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IMPACT OF INTERNET IN ACADEMIC EFFICIENCY OF STUDENTS AMONG ENGINEERING GRADUATES

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ABSTRACT

In the modern digital world, Internet service play a crucial role in enriching new trends among young graduates. Internet have empowered new technology to young learners to progress their academic work. It is very essential to measure the impact of internet service among engineering graduates which paved the way for higher studies and employment. Digital era may oblige to learn everything in their routine life with new techniques. In this study, questionnaire is structured and issued to 180 engineering graduates around 3 colleges in Tirunelveli district. Out of 180, 164 responded and get collected. After analyzing , we came to know that 44.43 % of the respondent have strongly agree the positive impact in their academic way. In turn, 41.29% of the respondent have strongly agree the negative impact in their academic way.

KEYWORD

Internet, Empowered, Digital, Innovative, Academic, Impact

INTRODUCTION

Internet is a network of networks. Internet may wrap entire world into single entity. It reduce the gap between young learner and new technology. It enrich vast amount of information from anywhere at any time. Internet is a commercial backbone in the modern digital world. It carries and distribute wide range of information. The Internet carries many network services, most prominently mobile apps such as social media apps, the World Wide Web, electronic mail, multiplayer online games, Internet telephony, and file sharing services⁹. It plays a huge role among young graduates to learn, work and develop their academic skill.

NEED FOR THE STUDY

Internet had enormous growth and progressive every day action of academic work. So, it is very necessary to measure the impact of internet perception among young engineering graduates in their academic growth of day today routine life.

OBJECTIVES OF STUDY

In this paper, we would to like to determine the following objectives.

- To study the Internet utilization behaviour of the students
- To identify the constraints in utilizing the internet services
- To identify the positive impact of internet service
- To identify the negative impact of internet service

- To measure the effective utilization of internet.
- To identify the challenges in using Internet services

SCOPE AND LIMITATIONS

This study is limited to college around Tirunelveli district affiliated with Annauniversity, Chennai.

HYPOTHESIS

In this study, to measure the impact of internet service, the following hypotheses have been constructed and those are tested by specific statistical tools.

- There is no significant difference between genders in frequent use of internet per week
- There is no significant difference among courses in frequent use of internet per week
- There is no significant difference between genders in frequently used device to access internet
- There is no significant realtationship among most frequently Internet user and Purpose of using internet
- There is no significant differences among groups and positive impact
- There is no significant differences among groups and negative impact
- There is no significant differences among genders in Internet satisfaction

RESEARCH METHODS

In this study, Questionnaire is prepared and distributed to 3 colleges affiliated to Annauniversity around district of Tirunelveli. 180 questions distributed. Out of 180, 164 responded and get collected. All respondents are belonged to under graduates.

DATA ANALYSIS AND INTERPRETATION

1. GENDERWISE DISTRIBUTION

Table 1 – Gender wise distribution of respondents

S.NO	GENDER	RESPONDENTS	%
1	Male	77	46.95
2	Female	87	53.05
	Total	164	100

Out of 164 respondents, Female is in top most level(53.05%) followed by male(46.95%)

2. YEARWISE DISTRIBUTION

Table 2 – Year wise distribution of respondents

S.NO	Year	RESPONDENTS	%
1	I Year	30	18.29
2	II Year	29	17.68

	Total	164	100
4	IV Year	52	31.71
3	III Year	53	32.32

Out of 164 respondents, III year is in top most level(32.32%) followed by IV Year (31.71%), I Year (18.29%), II Year (17.68%).

3. COURSEWISE DISTRIBUTION

Table 3 – Course wise distribution of respondents

S.NO	COURSES	RESPONDENTS	%
1	ECE	40	23.39
2	EEE	42	25.61
3	CSE	42	25.61
4	CIVIL	40	23.39
	Total	164	100%

Out of 164 respondents, CSE & EEE share top most level(25.61%) followed by CIVIL & ECE (23.39%)

4.FREQUENCY OF INTERNET USAGE

Hypothesis Statement

H0:There is no significant difference between genders in frequent use of internet per week H1:There is a significant difference between genders in frequent use of internet per week

Table 4 – Frequency of Internet Usage of respondents per week

GENDER	Daily	More than 3	2-3	TOTAL
		times a week	times a	
			week	
MALE	60	07	10	77
	(77.92%)	(9.09%)	(12.99%)	(46.95%)
FEMALE	70	6	11	87
	(80.46%)	(6.9%)	(12.64%)	(53.05%)
TOTAL	130	13	21	164
	(79.27%)	(7.93%)	(12.81%)	(100%)

Out of 164 respondents, Daily usage of Internet in top most level(79.27%) followed by 2-3 times a week(12.81%), More than 3 times a week (7.93%).

