

**Full Length Research**

# USAGE OF INTERNET SERVICES BY ENGINEERING STUDENTS IN TIRUNELVELI DISTRICT: A STUDY

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The internet has emerged as the most powerful medium for storage and retrieval of information. This paper deals with the use of internet by the students of the engineering college students in and around of Tirunelveli, Tamil Nadu, India. This paper examines the frequency of internet use, purpose of using the internet, use of different internet services and impact of internet on engineering education. Questionnaire method was used for collection of data from the engineering students. The main findings 35% were browsing Internet for the purpose of E-mail, 44% were browsing Internet through Mozilla Fire Fox, 43.5% of them are using Internet to update their knowledge, and 80% of them are using Google Search engine and also 50% of them are using Gmail service for mailing purpose and the main problem faced by the students is accessing Internet is low speed of Internet.

**Keywords:** Internet, search Engines, User Students, Engineering education, ICT

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## INTRODUCTION

The internet was become as powerful instrument in the field of education with advent of ICT in technical education especially internet become most powerful tool in updating technological knowledge by the engineering students. Know a day engineering colleges playing an important role in any nation by providing technical skills to its students through internet. The study has been under taken to examine the availability and use of internet by the engineering students. The main aim of the study is to know the impact of internet among engineering students and the problems faced by the engineering students.

## REVIEW OF LITERATURE

A review of the literature reveals that there is a large amount of literature available on the use of the internet,

but no in-depth study has been done on the use of the internet in the engineering colleges under study. The present status of internet use in the engineering colleges of in and around of the Tirunelveli District.

Panda and sahu (2003) described the state of internet connectivity with myriad internet services provided in the Engineering colleges of Orissa. They analyses the system details types of browsers and search engines used and purpose of internet connectivity availed. Also indicates user's demand to access internet, and suggestions for the improvement of internet use/services in the Engineering Colleges.

**Kumar and Kaur** (2005) was conducted a case study on Internet and its use in the Engineering Colleges of Punjab, India: among teachers and students used questionnaire method. The response rate was 84.2%.

The study demonstrates and elaborates the various aspects of Internet use such as, frequency of Internet use, most frequently used place for Internet use, problems faced by the users and satisfaction level of users with the Internet facilities provided in the colleges. The result of the survey also provided information about the benefits of the Internet over conventional documents. It was found that the Internet had become a vital instrument for teaching research and learning process of these respondents.

**Devendra and suresh** (2007) conducted a survey, to examine the potentialities of internet services to meet user needs in accessing, communication and disseminating information and emphasize the modes of internet optimization in library and information center. **Jaya Pralash and Koteswars Rao** (2007) have discussed the importance of the internet in the library functions and services provided by library and information centre and the Role of Internet and Web Technology in Library and Information Services in Digital Environment. A case study conducted by **Gururaj kumar and siddu** (2007) discussed the use of internet by the members of Social Science Faculty of Karnataka University in Dharwad, India.

**Kaur and Manhas** (2008) conducted a study on use of internet services and resources in the Engineering Colleges of Punjab and Haryana (India): a study, Data was collected by questionnaire and follow up interviews with internet users. Result showed that 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.

**Velmurugan and kannan** (2010) they investigated the awareness on Internet and its resources by the members of the students of International school of class VIII,IX and X and was limited to Chennai city only. The analysis of the data was carried out with SPSS(Statistical Package for Social Science) package and the result were obtained using simple percentile analysis and chisquare test and to arrive at meaningful conclusions.

**Sharma U.C., Raman Chawla and Priya Madaan** (2011) found in their study that the majority of the users 84.2% were faculty members and students. The most used internet services were E-mail and WWW, Chatting, Search Engines, Remote login, FTP, FAQ. They use internet through Google search engine (85%) retrieving required information (50%) uses to improve professional Competency.

## OBJECTIVES

The objectives of the study are

1. To highlight the importance of Internet and its services over the Engineering students;
2. To know the purpose of using the Internet
3. To study the impact of Internet on Engineering education;
4. To find out the problems faced by the students in using the Internet; and
5. To make suggestion to improve internet facilities in engineering college libraries.

## METHODOLOGY

In this study, a structured questionnaire was prepared covering the relevant aspects of the study. It was distributed to students studying B.E & ME in engineering colleges located in an around the Tirunelveli District during the January 2015 to May 2015. In total 200 questionnaires were distributed to the BE & ME students in 10 Engineering colleges located in Tirunelveli District. 20 questionnaires were distributed in each Engineering colleges including all branches at random.

