WhatsApp usage among the Students of SVU College of Engineering, Tirupathi

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Abstract

This article reports the results of a study conducted on whatsapp usage by Engineering students at SVU College of Engineering, Tirupati, Chittor distict in Andhra Pradesh. The study was designed with an aim of to explore the whatsapp usage among the engineering students. To collect the data from the respondents a closed ended questionnaire was prepared based on the objectives of the study. A total of 150 questionnaires were distributed to the engineering students and received responses from 113 students and the response rate was 75.33%. Results of the study shows that 100% of the students using WhatsApp, and the most frequently used feature is sending text messages. 93% of the respondents opined that the library should start services through whatsapp.

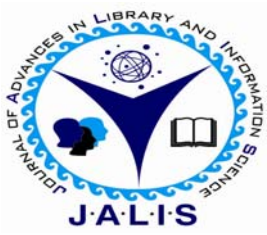
Keywords

WhatsApp use; Engineering students; Andhra Pradesh.

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Introduction

The changes and developments of mobile technology, the use of smart phones and mobile internet have enormously increased in youth and students irrespective of gender. Since smart phone is become popular as a part of day to day life, many mobile messaging apps are launched. WhatsApp is an instant mobile messaging app which is developed by Briyon Acton and John koum in 2009, to send messages like text, voice, images, and videos. It is very popular messaging app in India and all over the world. Because it has a simple and ease of use features like to create a group; allows sending unlimited messages and it works on internet connectivity, so that users were not to spend much money to send text through this app.

A number of studies have been carried out on whatsapp usage among youth and college students in various aspects like the positive and negative impact of usage of Whats app , the impact of whats app on their learning , and communication behavior etc..This study is focus to know the engineering students whatsApp usage and their perception towards the use of Whats App for library services.

Literature Review

Dayani Ahad & Ariff Lim (2014) study examines the Whats App usage among the undergraduates at University of Brunei, Darussalam. The study shows that a majority of the undergraduates use WhatsApp for more than three hour per day. The study found that Whats App was very useful for group discussions and interaction.31.61% of the respondents opined that it was disruptive to their study. The findings of this study revealed that a majority of the undergraduates (67.54%) do tend to disseminate information only if they believed it to be useful, relevant or true. Yeboah & Ewur (2014) study find out the positive and negative impacts of Whats App use on students' performance in tertiary institutions in Ghana. They reports that distraction from studies, damaging language spelling and grammar and lack of focus on lecturers are the negative impact by using Whats App. Tawiah.Y, Nondzor & Alhaji (2013) study investigated the student's preference of WhatsApp and voice calls in Ghana. The results indicated that 92% of the students prefer WhatsApp application to voice call. Diwan .M (2015) study demonstrates the use of WhatsApp among the students of IIPS, Devi Ahilya Vishwa vidyalam, Indore. The study explains that respondents do not share audio much frequently and

do not change their status frequently. Azhar Amanullah & Mohammad Ali (2014) study investigated the most favourable mobile messaging apps among International Islamic University of Malaysia. The study found that WhatsApp is the most favourable mobile messaging app among IIUM students since all of the students in the survey installed WhatsApp in their phones.

Purpose of the study

The study is conducted with an aim to understand the pattern of WhatsApp usage among the engineering students and to get their opinion on providing library services through WhatsApp.

Objectives

The study was conducted based on the following objectives:

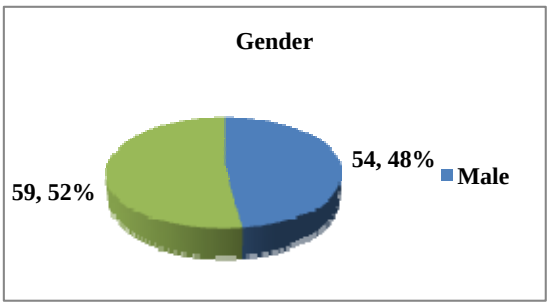
- To know the time spent in using the WhatsApp messenger
- To know the frequently used features of WhatsApp
- To get the students opinion on providing library services through WhatsApp
- To explore the challenges encountered by the respondents in using WhatsApp

Methodology

The study is limited to First year B.Tech students of SVU college of engineering, Tirupathi. The purposive sampling method was used to collect the data from the respondents. Students who having the smart phone and using WhatsApp messenger are only selected for the sample of the study. The data were collected with the help of a structured questionnaire prepared in a very simple English language. The questionnaires were distributed to 150 engineering students personally to collect the related data from the respondents. The investigators received responses from 113 students. The response rate was 75.33%. Analysis of the data was done by simple method of percentage calculation.

Analysis

Figure-1:Gender Wise Distribution



The figure-1 shows the gender wise distribution of respondents. It is clear from the above figure-1 that majority of the respondents i.e., 59 (52.21%) are female and 54 (47.79.39%) are male respondents.

