An Appraisal of Potential Benefits of Phone Communications among Students of University of Maiduguri – Nigeria

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Abstract

Man is a communication animal. The convergence of Global System Mobile phone (GSM) communication has shown the readiness of development in the area of telecommunication sector. It is an indispensable part of the contemporary world. The Information and Communication Technologies have brought about rapid technological, transformation in the society. Human Communication is that which the interdependent participants are engaged in information dissemination, reception and processing and exchange of ideas in order to be able to transact with others and adapt to their environment. The use of Information and Communication Technology in GSM has created a lot of possibilities and enhanced means of communication through which people can communicate in the society. Mobile phones have become an integral part of people's daily life. There are many ways through which people use their mobile phones for various purposes. GSM has ensured speedy communication, among students of tertiary institutions with particular reference to University of Maiduguri. There are lots of benefits in using the GSM-phone especially among students where Short Message Services (SMS) are used in form of interpersonal communication in different style or languages. This study meant to assess the potential benefits of SMS GSM-phone among students.

Keywords: Appraisal, potential, benefit.

INTRODUCTION

All animal species have their own perfect system of communication. However, human beings are the only species capable of spoken language. Effective communication is essential in the lives of people for a variety of reasons known to man. Communication serves to inform entertained, motivate, and establish a powerful mutual exclusiveness in relationship, and allow certain degree of expression of stimuli that create sense of social structure. Just as mankind has been created, our means of communication have followed.

Communication is a process by which information is exchanged between individuals through a common system of symbols, signs or behavior, Wilson, D. (2006:7).

Communication is an endless process because it started with God down to mankind and mankind to God. It has become like an endless loop in programming, because the day we stop communication as human beings the day we die and even so, the death communicate.

Research shows that communication has been existed in various forms since man began to appear on Earth. The methods of such communication was said to be central and later became primitive because it consists a disorganized set of signs or symbols which could probably have different meanings to each person using them. It wasn't until around 3000BC that another method of communication began to emerge, although at this point in time, scholars still called this communication a primitive one due to its limitation to some certain extent.

According to J. R. Bitner (1989:3), about two hundred years later, language began to develop, replacing human communication that was based mainly on touch, and that about 7000BC man had developed the ability to communicate through another medium, pictographics, which was wall etchings inside caves and temples remain vivid picture messages that depict the life and religious beliefs of the era. Bitner still believes that this method of communication is still not very much okay. He further stated that the modern means of communication started with the invention of the wireless and later became known as radio technology which was developed enabling people to listen to mass produced messages from thousand of transmitters located all over the world and this was said to be the beginning of mass communication in the history of civilization of mankind.

The development of Information and Communication Technology (ICT) has made a great impact in every facet of human endeavour. The advent of technologies has reshaping social network and provides alternatives and means of communication. One of such technology that is making an overwhelming impact globally is the GSM-Phone, which some times called Personal Digital Assistants (PDAs) or smart phone, etc is indeed a major breakthrough in the telecommunication sector which has given individuals worldwide an opportunity for networking with families, friends, relations, organizations, etc., especially with the use of Skype applications. The use of Mobile phone is growing worldwide for diverse purposes and even most of the developing countries are not left out. Mobile subscribers continue to grow in size daily in different locations of the world and Nigeria in particular.

Folkerts and Lacy (2004:337) posits that, the innovations in hardware development include chips have provide greater stability, speed and accuracy. However, according to the two scholars, true innovation today comes in the concept of portability where GSM-Phone can easily be imbedded into a wrest watch which only looks like

ordinary wrest-watch but it is not. Portability has become the key to new hardware development, forgetting the lightweight laptops, ipads, palmtop etc. Next in line are multimedia mobile phones and handheld computers that recognize speech and handwritten notes, mobile phones that take digital photos are already available. This have achieved as a results of technological converge in mobile phone devices.

According to Plant (2000), the smallest Motorola GSM-phone has the capability of computing power with a largest, most expensive computer did. She further observed that the age at which we leave is an age of intelligent machines that are in perpetual communication, creating new networks of knowledge, information, disseminations and empowerment across the globe.

