Awareness and Use of Internet Facilities by the Students of Vidya Vikas Institute of Management Studies in Mysore city: A study

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Abstract

Internet is a most popular and useful tool for all in the present information society. The present study investigates about Internet usage by the students of Vidya Vikas Institute of Management Studies in Mysore city. A survey was conducted in order to assess the pattern of Internet use by distributing well-structured questionnaires to VVIMS students. The demonstrates and elaborates the various aspects of students' Internet usage, sources of getting information about Internet, their favorite search engines, problems faced by the users in surfing the Internet, satisfaction with Internet for study purpose in VVIMS library. The results reveal that many students used Internet daily. Further, it is recommended to educate students to use basic Internet tools.

Introduction

Internet began with the development of electronic computers in the 1950s. It is a global system of interconnected computer networks that use the standard Internet protocol suite (TCP/IP) to serve billions of users worldwide. It is a network of networks that consists of millions of private, public, academic, business and government networks, of local to global scope, that are linked by a broad array of electronic, wireless and optical networking technologies. The Internet carries an extensive range of information resources and services, such

as the inter-linked hypertext documents of the World Wide Web (WWW) and the infrastructure to support email. It has become one of the most popular communication channels among college students worldwide.

Vidya Vikas Institute of Management Studies

VVIMS is providing a quality education that enables students to be inspired learners and responsible global citizens through the collaboration of dedicated faculty and a supportive environment, a learning curve that provides an integrated learning ambience to develop independent thinking and promote self discipline; and also awaken the sense of national integration, patriotism and love for humanity. The institute provides a new generation environment for studies in 6 major streams, and presents a consistently fine record of success and growth in all of them. VVIET is recognized by the Government of Karnataka as well as the All India Council of Technical Education (AICTE), New Delhi, affiliated to the Vishweswaraya Technological University (VTU), Belgaum and governed by Vidya Vikas Educational Trust®.The Vidya Vikas Group of Institutions are located alongside the outer ring road in the sylvan suburb of Mysore, with the picturesque backdrop of the famed Chamundi Hills. The entire campus has been designed to be eco-friendly and student centric.

Review of Literature

There have been many studies undertaken in recent years concerning how and for what purpose students use the Internet. **Safdar et al. (2010)** revealed that the students were new Internet users but used it regularly. Most had access to the Internet at home. They used this technology mostly for communication and educational purposes. **Jones et al (2009)** studied how college students in the US used the Internet and reported that students are heavy users of the Internet. **Lohar & Kumbar (2008)** conducted a survey among 110 undergraduate and post graduate students in different disciplines at Jawaharalal Nehru National College of Engineering Library, Shimoga (Karnataka) to find out the use of Internet resources and services. Finally, it is concluded that the main intention using Internet resources and services has been the academic interest of the student community. **Kaur & Manhas (2008)** surveyed on the use of Internet services and resources in the engineering colleges of Punjab and Haryana states of India by using a questionnaire and follow-up interviews with Internet users, i.e. teachers and students of engineering colleges. The survey revealed that the majority of the respondents, i.e. 65.6%, access the Internet from college or their workplace. More than 75% of the respondent's use the

Internet services mainly for educational and research purposes. Google and Yahoo search engines are found to be more widely used than other search engines. More than 70% of the respondents feel that the Internet is useful, informative, easy to use, inexpensive and time saving. In a survey of Internet usage of students of an American agricultural college, **Rhoades et al. (2007)** found that most of them used Internet at their homes. The majority of students tended to indicate seeing the Internet as good, easy to understand, important, beneficial, believable, credible and accurate. **Van Scoyoc and Cason (2006)** studied students' library use habits, showed that undergraduate students use the Internet and online education modules but do not use university library's web pages and sources. In a study of Omani university students, **Asan and Koca (2006)** found that majority of students had positive attitudes and they concentrated on positive and consciousness about the Internet. Great percentage of students was thinking that Internet as a universal digital library which provide was and fastest way to acquire knowledge. A survey of the Indian medical students by **Sharma, et. al. (2006)** revealed that above 80% used Internet to get information or for research work. A large majority used Google search engine. **Suhail and Bargees (2006)** surveyed the Internet use pattern of 200 undergraduate students studying at the Government College University, Lahore with the purpose to investigate the positive and negative effects of excessive Internet use on undergraduate students. Majority of the students reported positive than negative effects of Internet use. The results indicated that a great majority of the students (84%) found the Internet helpful for worldwide communication; 78% reported that Internet use actually helped improving their grades; 74% agreed that their reading, writing and information professing skills had expanded by using the Internet. Another 48% reported that they had become better students by using the Internet. **Ruzgar (2005)** studied the purpose of Internet use and learning through Internet. It was found that 36% students spent 1-10 hours per week on the Internet. In terms of list of online activities sending/receiving email topped the list followed by reading news and finding sports information and other activities. **Kumar and Kaur (2004)** conducted study on the use of internet among teachers and students in Shaheed Bhagat Sing College of Engineering and Technology and found that majority of the internet users used the Internet for educational purposes. **Robinson (2003)** investigated the effect of the Internet and web on students' term projects, it has been understood that students are referring to electronic sources more but that they need training on documentation processes and formats. **Aiken et al (2003)** tried to identify students' purposes in using the Internet. **Tadasad,**