Table 1: Usage of various Mobile Instant Messaging Apps

S.No.	Instant Messaging Apps	No. of Respondents	Percentage
1	WhatsApp	113	100
2	Line	11	9.73
3	Viber	12	10.61
4	Telegram	06	5.30
5	Other	10	8.84

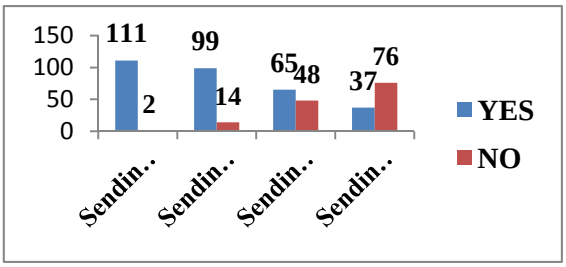
The above table-1 explains the various instant messaging apps used by the engineering students. It is clear from the table-1 that all the respondents (100%) are using WhatsApp messenger. Followed by Viber (10.61%), Line (9.73%) and other apps (8.82%). Only 5.30% of the respondents using Telegram app. It can be concluded that respondents are well aware of using WhatsApp messenger.

Table 2: Time spent in Using WhatsAPP in a Day

S. No.	Time	No. of Respondents	Percentage
1	Less than half an hour	76	67.25
2	1-2 hours	21	18.58
3	2-3 hours	09	7.96
4	More than three hours	07	6.19
Total		113	100

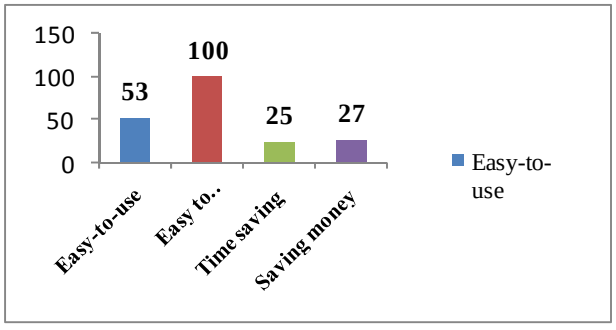
The above table-2 represents the data relating to the respondents Whats App usage time in a day. It is clear that majority of the respondents 76(67.25%) using whats App less than half an hour in a day, followed by 21 (18.58%) 1- 2 hours. The study shows that majority of the respondents are not addictive to Whats App usage.

Figure-2 Most frequently used features in WhatsApp



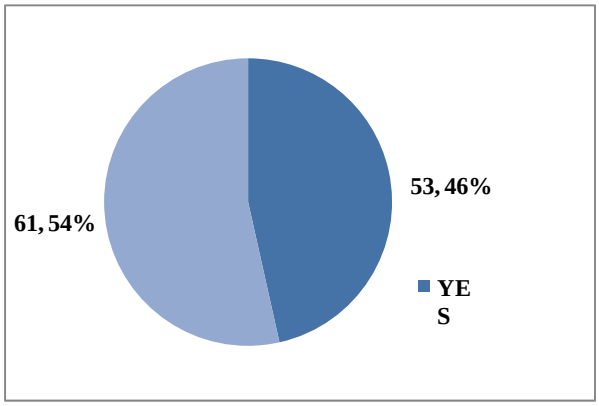
WhatsApp is a popular mobile phone messaging application used all over the world to communicate with other. It having simple and easy to understanding features like sending text messaging, images ,photos , videos, voice messages etc..Whats App reduces the expensive call charges. It provides an opportunity to keep in touch with the groups of people that matter the most, like your family, friends. With group chats, you can share messages, photos, and videos with up to 256 people at once. The above figure demonstrates the respondents most frequently used features of the Whats App. It is clear that majority of the respondents 111(95 %) are prefer to text messaging, followed by sending photos (87.61%), sending videos (57.52%). Only 37 (32.74%) are using WhatsApp for sending voice messages.

Fig-3 :Benefits of using WhatsApp



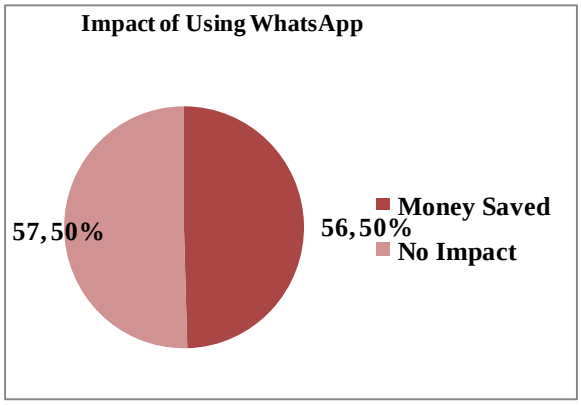
Respondents asked to indicate the benefits they having in using the Whats App messenger. The above figure explains their opinions. It is clear that majority of the respondents 100 (88.49%) express that they feel easy to communicate, followed by 53 (46.90%) express that it is easy to use, 27 (23.89%) opined that WhatsApp saving money and only 25(22.12%) replied that it saves time.