HISTORICAL BACKGROUND OF TELECOMMUNICATION IN NIGERIA

The telephone is an apparatus for transmitting articulate sounds by means of magneto electricity and wires. It is a line of personal contact for communication.

Onasanya S.A.B. (1990:35) note the history of telephone in Nigeria was as a result of Direct Telegraphic Company which was commissioned. The cables linked Lagos with Brass Bony to the east and Accra (Ghana), Freetown (Sierra Leone) and Bathurst (Gambia) to the west. It was also noted that at the same time The Brazilian Submarine Telegraph and the Eastern Telegraph Company were laying submarine cable in other areas and the combined activities of the three companies made it possible to send telegraphic messages from Lagos to London.

On December 30, 1929, the three companies were said to have merged with other companies to form the Imperial and International Communications Limited, which operated Nigeria's external telecommunication services up to December 1962.

After Nigeria gained its Independent on October 1, 1960, the government of the then Federal Republic of Nigeria express its desire to exercise some measures of control over Nigeria's external telecommunication services. In order to satisfy the desire of the Nigerian people to be able to contact people of other countries across the world, the then Federal Government of Nigeria on September 11, 1962 signed a partnership agreement with Cable and Wireless Limited.

On December 31,1962, the Nigerian External Telecommunications Limited (NET) was incorporated with its headquarters at NECOM HOUSE, 15 Marina, Lagos, and by September 1972, the Federal Government exercised its option by purchasing the shares held by Cable and Wireless Limited. However, from October 1, 1972, NET became fully-owned by the Federal Government of Nigeria.

STATEMENT OF PROBLEM

The advent of Information and Communication Technologies (ICTs) has contributed immensely in making the world a global village, also the emergence of the GSM phone phones which had trigger the improvement of human communication. Through this advancement in technology, people are able to communicate effectively and at a faster rate thank what was obtainable in the past. The use of GSM phone, especially the new program called SMS or text messaging has become a tool for interaction among subscribers. However, people make use of SMS in various ways some are good and some are actually bad. Some people can make use of SMS within the school to go out for crime instead of using it for positive motives. This has deviated the real aims and objectives of potential benefits of using GSM phones. Some of the students use abbreviation such "D" in place of "the" and "U" instead of the correct "you". This type of abbreviation normally affects students in the normal writing especially during their examinations. It is also clear that when there is no network most students cannot communicate through SMS or any other means.

RESEARCH OBJECTIVES

1.   To find out how effective the use of SMS is
2.   To find out why they students are using SMS
3.   To find out whether SMS can be sent in any language
4.   To find out the potential benefit of using SMS

RESEARCH QUESTIONS

The study is guided with the following questions.
1.   What do you use the SMS for and why?
2.   What language do you use in sending your SMS?
3.   How effective is the use of SMS?
4.   What are the potential benefits do you use the SMS for?

REVIEW OF RELATED LITERATURE
INTRODUCTION

The related literatures are the review of what other scholars across the world have assessed on the potential benefits

of GSM-phones among the students of tertiary institutions with a particular reference to the topic of the study. The potential benefits of GSM-phone cannot be overemphasized.

One of the great achievements in GSM-phone technologies is the use of Short Message Services which is called the SMS which according to scholars are the used for short messages services. The uses of SMS among students of tertiary institutions are very common because it is relative cheap compare to the called itself. The SMS can be used in different language style among students to communicate. It has become symbols of interpersonal communication via the GSM-phones, where different languages can be used including vernacular to communication to friends, classmates, lecturers etc among the university community.

The mobile phones are indeed a major breakthrough in the telecommunication sector. This has given almost every persons, literate or illiterate, worldwide an opportunity for networking with families, friends, business organizations etc.