Maheswarappa and Alur (2003) studied Internet use at PDA College of Engineering, Gulbarga. Their observation was that Internet use is confined to general and recreational purposes, and that its potential in supporting curricular requirements has not been realized by students.

Objectives of the Study

1. To know the use and awareness of internet among the students of Vidya Vikas Institute of Management Studies in Mysore city
2. To know the purpose of using internet & to identify the preferred place for Internet use;
3. Understand what Internet-based services are accessed by users;
4. Discover the most satisfactory source of information;
5. Assess user rating of Internet information sources in their academic activities;
6. Learn about the problems faced by users while using Internet sources and services and their possible solutions.
7. To study the satisfaction level of students of Vidya Vikas Institute of Management Studies

Methodology, Scope and Limitations

The present study was conducted using a questionnaire-based survey method. The sample population was PG students of the Vidya Vikas Institute of Management Studies (VVIMS), Mysore. There are around 400 PG students of VVIMS in Mysore. A total of 100 questionnaires were distributed, with 84 completed and returned, and 78 found to be usable.

Gender wise

Today gender is considered as one of the most important criteria particularly while conducting the survey method it is better to see the respondents gender-wise, the respondents were categorized on the basis of their gender (Table-1).

Table-1
Gender wise

Sl. No	Gender	Total	Percentage
1	Male	40	51.28
2	Female	38	48.72
Total		**78**	**100**

Table-1 shows that out of 78 respondents 40(51.28%) were male and 38 (48.72%) female showing more or less the students are equal respondents of this category.

Aware of Internet

Aware means having knowledge about things, awareness is very essential to users of internet, as soon as ICT has developed the thinking and searching of things have been increasing.

Table-2
Aware of Internet

Sl. No	Aware of Internet	Total	Percentage
1	Aware	78	100
2	Not Aware	0	0
Total		**78**	**100**

Table-2 shows that all the respondents 78(100%) have aware of internet. It indicates that the students have improved and they were interesting in using and searching sources through internet.
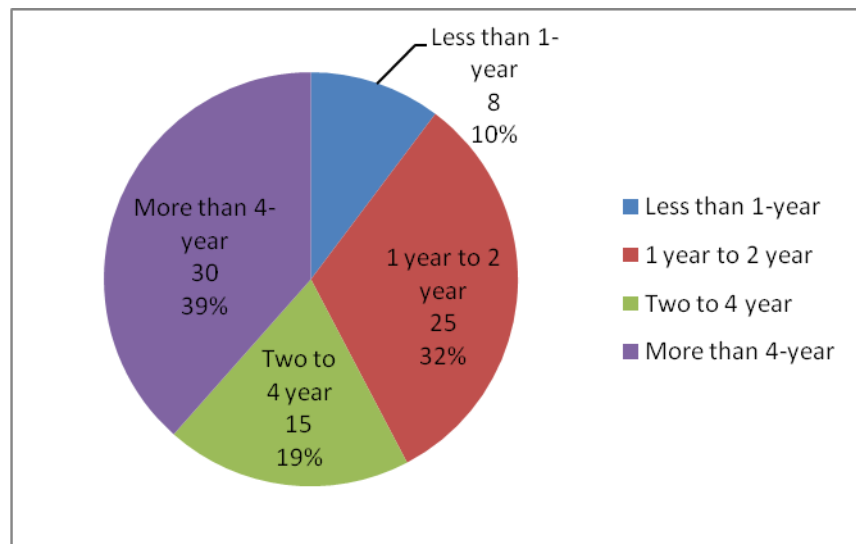
Experience of using Internet