Table 4A – CHI-SQUARE SUMMARY RESULT

CHI-SQUARE	DEGREE	LEVEL OF	
------------	--------	----------	--

CALCULATED	OF	SIGNIFICANCE
VALUE	FREEDOM	
0.2851	2	0.05
		SIGNIFICANT

The chi-square statistic value is 0.2851. The p-value for level 0.05 is 0.867154. The calculated Chi-square statistic value is less than critical value. Hence the result is not significant. Therefore Null Hypothesis is accepted. (i.e) There is no significant difference among genders in frequent access of internet.

5.FREQUENCY OF INTERNET USAGE AS PER COURSE WISE

Hypothesis Statement

H0:There is no significant difference among courses in frequent use of internet per week H1:There is a significant difference among courses in frequent use of internet per week

Table 5 – Frequency of Internet Usage of respondents as per coursewise

COURSE	Daily	More than 3	2-3	TOTAL
		times a week	times a	
			week	
ECE	30	5	5	40
	(75%)	(12.5%)	(12.5%)	(23.39%)
EEE	31	6	5	42
	(73.81%)	(14.29%)	(11.9%)	(25.61%)
CSE	38	1	3	42
	(90.48%)	(2.38%)	(7.14%)	(25.61%)
CIVIL	31	1	8	40
	(77.55%)	(2.5%)	(20%)	(23.39%)
TOTAL	130	13	21	164
	(79.27%)	(7.93%)	(12.81%)	(100%)

Out of 164 respondents, CSE(90.48%) is top level in Daily usage of Internet followed by CIVIL (77.55%), ECE(75%), and EEE (73.81%).

Out of 164 respondents, CIVIL(20%) is top level in 2-3 times a week usage of Internet followed by ECE (12.5%), EEE(11.9%), and CSE (7.14%).

Out of 164 respondents, EEE(14.29%) is top level in more than 3 times a week usage of Internet followed by ECE(12.5%), CIVIL(2.5%), and CSE(2.38%).

Table 5A – CHI-SQUARE SUMMARY RESULT

CHI-SQUARE CALCULATED VALUE	DEGREE OF FREEDOM	LEVEL OF SIGNIFICANCE
9.9429	6	0.05
		SIGNIFICANT

The chi-square statistic value is 9.9429. The p-value for level 0.05 is 0.127077. The calculated Chi-square statistic value is greater than critical value. The result is significant. Therefore Null Hypothesis is rejected. (i.e) There is a significant difference among courses in frequent access of internet per week.

6. FREQUENTLY USED DEVICE TO ACCESS INTERNET

Hypothesis Statement

H0:There is no significant difference between genders in frequently used device to access internet

H1:There is a significant difference between genders in frequently used device to access internet

Table 6 – Frequency of device to access internet by respondents

GENDER	Laptop	Desktop	Mobile	TOTAL
MALE	10	20	47	77
	(77.92%)	(9.09%)	(12.99%)	(46.95%)
	·	·		
FEMALE	13	18	56	87
	(80.46%)	(6.9%)	(12.64%)	(53.05%)
	, ,	, ,		
TOTAL	23	38	103	164
	(14.02%)	(23.17%)	(62.80%)	(100%)

Out of 164 respondents, frequently accessed device is mobile in top most level (62.80%) followed by Desktop (23.17%), Laptop (14.02%)

Table 6A – CHI-SQUARE SUMMARY RESULT

CHI-SQUARE CALCULATED VALUE	DEGREE OF FREEDOM	LEVEL OF SIGNIFICANCE
0.6757	2	0.05
		SIGNIFICANT

The chi-square statistic value is 0.6757. The p-value for level 0.05 is 0.713291. The calculated Chi-square statistic value is less than critical value. The result is not significant. Therefore Null Hypothesis is accepted. (i.e) There is no significant difference between genders in frequently used device to access internet.