Literature Review

Technological development moves like a rocket to revolutionize the world, unlike what we have in the past decade, programs delivery becomes easier and less expensive, new technologies have brought more competition in the telecom sector. Biagi (2005:10) note that several new delivery systems have been developed to bring increasingly more choices to consumers. However, research shows that sending of SMS which is commonly known as text messages using GSM could only be achieved through a signal which is the physical embodiment of a message, this according to (Jacobson) can be inform of an utterance, a transmission and exhibition of sign events, while Watson and Hill (2000) is of the opinion that it can easily be achieved through the physical manifestation of a message which allows it to be conveyed.

The GSM-phone has a potential benefit in the sense that there are many mobile phones, phones can assess internet where messages could be communicated. GSM can be use to send messages to various people simultaneously.

Atala and Umar (2006), explains that the GSM ensures speedy communication, speedy appointments, quick clarifications, confirmation, reminders and faster interaction. GSM facilitate effective instant communication of messages simultaneously to different people in the society.

Text messages which is popularly known as Short Message Services (SMS), is way of communication among people especially among students of tertiary institutions of higher learning, Pearson, et al (2003:102). A lot of students through the use of SMS converse with others without any constraint.

It is a non-verbal communication which can be seen as "attributes or action of humans, other than the use of words themselves which have social shared meaning…" Pearson, et al (2003:102).

Communication has help us to discover who we are, establish a meaningful relationships, or prompt us to examine and try to change either attitudes and behaviors or attitudes of others, Gamble, and Gamble, (1996:17). This could be achieved through the use of SMS. Through the use of SMS modern technology, messages can be sent, received and answered in a matter of minutes, Folkerts & Lacy (2004:11).

SMS text messaging or texting refers to the exchange of brief written messages between fixed-line phone or mobile phone. The original term was derived from referring to messages sent using the Short Message Service (SMS) which originated from Radio Telegraphy, it has since been extended to include messages containing image, video, and sound content (known as MMS messages). The sender of a text message is known as a texter, while the service itself has different colloquialisms depending on the region or location it came from: it may simply be referred to as a text in North America, Australia, the Philippines and the United Kingdom, an SMS in most of Europe, and a TMS or SMS in the Middle East and Asia (wikipedia.com, 2010). SMS text messaging is mostly used between private mobile phone users, as a proxy for voice calls in situations where voice communication is impossible or could not be heard clearly due to attenuation in network. In some regions, the use of SMS text messaging is significantly especially when you don't want the next person close to you hear the conversations. With this technology people are able to write short letters and a simple text messages in order to pass information across.

Yaqoob, noted that modern and younger generation as we are, life will be unimaginable if you don't have a mobile phone, like to extension of their hands as tool for saying so many things which most people have devised a lingo of missed calls and SMS/text message by the dozens per day.

He further posits that short message service (SMS) /text messages are a new way or version of the old pass-the-note messaging. SMS messaging is possible on all mobile phone including some landline phones which have such facilities of SMS technologies.

Research shows that the SMS also referred to as texting. This is a means of sending text messages which allows for short text messages to be sent from one cell phone to another cell phone or from the Web to another cell phone. Including spaces, text messages traditionally can't exceed 160 characters. Text messaging is faster and more efficient on QWERTY cell phones full keyboards. Today some SMS contents can be more than 160 characters with the present new phone technologies. While the bulk of a cell phone bill typically is its voice minutes or data usage, text messages are either included in the voice plan or are added as an extra cost. SMS messaging is

used pervasively around the globe.

According to Gupta, P. (nd) Short message service is a mechanism of delivery of short messages over the mobile networks. It is a store of information and forward way of transmitting messages from one GSM to other mobile phone(s). The message (text) from the sender mobile phone is stored in a central short message center (SMS) which then forwards it to the destination mobile phone. If the of the recipient of the message is not present, the short message is stored and can be sent later. Each short message can be no longer than 160 characters. These characters can be text (alphanumeric) or binary Non-Text Short messages.

One important and interesting features of this SMS is that once you sent the message, you get and instant feedback where it has been delivered or not, message failed or not sent. This gives the sender and opportunity to know other alternative if the messages is not sent.