## SCOPE AND LIMITATIONS OF THE STUDY

The main purpose of this study is to find out the level of use of Internet services as well as ascertain engineering students satisfaction with the infrastructure supporting electronic information communication gathering in Engineering college campus. The present study consists of only of Internet electronic information used by Engineering Students.

## Analysis and Interpretation of Data

The data collected from the students has been prepared in the following paragraphs in the form of Tables and Graphs.

## Familiarity in using Computers

Computers are playing an important role in the present society without computers we can not imagine the present society. The respondents were asked a question to know their computer knowledge. The replies given by them are shown in Table 1.

It is evident from Table 1 that the majority of the respondents (99.5%) have knowledge in Computers and .5% of them do not have knowledge in computers. It can be concluded that 99.5% of the respondents have experienced in the computer operations. Figure 1

### Experiences in Using Computers

Again they were asked a question to know their experience in years in computer operations. The replies given by them are shown in Table 2

It is evident from Table 2 that half of the respondents 45 % have experience in using computers more than four years followed by two years 27 %, three years 20% and one year experience 8 %. It can be concluded that half of the respondents have experience in using computers more than four years.

### Usage of Internet

A Question has been asked the respondents to know their familiarity in using internet. The replies given by them are shown in Table 3

It is evident from the Table-3 that a highest percentage of the respondents 60% are using internet more than four years followed by 1-2 years 15%, 2-3 years 20% and 0-1 years 5 %. It can be concluded that highest percentage of the students 60 % have experience in using internet more than four years.

### Frequency of Internet Use

Internet has become an important tool for research. Literature on all the fields of knowledge is available on internet, which is very useful for engineering students to enrich their knowledge. The present study attempted to find information on the use of Internet, frequency, purpose and place of internet use. Regarding frequency of Internet use by the respondents, Table 4 clearly reveals that most of the students 82% were using Internet on daily basis. Further, 14% respondents were using it in weekly basis, 3% were using it on monthly basis, and 1% use it when they rarely it.

### Frequency of use Internet

The respondents were asked to mention their frequency of use Internet. Figure 4

It is evident from Table 5 that 42% of the respondents are spending their time in using internet between 4-10 hours per week followed by 1-4 hours 32% less than hour 14% and more than 10 hours 12%.

### Place of Accessing Internet

The respondents were asked a question to know the place where they could access internet.

It is evident from Table 6 that a highest percentage of the respondent 42.5% are accessing internet at their home followed by at college 37.5%, at browsing centre 14%, through mobile phone 3.5%, friend's home 1.5%. Figure 6

### Purpose of using Internet

The respondents are asked a question to know the purpose for which they use internet. The replies given by them are shown in Table 7.

It is clear from Table 7 that majority of the respondents 35% were browsing internet for the purpose of E-mail Purpose, followed by Education 25%, Entertainment 10%. Chatting 10% and for job searching 20%. It can be concluded that most of the students were searching internet for the purpose of mailing purpose.

### Frequently used browsers

The respondents were asked a question to know the browsers which they use frequently. The replies given by them are shown in Table 8

It is clear from Table 8 that a highest percentage of the responds are browsing Internet from Mozilla Fire Fox 44%, followed by Internet Explorer 21%, from Google Chrome 29% and from Opera 6%. It can be concluded that a highest percentage of the respondents 44% are browsing internet from the Mozilla Fire Fox

### Motivating Factor to use Internet

A question has been posted to the respondents to know the factors which motivate them to use internet. The replies given by them are shown in Table 9

It is obvious from the Table 9 that a highest percentage of the respondents 43.5% are replied that getting of update knowledge is the main motivating factor for using internet followed by to get quick information 31.5%, faster communication 17 % and to save time 8%.

### Use of Search Engines

A Question has been posed to the respondents to know which search engines they use most. The replies given by them are shown in Table 10

It is clear from Table 10 that most of the respondents. 80% use Google search engine followed by yahoo search engine 15%, MSN search Engine and Bing 0.5%, sify search Engine 1 %, Alta-Vista and Indian Times Search Engines 0.5%. It can be concluded that most of the respondents 80% are using Google search engine.