7. LEVEL OF EXPERIENCE OF USING INTERNET

Table 7 – Level of Experience of using internet by respondents

S.NO	Level of	RESPONDENTS	%
	Experience		
1	Less than 1	10	6.10
	year		
2	1-2	34	20.73
3	2-3 years	61	37.20
4	3-5 years	48	29.27
5	More than 5 years	11	6.71
	Total	164	100

Out of 164 respondents, Level of experience is 2-3 years in top most level (37.20%) followed by 3-5 years (29.27%), 1-2 years (20.73%), Less than 1 year (6.10%), More than 5 years (6.71%).

8. INTERNET ACCESS POINT

Table 8 – Most Accessed Point of accessing Internet by respondents

S.NO	Most	RESPONDENTS	%
	Accessd		
1	College	25	15.24
	Campus		
2	Home	122	74.39
3	Browsing	17	10.37
	Centre		
Total		164	100

Out of 164 respondents, Most accessed point of accessing internet is Home (74.39%), followed by College Campus (15.24%), Browsing Centre (10.37%).

9. PREFERRED SEARCH ENGINES

Table 9 – Most Accessed Search Engines by respondents

S.NO	Search	RESPONDENTS	%
	Engine		
1	Google	107	65.24
2	Altavista	13	7.93
3	Bing	12	7.32
4	Yahoo	24	14.63
5	Others	08	4.88
Total		164	100

Out of 164 respondents, Most accessed search engines is Google (65.24%), followed by Yahoo (14.63%), Altavista (7.93%), Bing (7.32%), and Others (4.88%).

10. PURPOSE OF USING INTERNET

Table 10 – Purpose of using Internet by respondents

S.NO	Purpose	RESPONDENTS	%
1	Exam	17	10.37
2	Job Oriented	35	21.34
3	Research	6	3.66
4	Assignments	15	9.15
5	Seminars	13	7.93
6	Projects	34	20.73
7	Entertainment	44	26.83
	Total	164	100

Out of 164 respondents, most purpose of using internet is Entertainment (26.83%) in the top most level followed by Job oriented (21.34%), Projects (20.73%) ,Exam (10.37%), Assignment (9.15%), Seminars (7.93%) and Research (3.66%).

Hypothetical statement

H0: There is no significant realtationship among most frequently Internet user and Purpose of using internet

H1: There is a significant realtationship among most frequently Internet user and Purpose of using internet

Table 10A – Purpose of using Internet by daily user

S.NO	Purpose	Daily user	Other	Total	%
			user		
1	Exam	11	06	17	10.37
2	Job Oriented	29	06	35	21.34
3	Research	5	01	06	3.66
4	Assignments	10	05	15	9.15
5	Seminars	07	06	13	7.93
6	Projects	28	06	34	20.73
7	Entertainment	40	04	44	26.83
	Total	130	34	164	100

The chi-square statistic value is 23.78922 The p-value for level 0.05 is 0.000571 (P<0.05). The calculated Chi-square statistic value is greater than critical value. The result is significant. Therefore Null Hypothesis is rejected (i.e) There is a significant association between between frequent user and Purpose of using internet.

11. FREQUENTLY USED FORMAT TO ACCESS INFORMATION FROM INTERNET

Table 11 – Frequently Used format from Internet by respondents

S.NO	FORMAT	RESPONDENTS	%
1	PPT	21	12.80
2	PDF	58	35.37
3	IMAGE	18	10.98
4	VIDEOS	25	15.24
5	DOCUMENT	32	19.51
6	OTHERS	10	6.10
Total		164	100

Out of 164 respondents, most frequently accessed format from internet is PDF(35.37%) in top most level , followed by Document (19.51%), Videos (15.24%), PPT (12.80%) , Image (10.98%), and Others (6.10%).

12. METHOD OF BROWSING INTERNET SKILL

Table 12 – Method of Browsing Internet Skill

S.NO	Method	RESPONDENTS	%
1	Search	133	81.10
	Engine		
2	Direct	31	18.90
	Domain		
	Website		
Total		164	100

Out of 164 respondents, method of browsing internet skill is Search Engine(81.10%) in top most level, followed by Direct Domain Website (18.90%).

