



## ORIGINAL RESEARCH PAPER

## Computer Science

### A REVIEW ON MOBILE USERS: A CASE STUDY OF MCA STUDENTS

**KEY WORDS:** Random Sampling Techniques, Mobile Operating System, Mobile Brands, Picture Quality, Screen Resolution.

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#### ABSTRACT

The usage of mobile phones enabled is a 20<sup>th</sup> century experience which covers various operations. This research work examines phone usage. The research work was performed so as to understand that which company mobile phone handset mostly used and also which mobile operating system is favorable among the people. The information from this work was carried out using structured questionnaires administered to 100 peoples to get their individual views. Our findings indicated that there has been tremendous growth in the use of the mobile phones in India.

#### INTRODUCTION:

The usage of mobile phones enabled is a 20<sup>th</sup> century experience which covers various operations. This research work examines mobile phone usage. The research work was performed so as to understand that which company mobile phone handset mostly used and also which mobile operating system is favorable among the people. The information from this work was carried out using structured questionnaires administered to 100 peoples to get their individual views. Our findings indicated that there has been tremendous growth in the use of the mobile phones in India.<sup>[2]</sup>

I found that the mobile phones are available to the people right from the age of 10 years or less. It provided great convenience in communication among people by way of either calling or texting. The majority of the users are in the age group of 15 to 40 years. The contacts are established instantly with the help of mobile phones which was not possible earlier. Now, the mobile phones are coming up with variety of features like internet access, sending e-mails, games, access to social networking sites like face-book, listening to music, playing radio, reading books, dictionary and so on.

#### OBJECTIVES OF THE STUDY:

- To find out the mobile users of various brands at college level.
- To understand the satisfaction level of mobile users.

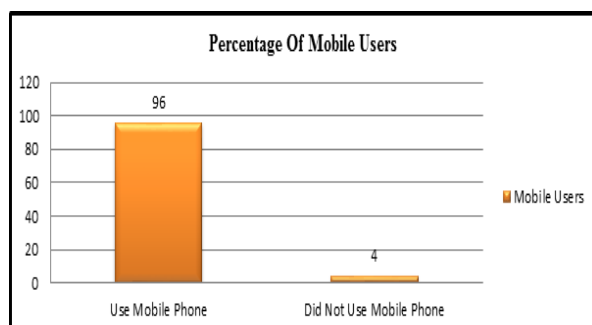
#### RESEARCH METHODOLOGY:

The total sample size of the study is 100 respondents. The respondents are from MCA College. Data were collected from 100 respondents through questionnaire which was tuned as per the objectives of the study. Simple random sampling technique has been used for collecting primary data.

#### DATA ANALYSIS & INTERPRETATIONS:

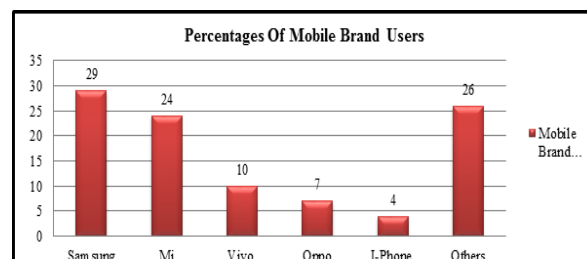
Data analysis is done by using quantitative measurements and further interpretations are done.

**Chart 1: "Mobile Users"**



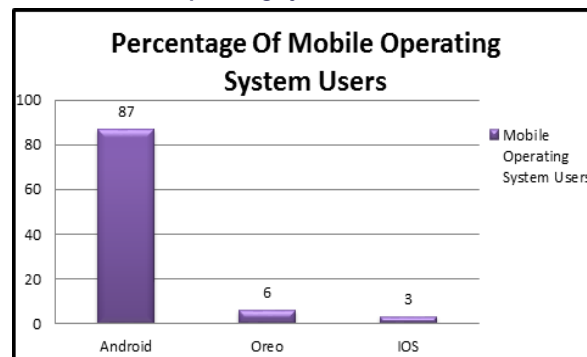
The Chart1 shows the details of Mobile users. The majority responded 100 i.e. 96% users used mobiles and 4% users does not used mobile.