### Type of Mail Service

The respondents were asked to know which mail service the use most. The replies given by them are shown in Table 11

It is clear from Table -11 that majority of the

Table 1

Familiarity	Number	%
Yes	199	99.5
No	1	.5
Total	200	200

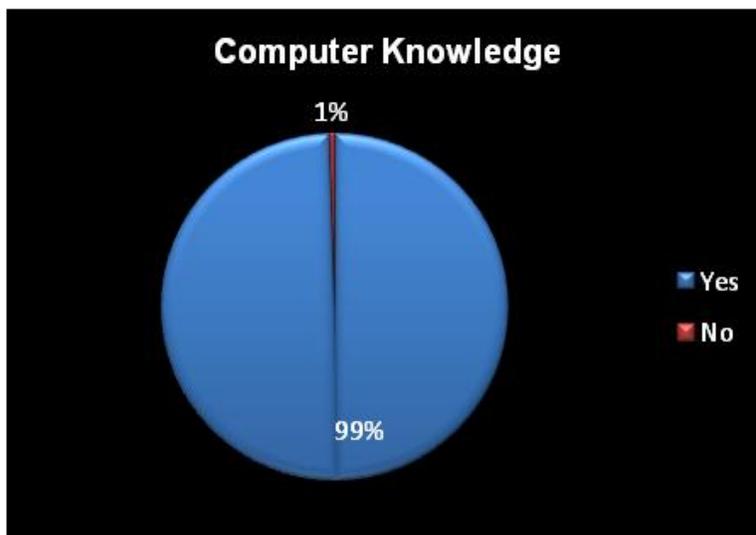


Figure 1

Table 2

Experience	Number	%
I year Students	16	8%
II year students	54	27%
III year students	40	20%
IV year students	90	45%
Total	200	100

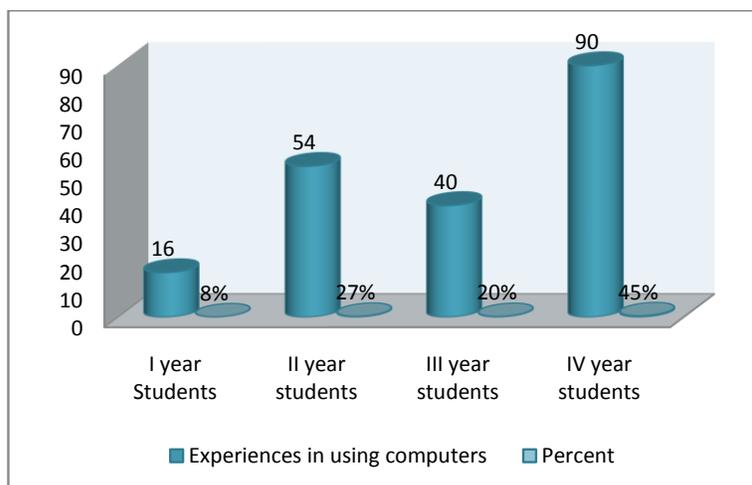


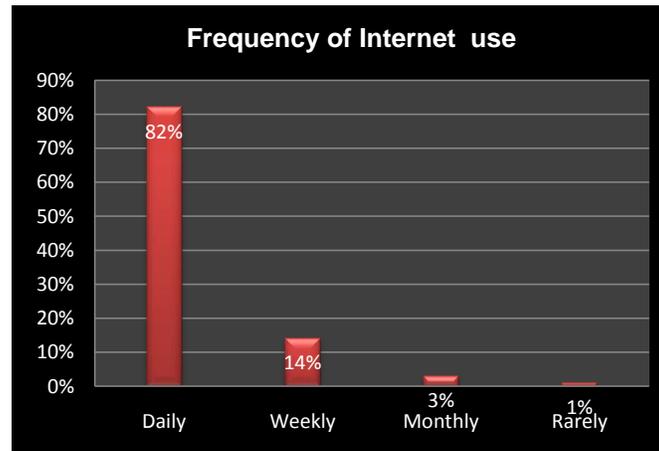
Figure 2

**Table 3**

Years	Response	%
0-1	10	5%
1-2	30	15%
2-3	40	20%
More than 4 years	120	60%
Total	200	100

**Table 4**

Frequency	No. of respondents	Percentage
Daily	164	82%
Weekly	28	14%
Monthly	06	3%
Rarely	02	1%
Total	200	100

**Figure 4****Table 5**

Time	Number	%
0-1 hour	28	14
1-4 hours	64	32
4-10 hours	84	42
More than 10 hours	24	12
Total	90	100

**Table 6**

Gender	No. of Respondents	%
College	75	37.5
Home	85	42.5
Cyber café	28	14
Friends Home	3	1.5
Mobile	7	3.5
Total	200	100