Gupta is also of the opinion that since SMS used signaling channel as opposed to dedicated channels, these messages can be sent/received simultaneously with the voice/data/fax service over a GSM network. SMS supports national and international roaming. This means that you can send short messages to any other GSM mobile user around the world. With the PCS networks based on all the three technologies, GSM, CDMA and TDMA supporting SMS, SMS is more or less a universal mobile data service.

According to research, the great potential of SMS has seen unprecedented growth in the last few years. In Europe SMS was said to have crossed over three billion messages per month. The current figures and future projections in the European market below, clearly demonstrate the popularity of SMS in Europe. The international figures are not much different.

(Data source http://www.gsmworld.com/gsmdata).
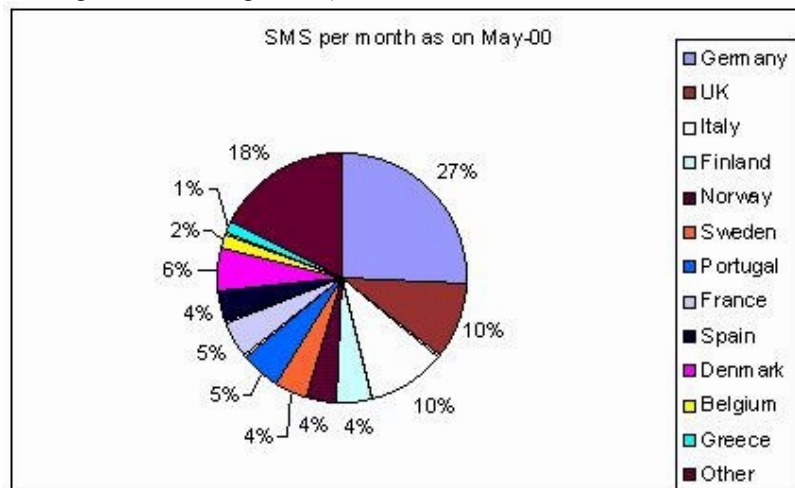
Developments something like WAP and SIM toolkit according to the (source) greatly helped in increasing the message usage.

The text messages are extensively used especially during the time of crisis where government sends SMS alert to more people warning them on some natural disaster that may occur like floods, earthquakes, storm so on. Cell phone is seen as great potential tools of modern life than just a novelty thing, *http:/EzineArticles.com/?expert.*

Brain K.W. and Stacey C. S. (2007:392) proof that the phone is morphing into "the everything device" in words of an analyst, is everywhere. The percentage of people who use non-voice applications on cell phones, according to one survey is that text messages is 27%; downloaded ring tones, 14%, email 11%; internet, 9%; and photography 6%. This shows that 33% of people in the United States of America range from the ages of 8-18 who own cell phones, the percentage of those who downloaded extras are 91%; games, 53%; screensavers, 44%; MP3s, 20% and videos 2%. This is analysis is very clear that in cell-phone operations in the first research on ring tones downloads, email, internet and photography, the use of SMS was said to have score the highest percent. This shows that the use of SMS has great potential benefits among people in the society and in particular among students because it is more-less relatively cheaper compared to the direct call itself. In fact some of the download needs subscription, they are not done freely.

A similar research was also conducted on the implication of GSM Usage among Delta State University Students on Conventional media where research shows that 82.2% of respondents preferred GSM phones to landlines, because GSM is less expensive to maintain, cheaper to install and it provides more privacy because of its portability, Akpan (2005). The study also revealed that 100% of the students preferred using the GSM to the NIPOST landline because GSM phone recharge card can be sent through the use of SMS which is easier and faster means of sending a recharge card by some parents to the children in school. In the study, research revealed that, on the other hands, 68.14% and 49.57% preferred listening radio and playing music on the GSM handset. Also it was pointed out that 61.90% preferred using the GSM to perform the functions of the conventional media. In the