13. IMPACT OF INTERNET ON ACADEMIC EFFICIENCY - MERIT

Table 13 – Impact of Internet on Academic Efficiency – Merit

S.NO	IMPACT	STRONGLY	AGREE	NEUTRAL	DISAGREE	STRONGLY	Total
	FACTOR	AGREE				DISAGREE	
1	New technology	66	45	25	20	8	
	learned	(40.24%)	(27.44%)	(%)	(%)	(%)	
2	Find relevant	64	48	27	15	10	
	infn	(39.02%)	(29.27%)	(16.46%)	(9.15%)	(6.10%)	
3	Authentic infn	41	35	32	39	17	
		(25%)	(21.34%)	(19.51%)	(23.78%)	(10.37%)	
4	Time saved	84	50	15	11	4	
		(51.22%)	(30.49%)	(9.15%)	(6.71%)	(2.44%)	

5	Retrieved in most convenient form	63 (38.41%)	59 (35.98%)	25 (15.24%)	10 (6.1%)	7 (4.27%)	164 (100%)
6	Support of carreer development	94 (57.32%)	39 (23.78%)	22 (13.41%)	7 (4.27%)	2 (1.22%)	
7	Influence Academic efficiency	98 (59.76%)	44 (26.83%)	11 (6.71%)	7 (4.27%)	4 (2.44%)	
	Total	510 (44.43%)	320 (27.87%)	157 (13.68%)	109 (9.49%)	52 (4.53%)	

Positive impact of internet is measured by seven tools listed in the above table. Out of 164 respondents, overall Strongly Agree (44.43%), followed by Agree (27.87%), Neutral (13.68%), Disagree (9.49%) and Strongly Disagree(4.53%)

Table 13A – ONE WAY ANOVA SUMMARY RESULT

ANOVA SU	ANOVA SUMMARY RESULT OF IMPACT FACTOR NO.1 (TABLE 13)								
Source of	Sum of	Degree of	Mean of	F-V	alue				
Variance	Squares	Freedom	Square	Calculated	Table				
Between	10	1	10						
Groups				0.06481	0.805473	NOT			
Within	1234.4	8	154.3			SIGNIFICANT			
Groups									
Total	1244.4	9		5% SIGN	IIFICANT				
				LE	VEL				
ANOVA SU	J MMARY R	ESULT OF IN	IPACT FAC	TOR NO.2 (TABLE 12)	STATUS			
Source of	Sum of	Degree of	Mean of	F-V	alue				
Variance	Squares	Freedom	Square	Calculated	Table				
Between	10	1	10						
Groups				0.05353	0.822834	NOT			
Within	1494.4	8	186.8			SIGNIFICANT			
Groups									
Total	1504.4	9		5% SIGN	IIFICANT				
					VEL				
ANOVA SU	J MMARY R	ESULT OF IN	IPACT FAC	TOR NO.3 (TABLE 12)	STATUS			
Source of	Sum of	O	Mean of	F-V	alue				
Variance	Squares	Freedom	Square	Calculated	Table				
Between	10	1	10						
Groups				0.17079	0.690262	NOT			
Within	468.4	8	58.55			SIGNIFICANT			
Groups									
Total	478.4	9		5% SIGN	IIFICANT				

					VEL	
		ESULT OF IN		`		STATUS
Source of		Degree of			alue	
Variance	Squares	Freedom	Square	Calculated	Table	
Between	10	1	10			
Groups				0.03381	0.858694	NOT
Within	2366.4	8	295.8			SIGNIFICANT
Groups						
Total	2376.4	9			IIFICANT	
					VEL	
		ESULT OF IN				STATUS
Source of	Sum of	0			alue	
Variance	Squares	Freedom	Square	Calculated	Table	
Between	10	1	10			
Groups				0.05227	0.824889	NOT
Within	1530.4	8	191.3			SIGNIFICANT
Groups						
Total	1540.4	9			IIFICANT	
					VEL	
		ESULT OF IN		·		STATUS
Source of		0	Mean of		alue	
Variance	Squares	Freedom	Square	Calculated	Table	
Between	10	1	10			
Groups				0.02857	0.869977	NOT
Within	2800.4	8	350.05			SIGNIFICANT
Groups						
Total	2810.4	9			IIFICANT	
					VEL	
		ESULT OF IN				STATUS
Source of	Sum of	O	Mean of	F-Value		
Variance	Squares	Freedom	Square	Calculated	Table	
Between	10	1	10			
Groups				0.02475	0.878891	NOT
Within	3232.4	8	404.05			SIGNIFICANT
Groups						
Total	3242.4	9			IFICANT	
				LE	VEL	