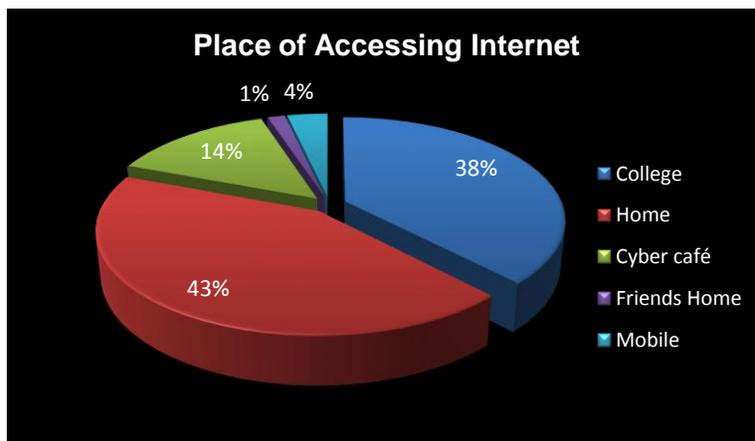


Figure 6

Table 7

Purpose	No.of Respondents	%
Education	50	25
Entertainment	20	10
E-mail	70	35
Job purpose	40	20
Chatting	20	10
Total	200	100

Table 8

Browsers	No.of Respondents	%
Internet Explorer	42	21%
Mozilla Fire Fox	88	44%
Opera	12	6%
Google Chrome	58	29%
Total	200	100

Table 9

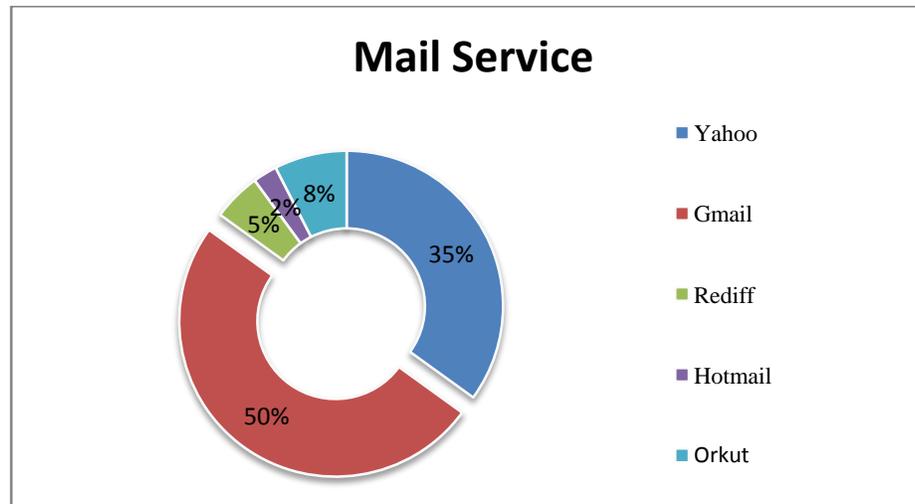
Motivating Factor	No.of Respondents	%
Faster Communication	34	17%
To update the knowledge	87	43.5%
To get Quick Information	63	31.5%
To save Time	16	8%
Total	200	100

Table 10

Search Engines	No.of Respondents	%
Google	160	80%
Yahoo	30	15%
MSN	5	2.5%
Alta-Vista	1	0.5%
Sify	2	1%
Indian Times	1	0.5%
Bing	1	0.5%

**Table 11**

Mail Services	Number	%
Yahoo	70	35%
Gmail	100	50%
Rediff	10	5%
Hotmail	5	2.5%
Orkut	15	7.5%

**Figure 11**

respondents 50% use Gmail service followed by Yahoo 35%, Orkut 7.5%, Hotmail 2.5%, and Rediff 5%. It was concluded that the majority of the respondents 50% are using Gmail services. Figure 11

### Browsing Method

Generally the users can search Internet for required item in different methods. Some people use search engines and some people use direct websites when they are aware. In this regard, a question has been put to the respondents to know the methods which they use for search internet for required information. The replies given by them are shown in Table 12

It is known from the Table-12 that the majority of the respondents 85% searching internet by using search engines and remaining of them 15% through web address. It can be concluded that majority of the respondents are searching internet through search engines.

### Reasons for Using Internet than Print Sources

The respondents were again asked to mention the

reasons for using electronic sources than print sources. The replies given by them are shown in Table 13

It is found from the Table 13 that a highest percentage of the respondents 35% were using internet to get more information than print sources followed by to save the time 30%, multiple documents can be retrieved at a time 12%, more accurate 7.5%, less expensive 10% and most updated information available 35%. It can be concluded that a highest percentage of the respondents 35% are using internet to get more information in the electronic form than print form.