Figure 1 shows that out of 78, there are 30 of students have experience from more than 4 years in using the internet, 25 of students have 1 to 2 years experience and 8 students have less than 1 year experience in using internet representing 10.26%.
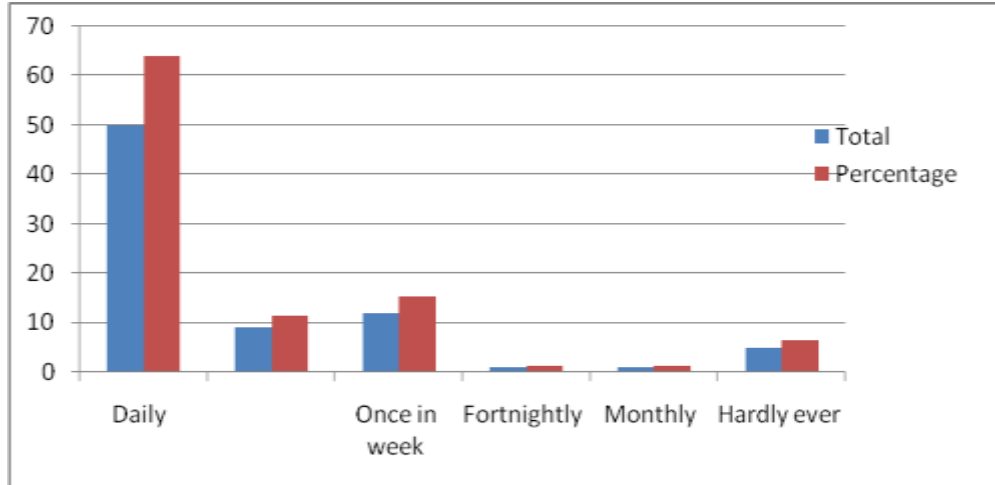
Frequency of Use of Internet facilities

Figure 2 shows that 50 (64.10%) respondents use Internet facilities daily, followed by 12 (15.38%) respondents who use the Internet once in week, 9 (11.54%) respondents who use the internet 2 to 3 times in a week, 5 (6.41%) who use it hardly ever and 1(1.28%) each respondent who used the internet fortnightly and monthly. It is clear from the analysis that majority of the students use library Internet service daily.

Place of using internet

Table-3

Place of using internet

Sl. No	Location in Use of Internet	Total	Percentage
1	Home	70	89.74
2	Internet/cyber cafes	43	55.13
3	College computer lab	12	15.38
4	College Library	10	12.82
5	VLRC (Central Library)	3	3.85
6	Other place	5	6.41

Table 3 highlights the location from where the internet is accessed by the students. A majority of the respondents 70 (89.74%) access internet at their home, followed by cyber café 43 (55.13%), college computer lab 12 (15.38%), college library 10 (12.82%), VLRC (central library) 3 (3.85%) and lastly 5(6.41%) choose friend's house to access the internet respectively.

Purpose of using Internet

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Table-4
Purpose of using Internet

Sl. No	Purpose of using Internet	Total	Percentage
1	Study	78	100
2	Communication	75	96.15
3	Entertainment	55	70.51
4	Searching Jobs	40	51.28
5	Preparing Seminars & Assignments	34	43.59
6	To read E-Newspapers & Magazines	5	6.41
7	Other purposes	10	12.82

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From the table-4, it is clear that all the respondents 78 (100%) use the internet resources for the purpose of study followed by 75 (96.15%) for communication purpose, 55 (70.51%) of respondents use the internet resources for entertainment, 40 (51.28%) respondents for searching jobs, 34 (43.59%) of respondents use for preparing seminars & Assignments, 5(6.41%) of them use internet to reading E-newspapers and Magazines and 10 (12.82%) of students were using internet for other purposes.

Use of different Internet Resources

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Table-5
Use of different Internet Resources

Sl. No	Use of different Internet Resources	Total	Percentage
1	ETDs / Project	53	67.95
2	Databases	40	51.28
3	Technical reports	30	38.46
4	E-journals & Newspapers	15	19.23
5	E-books	12	15.38

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Table 5 depicts the use of different Internet resources by the students of VVIMS College in Mysore. Use of ETDs/Projects has the highest responses of 53 (67.95%), while use of E-books the lowest responses of 12(15.38%) on internet resources being used. The result depicts that majority of the students consult ETDs/Project more than other resources available on the

internet. Further, 40 (51.28%) of students use databases, 30 (38.46%) of students used technical reports for their study.