14. IMPACT OF INTERNET ON ACADEMIC EFFICIENCY – DEMERIT

 ${\bf Table~14-Impact~of~Internet~on~Academic~Efficiency~-Demerit}$

S.N	IMPACT	STRONGL	AGREE	NEUTRAL	DISAGREE	STRONGLY	Total
0	FACTOR	Y AGREE				DISAGREE	

1	Reduce memory	91 (55.49%)	52 (31.71%)	9 (5.49%)	5 (3.05%)	7 (4.27%)	
	power	(55.1575)	(02.7.270)	(31.373)	(0.0070)	(, , ,	
2	Reduce	67	47	23	15	12	
	creativity	(40.85%)	(28.66%)	(14.02%)	(9.15%)	(7.32%)	
3	Waste my time	41	48	39	24	12	
		(25%)	(29.27%)	(23.78%)	(14.63%)	(7.32%)	
4	Not reliable	88	53	14	5	4	
		(53.66%)	(32.32%)	(8.54%)	(3.05%)	(2.44%)	164
							(100%)
5	Make me	85	50	20	5	4	
	always in	(51.83%)	(30.49%)	(12.2%)	(3.05%)	(2.44%)	
	entertainment						
6	Taken to many	54	41	33	17	19	
	unwanted	(32.93%)	(25%)	(20.12%)	(10.37%)	(11.59%)	
	websites						
7	Not able to	48	47	37	25	7	
	search relevant	(29.27%)	(28.66%)	(22.56%)	(15.24%)	(4.27%)	
	information						
	Total	474	338	175	96	65	
		(41.29%)	(29.44%)	(15.24%)	(8.36 %)	(5.66%)	

Negative impact of internet is measured by seven tools listed in the above table. Out of 164 respondents, Strongly Agree (41.29%), followed by Agree (29.44%), Neutral (15.24%), Disagree (8.36%) and Strongly Disagree(5.66%)

Table 14A – ONE WAY ANOVA SUMMARY RESULT

ANOVA SUMMARY RESULT OF IMPACT FACTOR NO.1 (TABLE 14)					STATUS	
Source of	Sum of	Degree of	Mean of	F-Value		
Variance	Squares	Freedom	Square	Calculated	Table	
Between	10	1	10			
Groups				0.02547	0.8771	NOT
Within	3140.4	8	392.55			SIGNIFICANT
Groups						
Total	3150.4	9		5% SIGNIFICANT		
				LEVEL		
ANOVA SU	U MMARY R	ESULT OF IN	MPACT FAC	CTOR NO.2 (TABLE 13)	STATUS
Source of	Sum of	Degree of	Mean of	F-Value		
Variance	Squares	Freedom	Square	Calculated	Table	
Between	10	1	10			
Groups				0.06388	0.806842	NOT
Within	1252.4	8	156.55			SIGNIFICANT
Groups						
Total	1262.4	9		5% SIGNIFICANT		
				LEVEL		
ANOVA SUMMARY RESULT OF IMPACT FACTOR NO.3 (TABLE 13)					STATUS	

