Very Low	32	17.0
Total	184	100.0

Source: Primary Data.

$\chi^2=26.163$ with 4 degrees of freedom significant at 5 % level.

Table 9Level of satisfaction of the Respondents with the Internet Usage -Latest News Update

Latest News Update	Frequency	Percent
Very High	61	33.0
High	65	35.0
Neutral	33	18.0
Low	5	3.0
Very Low	20	11.0
Total	184	100.0

Source: Primary Data.

$\chi^2=71.109$ with 4 degrees of freedom significant at 5 % level.

Table 10Level of satisfaction of the Respondents with the Internet Usage -Submission of Educational Files and Applications

Submission of Educational Files and Applications	Frequency	Percent
Very High	49	27.0
High	59	32.0
Neutral	30	16.0
Low	14	8.0
Very Low	32	17.0
Total	184	100.0

Source: Primary Data

$\chi^2=30.185$ with 4 degrees of freedom significant at 5 % level.