same way, a research was conducted by Standen (2001) found that university students in United Kingdom aged between 18-24 use mobile phone and SMS to keep in touch with friends and family. The research proved that 79.5% students frequently use SMS compared to 20.5% students who make phone calls. The research also showed 52.2% SMS uses involve relationship, 40% assignment as student and 7.8% as entertainment. He further noted that, students use SMS to keep in touch with friends (49.3%), family (20%), boy friends (22.2%) and girlfriends (8.5%). However, the use of SMS can bring about the changes in behaviour like loneliness (13.2%), depression (10%), anxiety (10%) and temperament (9%) because they do not receive any reply from friends, girlfriends and boyfriends. A total of 47.8% of students are addicted using SMS. Students (42.2%) also spend a lot of time at least two hours daily to use SMS.

According to Norizah and Siti Zobidah (2003) students are frequently interacting or chatting using SMS in front of their mobile phone screen. SMS also connects relationship with whomever and foster relationship with strangers. The research result (Norizah and Siti Zobidah 2003) also showed that this service allows relationship with strangers. For instance, a female student received SMS from a stranger and replied the message to know who the sender is. When she knows the person, indirectly she made a new friend. Norizah and Siti Zobidah (2007) Through research on Perception and Attitude of Short Messaging Services (SMS) Among Students of University Utara Malaysia, five research hypotheses had successfully proven that attitude towards SMS uses is influenced by perception that SMS is 1) something that we use, 2) very useful, 3) fun and 4) something expressive. The result from the perceptions is an individual who had built positive attitude towards SMS and next translated it through the frequency of SMS uses.

A study by Lenhart (2010) on Teens, Cell Phones and Texting in USA, found that Girls more fully embrace most aspects of cell phone-based communication. Girls are more likely than boys to use both text messaging and voice calling and are likely to do each more frequently. Those Girls typically send and receive 80 texts a day; boys send and receive 30. 86% of girls text message friends several times a day; 64% of boys do the same. Girls are also more likely than boys to text for social reasons, to text privately and to text about school work. 59% of girls text several times a day to "just say hello and chat"; 42% of boys do so. 84% of girls have long text exchanges on personal matters; 67% of boys have similar exchanges.

The potential benefit of SMS is that it works very well for those who communicate across the boarder in different time zones especially among para-military where voices are not needed. They take action based on the information received through the SMS text received from their commanders.

One of the great achievement of the GSM-phone is that is causing a serious breakthrough is SMS scheduling. With this service, one can queue an SMS for sending out in future at a preset time. One specifies the date, time or the duration after which the SMS should go out. Research shows that the SMS can be text only, text with Unicode, one with images such as OTA pictures, calendar entries, contact entries and it can also have WAP bookmark entries. A file attachment can also be sent if it normally supported. On the receiver's phone, the message will look like the usual one that might have received that was not scheduled. For those that are always busy and can not use a virtual assistant, SMS scheduling acts just as that. It helps them work ahead and not forget about appointments, or other important events like birthdays of a friend and in the family. One can for instance take one slot of time and schedule SMS as far ahead as the whole year. This is a great achievement in the use of SMS among students in tertiary institutions and people in general in the society.

The SMS scheduling will help you to schedule your finance your finance. You can get a reminder about any payments you are supposed to make. If your bank supports mobile phone banking, you can also get SMS alerts every time money is deposited into your account, *http://EzineArticles.Com/?expert=Robin Khan.*

To schedule an SMS one chooses the precise date and time that you wants the SMS to go out. This can be achieved when you set duration for the SMS after which it will go out. The second way works well for messages that are to go out after relatively short periods like a few minutes to a few hours.

The message that is to go out must first be drafted and then saved on the phone as a draft. To schedule it go to the SMS scheduling application and go to the view draft option, you need to go to the schedule option and you will be asked to key in when the SMS should go out. Key in this information which will include the date and time you want the message SMS be scheduled. The message should then appear in the outbox. It is possible to change the schedule by going to the message and choose the edit button. After the new schedule time of sending is keyed in, a confirmation message will come through, *http://EzineArticles.Com/?expert=Robin Khan.*

SMSimpact is one of the leading SMS gateway providers for Bulk SMS text messaging which was said to have been delivered to over 200 countries and 550 networks around the world. Smsimpact is a web-based mobile communication platform that allows you to send text messages from your computer to literally thousands of mobile phones at simultaneously.

