

# INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & MANAGEMENT

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# CONTENTS

<b>Sr. No.</b>	<b>TITLE &amp; NAME OF THE AUTHOR (S)</b>	<b>Page No.</b>
1.	<b>CUSTOMER SATISFACTION IN THE COMMERCIAL BANKS WITH SPECIAL REFERENCE TO NEPAL</b> <i>KESHAV RAJ BHATTA &amp; DR. B. P. SINGHAL</i>	1
2.	<b>COMPUTER VIRTUALIZATION: STRATEGIC ADVANTAGE TO BUSINESS</b> <i>SOMANING TURWALE</i>	5
3.	<b>ROLE OF MANAGEMENT INFORMATION SYSTEM FOR DECISION MAKING PROCESS IN THE ORGANIZATION</b> <i>DR. SAMPADA GULAVANI</i>	7
4.	<b>GAP OF LEADERSHIP SKILLS AMONGST MALE AND FEMALE STUDENTS</b> <i>DR. D M KUMTHEKAR &amp; DR. PAUL D MADHALE</i>	10
5.	<b>CASE STUDY ON MINING BIG DATA</b> <i>M.DHANAMALAR &amp; B.AYSHWARYA</i>	12
6.	<b>SECURE DATA TRANSMISSION IN MOBILE AD-HOC NETWORK USING RDSVDV PROTOCOL</b> <i>A. P. PANDE &amp; A. U. PATIL</i>	14
7.	<b>ENHANCEMENT OF TEMPORAL DATA CLUSTERING WITH CLIPPED GAUSSIAN DISTRIBUTION</b> <i>SARALA.R</i>	18
8.	<b>A COMPARATIVE STUDY ON IDENTIFYING USAGE OF MOBILE BANKING SERVICES IN SELECTED PUBLIC AND PRIVATE SECTOR BANKS</b> <i>DR. S.T. BHOSALE</i>	23
9.	<b>A REVIEW ON THE ROLE OF DATA MINING IN BANK</b> <i>VARSHA MOHITE</i>	30
10.	<b>AN EVALUATION OF WEB SERVICES USED BY CUSTOMERS OF SELECTED BUSINESS SECTORS IN ISLAMPUR CITY</b> <i>MANE HIMMATRAO MAHADEO</i>	32
11.	<b>A PERFORMANCE EVALUATION OF SOFTWARE INSTALLED IN RAJARAMBAPU MILK DAIRY, ISLAMPUR</b> <i>D. R. PATIL</i>	36
12.	<b>IMPACT OF 'MAKE IN INDIA' ON FOREIGN DIRECT INVESTMENT</b> <i>SHRADDHA PRASAD KULKARNI</i>	40
13.	<b>PATIENT'S SATISFACTION TOWARDS SERVICE QUALITY: A COMPARATIVE ANALYSIS OF GOVERNMENT AND MISSION HOSPITAL, MIRAJ</b> <i>M. M. SAMUDRE</i>	43
14.	<b>EFFECTIVE USE OF JOB SHARING IN WORK-LIFE BALANCE</b> <i>M. M. PATIL</i>	46
15.	<b>AN REVIEW OF INTERNET BANKING IN INDIA</b> <i>R. T. THORAT</i>	48
16.	<b>FINDING INVISIBLE AND NON-MEASURABLE IMPEDENCE VALUES INSIDE THE OBJECT</b> <i>A. R. RASAL</i>	50
17.	<b>A ROLE OF DATA MINING TECHNIQUES IN SHARE MARKET INVESTMENT</b> <i>H. SANKAPAL</i>	54
18.	<b>WICHAT: CHAT AND FILE TRANSFER APPLICATION</b> <i>PRADNYAWANT MALAGE</i>	58
19.	<b>DIGITAL PRINTING IN INDIA: SWOT ANALYSIS</b> <i>S.V. CHAVAN</i>	60
20.	<b>A STUDY ON THE IMPORTANCE OF CORPORATE SOCIAL RESPONSIBILITY IN INDIAN COMPANIES</b> <i>AMRUTHA SANTHOSH, LEKSHMY P.R. &amp; NAYANA N NAIR</i>	62
	<b>REQUEST FOR FEEDBACK &amp; DISCLAIMER</b>	65

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## A PERFORMANCE EVALUATION OF SOFTWARE INSTALLED IN RAJARAMBAPU MILK DAIRY, ISLAMPUR

**D. R. PATIL**  
**ASST. PROFESSOR**  
**SMT. KRP KANYA MAHAVIDYALAYA**  
**ISLAMPUR**

### ABSTRACT

*In present scenario software plays a vital role in various organizations, information is becoming more important for every business sector. Therefore today software plays an crucial role in every organization for business decision and growth to achieve better customer satisfaction. This study helps to identify opinion regarding software installed in Rajarambapu Milk Dairy, Islampur by InfoTech Solutions. This study helps to understand the strengths and requirements of software. It also helps to improve the quality of software which then having more demand in the market. To measure the performance of software researcher uses a CUIRIESM parameters. Various factors are responsible for identifying the performance of installed software.*

### KEYWORDS

business decision making, software, CUIRIESM, usage of software.