Use of search engines

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Table-6

Sl. No	Search engine	Total	Percentage
1	Google	78	100.00
2	Yahoo	48	61.54
3	Rediff	40	51.28
4	AltaVista	15	19.23
5	MSN	8	10.26

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Table 6 shows that all 78 students use Google search engine for search information representing 100% followed by Yahoo (48;61.54%), Rediff (40;51.28%), AltaVista (15;19.23%) and MSN (8;10.26%). It is clear from the data that Google, Yahoo and Rediff are the most used searching Engines among the students.

Awareness of Internet services

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Table-7
Awareness of Internet services

Sl. No	Awareness of Internet services	Total	Percentage
1	WWW	78	100.00
3	Chatting	78	100.00
4	E-mail	78	100.00
5	Discussion group	40	51.28
7	FAQs	16	20.51
6	FTP	10	12.82

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It can be inferred from Table 7 that all the respondents use E-mail, WWW & chatting services over the Internet, while there are 40 representing 51.28% use Discussion Groups. Those users who aware about FAQs are 16 and FTP are 10 representing 20.51% and 12.82% respectively.

Difficulties in using Internet

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Table-8

Difficulties in using Internet

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Sl. No	Difficulties in using Internet	Total	Percentage
1	Slow speed	47	60.26
2	Finding relevant information	24	30.76
3	Downloading problem	10	12.82
4	Lack of training	8	10.26
5	Information overload	5	6.41

The above table depicts that there are 47 (60.26%) students faced the problem of slow speed while using internet, 14 (30.76%) students faced the problem of finding irrelevant information, 10 (12.82%) students each faced problem with downloading, 8 (10.26%) students faced difficulty because they lacked training and 5 (6.41%) students faced the problem of information overload while using internet.

Satisfaction level of students with the Internet facilities
Table-9
Satisfaction level of students with the Internet facilities

Sl. No	Level of Satisfaction	Total	Percentage
1	Fully Satisfied	8	10.26
2	Partially Satisfied	15	19.23
3	Least satisfied	34	43.59
4	Not responded	21	26.92
	Total	78	100

Table 9 shows that 34 (43.59%) of the respondents were least satisfied with the internet facilities, 15 (19.23%) were the partially satisfied and only 8 (10.26%) were fully satisfied with internet facilities. There are 21 (26.92%) who have not expressed any view in this regard.

Findings of the study

1. Altogether 100 questionnaires were distributed among the students of Vidya Vikas Institute of Management Studies in Mysore city. A total 78 filled questionnaires were received back which comes to an overall response rate of 78%.
2. Out of 78 respondents, 40(51%) were male and 38 (48.72%) of respondents were female.
3. All the respondents were aware of internet.

4. Out of 78, there are 30 students have experience of more than 4 years in using the internet, 25 of students have 1 year to 2 year experiences in using internet

5. There are 50 (64.10%) respondents used Internet daily.

6. Majority of the respondents 44 (61.11%) access internet at their home.

7. All the respondents 78 (100%) use the internet resources for the purpose of study.

8. Majority of the students consult ETDs/Project more than other resources available on the internet. 40 (51.28%) of students use databases, 30 (38.46%) of students use technical reports for their study.

9. All the students use Google as their search engine for search information.

10. All the respondents use E-mail, www & chatting services over the Internet, while Discussion group was used having 40 (51.28%), 16 (20.51%) of students having awareness of FAQs Internet services.

11. There are 47 (60.26%) students faced slow speed problem while using internet, 14 (17.95%) of students faced to finding relevant information

12. There are 34 (43.59%) respondents were least satisfied with the internet facilities and 8 (10.26%) were fully satisfied with internet facilities.

Conclusion

The Internet allows computer users to remotely access other computers and store the information easily. The result of the study shows that all the students are aware of Internet and they use these internet facilities for different purposes. Majority of students use Internet daily. They access Internet at their homes. All the students use internet for study purpose. Google is the most used search engine by the students of Vidya Vikas Institute of Management Studies. All the respondents use E-mail, www & chatting services over the Internet. Majority of students faced the problems of slow speed while using internet. Only 8 (10.26%) were fully satisfied with internet facilities.

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