Using the traditional mobile phone to send large amounts of text messages can be a daunting task. With smsimpact, sending text messages to thousands of mobile phones at once takes only a few clicks. Large amount of SMS messages sent at the same time is referred to as bulk SMS. *http://smsipact.com*

The technology of sending SMS do not require the receiver phone to be (on) or active or to be within the

range of the sender service area but the SMS can be held for several days until the receivers phone is on or the service available.

One of the familiar applications of the mobile phones is the use of Short Message Services (SMS popularly referred to as text messages. The SMS services allow the user to send and receive text messages. This was a clear evidence for the use of SMS or text message by some developed countries as means of communication. In the United Kingdom, there was a commercial launch of the use of SMS in 1995. http://www.expressbulksms.com

THEORETICAL FRAMEWORK

The theoretical framework that the researcher adopted here is the technology determinism theory. According to Paul S. Adler (2006) that technological determinism theory, is the idea that technology has important effects on our lives.

METHODOLOGY

The research methodology is a component of research process defining the method through which a data is collected, presented and how to analyze such data. The research methodology is a guide to the researcher on how to go about conducting a study research and to investigate phenomena. It is all about employing a method on how research should be conducted. Osuala (2005:161) note that "research methodology is the selection of primary methods of investigation of a given problem in a key consideration for the investigator."

Uyo (2002) look at research methodology as "a systematic and organized series of steps that ensures maximum objectivity and consistency in examining a problem."

The methods used in conducting this research are descriptive research methodology. The students involved in this study are full time undergraduate students are the undergraduate students that are full time, while the sampling technique adopted is the stratified sampling. However, the methods of data collection are questionnaires and collections of books and journals.

DATA ANALYSIS AND PRESENTATION

The importance of the data presentation and analysis is to give us facts of a case in order for us to make a generalization about the case study.

The data generated was analyzed using percentage in a tabulation form in order to given us a clear understanding of the discussion

S/N	Faculty	No. of registered students per Faculty	No. of questionnaire administered
1.	Agriculture	1148	17
2.	Arts	1764	11
3.	College of Medical Sciences.	2109	9
4.	Education	4619	4
5.	Engineering	2058	9
6.	Law	931	21
7.	Management Sciences	3111	6
8.	Pharmacy	429	46
9.	Science	3546	5
10.	Social Sciences	2150	9
11.	Veterinary Medicine	315	63
	TOTAL =	**22180**	**200**

Table 1: Gender of Respondents

Gender	No. of Respondents	Percentage (%)
Male	125	62.5
Femal	75	37.5
Total	**200**	**100**

Table 1 above shows the gender total number of respondents who responds positively to the questionnaires administered. Male recorded 125(62.5%), while female stood at 75(37.5%).

TABLE 2: Do you send SMS

Description	No. of Respondents	Percentage (%)
Do you send SMS/text message?		
Yes	200	100
No	0	0
Total	**200**	**100**

Table 2 above shows that, the respondents do send SMS. This indicates that (100%) send SMS.

Table 3: Students who sends SMS/do not send

Description	No. of Respondents	Percentage (%)
Students who send SMS	200	100
Students who do not send SMS	0	0
Total	**200**	**100**

The above table shows that, 100% students send SMS as means of communication among themselves

TABLE 4: Students who frequent of receiving and sending of SMS

Description	No. of Respondents	Percentage (%)
Those who frequently receive/send SMS	163	81.5
Those who do not frequently receive and send SMS	37	18.5
Total	**200**	**100**

Table 4 above shows that, 163(81.5%) of the respondents do frequently and received SMS/text messages from their colleagues, while 37(18.5%) of the respondents do not frequently receive and send SMS/text.