**Chart 2: "Mobile Brand Users"**



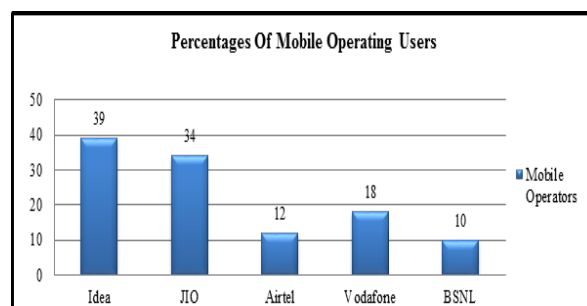
When the users were asked about which brand of mobile phone they mostly use (Chart2) 29% of the users said Samsung, 24 % Mi, 10% Vivo, 7% Oppo, 4% I Phone, other mobile users 26%.

**Chart 3: "Mobile Operating System Users"**



Obtained results (Chart3) showed that 85% of the user's were using Android Operating System. 6% of the user's were using Oreo Operating System and 3% and 2% of user's were using IOS Operating System. This shows the popularity of the Android Operating System among mobile users.

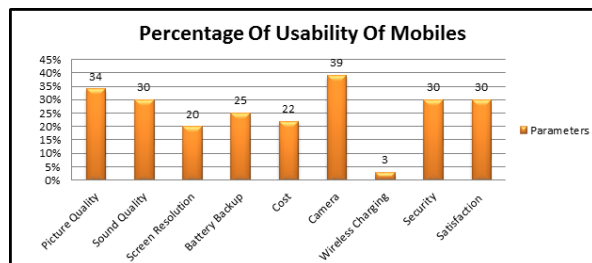
**Chart 4: "Mobile Operator Users"**



Results regarding(Chart4) use of mobile operator it was found that most of the users prefer Idea SIM Card 39%, 34% JIO SIM Card, 18% Vodafone Card, 12% and 10% Airtel and BSNL SIM Card. In these results I founded 20% people preferred Dual SIM.

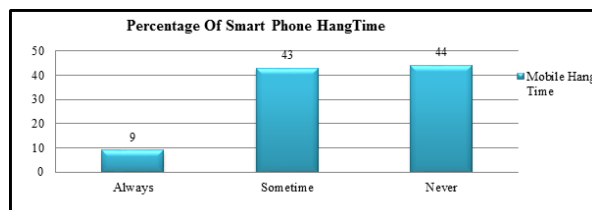
Chart 5: "Parameters for Usability of Mobile Phone"

8) <https://www.scribd.com/doc/11879404/Questionnaire>



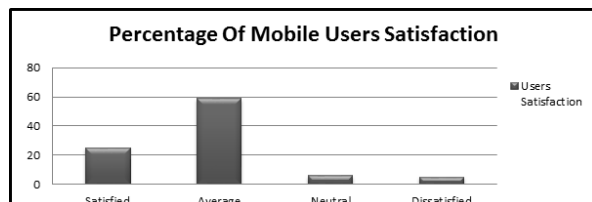
Most of the users (Chart5) check mobile handset for the time of purchasing is Mobile Handset Picture Quality, Sound Quality, Screen Resolution of Mobile Handset, Battery Backup, Cost, Camera, Wireless Charging, Security and Satisfaction. Most users' i.e.39% users are satisfied for Camera of their handset. Which is followed by users satisfied by Picture Quality are 34%. At the wireless charging criteria most people are very dissatisfied in these criteria only 3% users are satisfied. Out of these 30% users are satisfy for sound quality, security and satisfaction of their mobile device.

Chart 6: "Mobile Hang"



Results regarding number of time mobile are hand(Chart6) , in this details 44% users told that there mobiles never hang, 43% users said that there mobiles hang sometimes. And 9% users mobiles are always hang

Chart 7: "Mobile Users Satisfaction"



Regarding the Satisfaction (Chart7) 59% of the users satisfied with their mobile 25% very satisfied with their mobiles. 6% user's average (fair) rate there mobile. 4% user dissatisfied with their mobile and 1% user very dissatisfied there mobile.

## CONCLUSION:

On the basis of obtained results it can be said that majority of the users are using the smart phones. Also most of the users prefer Android Operating System and prefer Samsung Handset. Also, this study discovered that the user of Idea Cellular network is more than other network. All fields' people and all age groups of people are usage mobile phone. At the times of purchasing new mobile phone users are careful about handset picture quality, sound quality, camera, battery backup, etc. This study also discovered that most users are satisfied with their mobile phones.

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