### 1. INTRODUCTION

For the present work researcher used CUIRIES parameters for study purpose. Therefore the software quality can be better measured based on these parameters.

- a) **Correctness:** The software which we are making should meet all the specifications stated by the customer.
- b) **Usability:** The amount of efforts or time required to learn how to use the software so that it makes user-friendly even for IT-illiterate people.
- c) **Integrity:** Integrity of sub-systems in the software an effect of it on working of other applications.
- d) **Reliability:** The software product should not have any defects. Also it should not fail while execution.
- e) **Efficiency:** It relates to the way software uses available resources. The software should make effective use of the storage space and execute command as per desired timing requirements.
- f) **Security:** Security in terms of user authentication, data recovery and backup facility etc. are necessary to check the performance of software. The software shouldn't have ill effects on data / hardware. Proper measures should be taken to keep data secure from external threats.
- g) **Multiplatform Support:** Identifying the performance of the software on the basis of how it supporting for multiple platform for providing services.

### 2. STATEMENT OF THE STUDY

"A Performance Evaluation of Software installed in Rajarambapu Milk Dairy, Islampur "

### 3. OBJECTIVES OF THE STUDY

1. To study the characteristics of the application software.
2. To check the performance of the Software installed in Rajarambapu Dudh Dairy, Islampur by the InfoTech Solutions.
3. To provide suggestions to the InfoTech Solutions for providing better services.

### 4. RESEARCH METHODOLOGY

Researcher collected data by two ways. One is primary data and other is secondary data. There are various sources of collecting primary data and secondary data.

- a. **Primary Data:** The data which is collected at first hand is called primary data. The primary data is collected through various sources like well structured Questionnaire. Data is collected from 14 customers who are continuously using software well structured questionnaire is prepared for collecting opinion of end users regarding software installed.
- b. **Secondary Data:** The data which is already published, available in hard/soft form is called secondary data. The data is available in books, magazines etc. For the study purpose the data is collected from Internet, Books, Research Journals, company reports etc.

### 5. SCOPE OF THE STUDY

The study is carried for analyzing Software Installed by the InfoTech Solutions in Rajarambapu Dudh Dairy, Islampur. Therefore all users who uses this software in the Rajarambapu Dudh Dairy, Islampur are respondent and are selected for data collection.

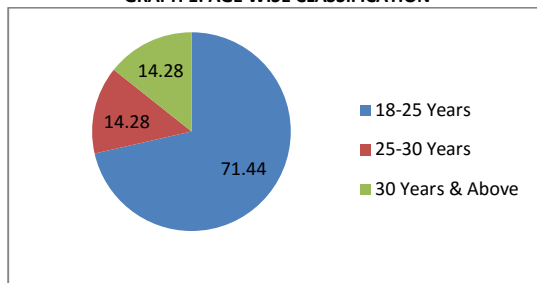
### 6. DATA ANALYSIS

#### 6.1 AGE WISE CLASSIFICATION OF RESPONDENTS

TABLE 1: AGE WISE CLASSIFICATION

Age Group	18-25 Years	25-30 Years	30 Years & Above
Percentage	71.44	14.28	14.28

GRAPH 1: AGE WISE CLASSIFICATION



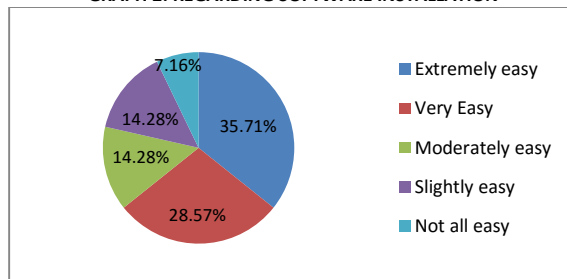
It is observed that, 71.44% respondents are from 18-25 years age group and 14.28% respondents are from 25 to 30 years and 30 and above years of age groups.