TABLE 5: Reasons for using SMS

Reasons for using SMS	No. of Respondents	Percentage (%)
It is cheap	75	37.5
It is non-verbal communication	45	22.5
It can be send to many people simultaneously	37	18.5
It saves time	32	16
Others	11	5.5
Total	**200**	**100**

Table 5 above shows that, out of the 200 questionnaire administered, 75(37.5%) responded that, they use SMS because it is cheap, while 45(22.5%) stated that they use SMS/text messages for secrecy because it is non-verbal communication. 37(18.5%) of the respondents says that, SMS can sent to various people simultaneously, while 32(16%) of the respondents are of the view that SMS saves time. Others 11(5.5%) are of different opinions, some says that, they use SMS because even if your GSM phone is off, once you put on the power, the message will enter, while others says that one can have time to read the text messages at any given time than that of direct interpersonal communication. They further stated that, sending SMS will please the receiver of the messages and serve as record-keeping. Others are of the view that, they use all of the above because it suit their purpose for using SMS, while others did not even responded to the questions at all.

OTHER FINDING

The researcher also discover that almost 95 percent of the students are using English language to send their SMS, while 5% use English and other languages to send their SMS.

The researcher went further to the assess the benefit of SMS to students where 167 (83.5%) responded that some of the benefit is that it saves time and it is relative cheap, and that the people around you will not know that you have communicated with someone.

POTENTIAL BENEFITS OF SMS

According to Express Bulk SMS Send BulkSMS text messages to Nigeria GSM Networks providers, is the leading bulksms service provider in Nigeria. It is said to have been the Bulksms platform which is the smartest, fastest and most reliable means of sending text messages which reaching thousands of people with just a click. This Bulk messaging services is designed with you in mind. It is the most efficient way to move your organization forward, in terms of internal and external communication with students, staff and other business partners within the system. No matter whether you are a student or any persons with the university community, you need to reach and communicate with people; with EXPRESS BULK SMS it can give you that desired leverage.

The following are some of the potential benefits of SMS among students:

- Saves Time
- Saves Money
- Compliant with Business trends
- Easy to use

- Confidential and secure mode of communicating

SMS communication with clients without intruding on their private time with BULK SMS, the mobile unit doesn't even have to be switched on to receive a message. The users receive their messages as soon as the phone is on air, making it the ideal mode of communication.

SUMMARY

This study was carried out to ascertain the potential benefits of using SMS/text message among undergraduate students of the University of Maiduguri, Nigeria.

The first text message was sent in the UK in 1992. Short Messaging Services is one of the interested packages that GSM phone offers which cuts across all ages in respect of gender. Text messaging is technological mediated communication that provides an individual with means of communication with one another which create and reinforce social ties and friendship among students in various tertiary institutions of higher learning. A SMS/text message on mobile phones refers to a process of composing short character based messages and exchanging it between mobile phone subscribers which could be in a symbol form that can convey a meaningful information to the receiver.

In an attempt to arrive at the conclusion of this research, the data collected was analyzed which shows that, all the respondents using SMS/text messages and have benefited from it for a long period of time as non-verbal communications.

The research findings also revealed that students use SMS because it can be send to the receivers simultaneously.

The research findings further revealed that even if the GSM phone of the receiver of SMS is off, once it was powered, the message get in.

RECOMMENDATIONS

The use of GSM phones is an essential commodity that one cannot afford to miss it. It is the easiest means of communication with one another which cut across geographical boundary.

To make the SMS beneficial to every user the following observation most looked into.

1. The networks of every GSM organization should be improved.
2. They should reduce the cost of SMS/text message to encourage the GSM users especially the students.
3. They should rectify some of the network problems that normally frustrate the user and prevent him from getting in touch with some one within a time frame.
4. They should rectify the problem of half message delivery due to bad network.
5. The charges for SMS should be uniform by every GSM organizations.
6. The National Communication Council (NCC) should sanction those organizations that have poor network system.
7. They should create competitions among themselves in service delivery to their subscribers.

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