Source of	Sum of	Degree of	Mean of	F-Value		
Variance	Squares	Freedom	Square	Calculated	Table	
Between	10	1	10			
Groups		_		0.10747	0.751459	NOT
Within	744.4	8	93.05			SIGNIFICANT
Groups				5 0/ 0 5 0		-
Total	754.4	9		5% SIGNIFICANT LEVEL		
ANOVA SUMMARY RESULT OF IMPACT FACTOR NO.4 (TABLE 13)			STATUS			
Source of	Sum of	Degree of	Mean of	F-Value		
Variance	Squares	Freedom	Square	Calculated	Table	1
Between	10	1	10			
Groups				0.02869	0.869701	NOT
Within	2788.4	8	348.55			SIGNIFICANT
Groups						
Total	2798.4	9			IFICANT	
A NOVA CI	IMMADV D	ECHT T OF IN	MDA CT EA C		VEL	STATUS
	ANOVA SUMMARY RESULT OF IMPACT FACTOR NO.5 (TABLE 13) Source of Sum of Degree of Mean of F-Value				STATUS	
Source of Variance		Degree of Freedom	Mean of	·		-
	Squares		Square	Calculated	Table	
Between	10	1	10	0.02052	0.96796	NOT
Groups	2710.4	0	220.0	0.02952	0.86786	NOT SIGNIFICANT
Within	2710.4	8	338.8			SIGNIFICANT
Groups Total	2720.4	9		50/ SICN	ILLICANT	-
Total	2720.4	9		5% SIGNIFICANT LEVEL		
ANOVA SU	J MMARY R	ESULT OF IN	MPACT FAC	TOR NO.6 (TABLE 13)	STATUS
Source of	Sum of	Degree of	Mean of	F-V	alue	
Variance	Squares	Freedom	Square	Calculated	Table	
Between	10	1	10			
Groups				0.07902	0.785763	NOT
Within	1012.4	8	126.55			SIGNIFICANT
Groups						
Total	1022.4	9		5% SIGNIFICANT LEVEL		
A NOVA SI	IMMADV D	L ESULT OF IN	<u> </u> MDA C'T FA C			STATUS
Source of	ı		Mean of	`	alue	BIAIUS
Variance	Squares of	Freedom	Square of	Calculated	Table	-
Between	10	1	10	Calculated	Tabic	
Groups	10	1	10	0.11488	0.743384	NOT
Within	696.4	8	87.05	0.11400	0.743304	SIGNIFICANT
Groups	070. 4		07.03			DIGITICANT
Total	706.4	9		5% SIGNIFICANT		-
					VEL	
	I	1	I		· 	

15. OVERALL SATISFICATION WITH INTERNET SERVICES

Table 15 – Overall Satisfication in internet services

S.NO	FACTOR	RESPONDENTS	%
1	Highly	90	54.88
	Satisfied		
2	Satisfied	49	29.87
3	Lease	20	12.20
	Satisfied		
4	Dissatisfied	5	3.05
5	Highly	0	0
	Dissatisfied		
	Total	164	100

Out of 164 respondents, Overall satisfaction with internet service is Highly Satisfied (54.88%) in top most level, followed by Satisfied (29.87%), Lease Satisfied (12.20%), Dissatisfied (3.05%).

Gender differences on Internet satisfaction

H0:There is no significant differences among genders in Internet satisfaction H1:There is a significant differences among genders in Internet satisfaction

Table 15 A- Genderwise Satisfication in internet services

S.NO	FACTOR	MALE	FEMALE	TOTAL	%
1	Highly	37	53	90	54.88
	Satisfied				
2	Satisfied	25	24	49	29.87
3	Lease	15	5	20	12.20
	Satisfied				
4	Dissatisfied	0	5	5	3.05
5	Highly	0	0	0	0
	Dissatisfied				
	Total	77	87	164	100

The t-test value is is -0.16456. The p-value for level 0.05 is 0.436688. The calculated t-value is less than critical value. The result is not significant. Therefore Null Hypothesis is accepted (i.e) There is no significant differences among genders in Internet satisfaction.

16. CHALLENGES FACED WHILE ACCESSING INTERNET

Table 16 – Challenges faced while accessing internet services by respondents

S.NO	Factor	RESPONDENTS	%
1	Network	22	13.41
	connectivity		
	issues		
2	Power failure	27	16.46
3	Slow Access	63	38.41
4	Lack of skill	25	15.24
5	Failure of	7	4.27
	H/w & S/w		
6	Others	20	12.20
	Total	164	100

Out of 164 respondents, Most challenges faced while accessing internet service is slow access (38.41%) in top most level, followed by Power failure (16.46%), Lack of Skill (15.24%), Network connectivity (13.41%), others (12.20%) and failure of Hardware and software (4.27%).

CONCLUSION

The conclusion that can be drawn from this Study Impact of Internet in academic efficiency of students among engineering graduates is a positive impact lead by some extent of negative impact. It is evident from the result of study, strongly agree positive impact is lead in their academic progression (44.43%) followed by strongly agree negative impact in their academic life (41.29%). And also among various positive impact of internet service, it is evident that 94% of the respondent have strongly agree that internet service is utilized for career development. In turn, among various negative impact of internet service, it is evident that 91% of the respondent have strongly agree that reduce memory power in using internet service. Also 38.41% of the respondent faced with challenges of slow connectivity, it is necessary to identified and need to be upgraded to avoid connectivity issues in using internet connectivity.

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