### Problems in using Internet

Even today majority of the students are facing many problems in using Internet like low speed of internet, lack of computer knowledge, network failures and other problems in order to know the problems faced by the respondents in using internet, a question has been put to them. The replies given by them are shown in Table 14

It is clear from the Table 14 that the half of the respondents 70% expressed that the speed of the internet is very slow followed by lack of sufficient Computer Systems 20%, and Power Fluctuations 10%.

**Table 12**

Browsing Method	No.of Respondents	%
Through web address directly	30	15%
Through search engines	170	85%
Total	200	100

**Table 13**

Reason	No.of Respondents	%
Time saving	60	30%
More Information available	70	35%
Less Expensive	20	10%
More Accurate	15	7.5%
Multiple Documents can be retrieved at a time	25	12.5%
Most updated information available	10	5%

**Table 14**

Problems	No.of Respondents	%
Slow Access	140	70%
Lack of sufficient computer systems	40	20%
Power Fluctuations	20	10%
Total	200	100

**Table 15**

Level of Satisfaction	No.of Respondents	%
Fully	34	17%
Partially	26	13%
Neither Satisfied nor dissatisfied	120	60%
Not Satisfied	20	10%

The main problem is the low speed of the internet faced by the half of the respondents.

### Level of Satisfaction

The respondents were asked a question regarding to their level of satisfaction on the availability of internet facilities in their colleges. The replies given by them are shown in the Table 15

It is clear from the Table 15 that the half of respondents 60% were neither satisfied or nor dissatisfied, 13% of the respondents were satisfied partially, 17% of the respondents were satisfied fully and 10% of them have not satisfied. It is concluded that the half of the respondents 60% are neither satisfied not dissatisfied on the available of computer facilities.

### Influence of Internet on Education

A question has been posed to the respondents to know the influence of internet on educational activities. The replies given by them are shown in the Table 16

It is obvious from the Table 16 that a highest percentage of the respondents 60% replied that they depend on internet for their academic purpose followed by the improve professional competence 25%, expedited the research process 12.5% and use of conventional documents had decreased 2.5%. It is concluded that a highest percentage of the respondents 60% have depend on internet for their academic purpose.

### FINDINGS OF THE STUDY

- Majority of the respondents 99.5% of the respondents have familiar in computer

**Table 16**

Impact of Internet	No.of Respondents	%
Use of conventional documents has decreased	5	2.5%
Dependency on the Internet	120	60%
Expedited the research process	25	12.5%
Improve professional Competence	50	25%
Total	200	100

operations.

- A half of respondents 45% are using Internet more than 4 years.
- Majority of the colleges 42.5% are providing sufficient computer systems in their labs and more number of the respondent 3.5% are accessing Internet at their home then college, cyber café and mobile.
- Majority of the respondents 35% were browsing Internet for the purpose of E-mail purpose, followed by Education 25% Entertainment 10%, chatting 10% and for job searching 20 %.
- A highest percentage of the respondents are browsing Internet form Mozilla fire Fox 44%.
- The main motivating factor for using Internet by the respondents 43.5% is updating of knowledge.
- Majority of the respondents 80% use Google search engine and also 50% of respondents use Gmail service for mailing purpose.
- A highest percentage of the respondents 35% opined that Internet is providing more information with latest figures than print sources.
- Slow Access of internet is main problem in accessing internet expressed by the half of the respondents 70%.
- Half of respondents 60% are neither satisfied nor dissatisfied on the available of computer facilities.
- A highest percentage of the respondents 60% replied that they depend on internet their academic purpose.

#### **SUGGESTIONS:**

Based on the findings of the study, the following suggestions are made to improve the use of internet among engineering students.

- 80% of the respondents use internet for mail purpose. An awareness should be created among the students to use internet of academic purpose.
- Internet bandwidth should be enhanced to overcome the low access of the internet. And

also suggested to have more than one internet providers to reduce the network facilities

- Majority of the respondents neutrally satisfied on the availability of internet facilities in their colleges. Hence, more computer systems, skilled man power, comfortable computer labs with good infrastructure should be provide to satisfy the users.
- Orientation programs should be conducted periodically by the engineering colleges make the students for efficiency use of internet.
- Entertainment websites should be blocked to avoid long sitting of the students before computers to facilitate inter facility to other users.

#### **CONCLUSION**

Internet facilitates students to enhance their knowledge with latest updates not only in their subjects but also their all-round development. Libraries are also playing an important role for providing information by using ICT facilities. The above study reveals that the internet facilities are not satisfactory in serving the information needs of the engineering students. This context the college authorities should take necessary steps for providing better internet facilities in their colleges and to take measures to utilize internet by the students to compete with the developed countries.

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