Fig-4 :Preference to WhatsApp and Voice Call



Students are asked to indicate their preference of WhatsApp and voice call. Overall, 61 students (54%) indicated their preference of WhatsApp over voice call. However 53(46%) students rather prefer voice calls than WhatsApp.

Fig-5 :Impact of Using WhatsApp



One question was asked to the respondents to know whether any impact using WhatsApp messenger in respect of saving money. The data shows the mixed responses. Almost half of the respondents opined that the money will be saved by using WhatsApp and the

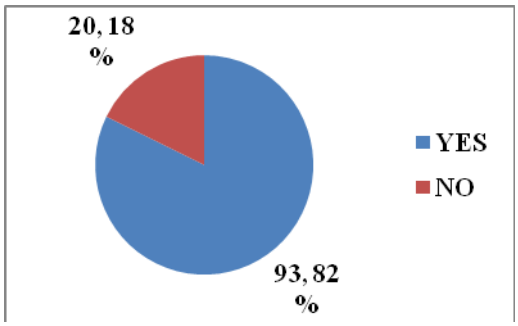
other half of the respondents expressed that there is no such impact.

Table 3: Usefulness of WhatsApp for getting information from Library

S. No	Response	No. of Respondents	Percentage
1	Yes	77	68.14
2	No	36	31.86
Total		113	100.00

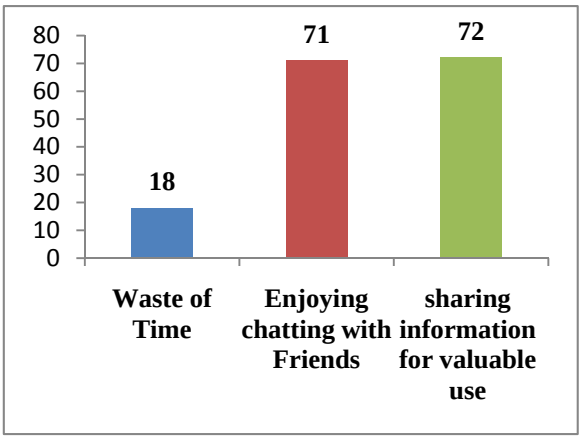
Whats App messenger features are useful to provide quick and simple information to the library users. It can be used to send WhatsApp SMS to collect the request books. Sending remainders to the due books in his/her account; informing the user about the exact fine. Acknowledging the user about renewal of a book etc. The respondents of this study also replied positively. Majority 77 (68.14%) of the respondents opined that they can benefit and helpful to save the time if library shall provide such services through WhatsApp.

Fig-6 :"WhtasApp a Librarian" service from the Library



"Whats App a Librarian" service is meant to provide general information to the users in shortest possible time. It is a direct and user-friendly service for Library users to use WhatsApp to contact librarians, so as to locate general library information and seek assistance when using the library. User can utilize the service to get a quick and brief answer of the library resources and services. In this study it is clear from the above data that majority of the respondents 93(82%) expressed that they are expecting WhatsApp a librarian service from their library. Only 20 (18%) responded negatively.

Fig-7: Students Perception on WhatsApp usage



The figure-7 depicts the respondent's perception towards WhatsApp usage. Majority of the respondents 72 (63.71%) express that they can share valuable information by using Whats App, followed by 71 (62.83%) replied that they enjoy chatting with friends, interesting aspect in this study was only 18 (15.92%) opined that it was a waste of time.

Table 4 :Challenges in using WhatsApp

S. No.	Challenges	No. of Respondents with Percentage		
		Agree	Disagree	Uncertain
1	Addictive	62(54.9)	30(26.54)	21(18.58)
2	Spent less time with family, relatives/friends	63(55.75)	42(37.2)	07(61.94)
3	Misused by people to transmit false info.	68(60.2)	27(23.9)	15(13.27)
4	Forget about the people surrounding us	69(61.1)	32(28.31)	10(8.84)

To find out the challenges faced by the respondents the investigator posed a question. The responses indicate that majority of the respondents 69(61.1%) agreed that they forget about the people surrounding them during the WhatsApp chat. 68 (60.2%) also agreed that WhatsApp is misused by people to transmit false information. 63 (55.75%) respondents also facing the challenges like they spent less time with friends, relatives and family members.

Conclusion

Findings of the study clearly proved that all the respondents are using WhatsApp and it is a popular mobile messaging app among the engineering students of SVU College of engineering, Tirupathi. The study reports shows that students spend less time in using the WhatsAppp , which is differ with the findings of previous study (Yeboah, J., & Ewur, G.D.,2014) where an average student spends over 8 hours every day engaged in using whatsapp on their mobile phone . It is evidently clear that majority of the respondents in this study 72 (63.71%) express that they can share valuable information through this app, which is positive aspect. The study results support that students are interested to use the services of the library through WhatsApp.

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