## 6.2 REGARDING SOFTWARE INSTALLATION

TABLE 2: REGARDING SOFTWARE INSTALLATION

Particulars	Percentage (%)
Extremely easy	35.71
Very Easy	28.57
Moderately easy	14.28
Slightly easy	14.28
Not all easy	7.16
Total	100

GRAPH 2: REGARDING SOFTWARE INSTALLATION



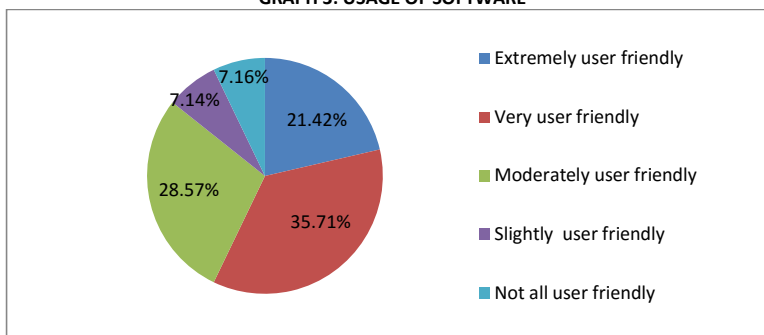
From the above Table 2 it is observed that, 35.71% respondent opined that they find software extremely easy for installation where as 28.57% respondent opined that it is easy for installation, 14.28% respondent has opined that moderately easy as well as slightly easy and 7.16% respondent opined that it is quite difficult for installation of software.

## 6.3 USAGE OF SOFTWARE

TABLE 3: USAGE OF SOFTWARE

Particulars	Percentage (%)
Extremely user friendly	21.42
Very user friendly	35.71
Moderately user friendly	28.57
Slightly user friendly	7.14
Not all user friendly	7.16
Total	100

GRAPH 3: USAGE OF SOFTWARE



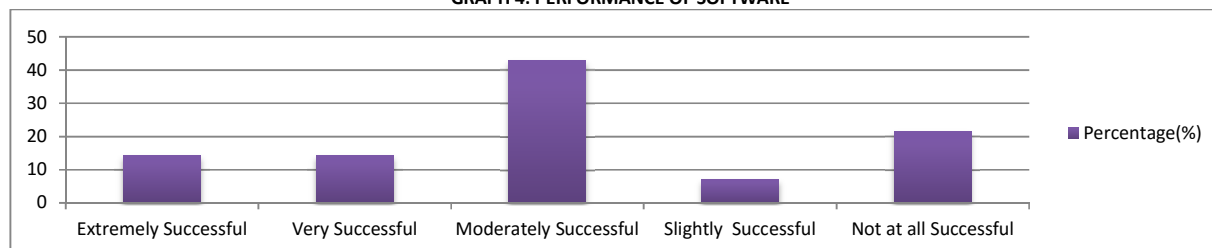
Above table depicts the usage of software. It is observed that, out of total respondent 21.42% is extremely user friendly, 35.71% has found that they find software very user friendly, 28.57% has got moderately user friendly, 7.14% has got slightly user friendly and 7.16% has got not all user friendly.

## 6.4 OPINION FOR PERFORMANCE OF SOFTWARE

TABLE 4: PERFORMANCE OF SOFTWARE

Particulars	Percentage (%)
Extremely Successful	14.28
Very Successful	14.28
Moderately Successful	42.88
Slightly Successful	7.14
Not at all Successful	21.42
Total	100

GRAPH 4: PERFORMANCE OF SOFTWARE



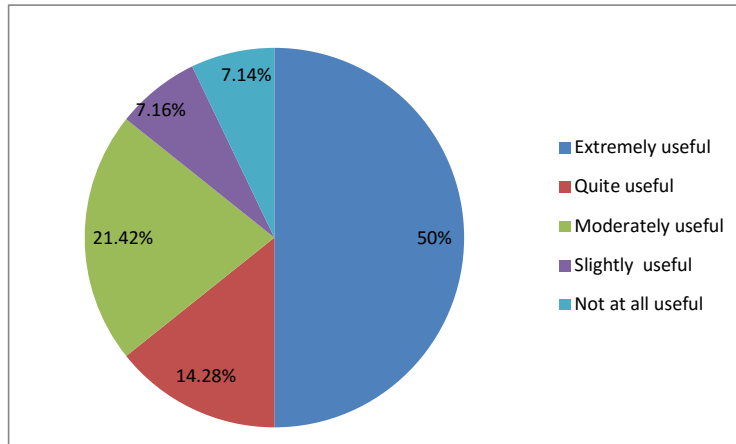
It is seen that, 14.28% respondent opined that they find extremely and very successful software installation and usage whereas 42.88% respondent opined that moderately successful performance, 7.14% respondent opined that it is slightly successfully and 21.42% respondent clearly defined not at all successful.

## 6.5 DOCUMENTATION SUPPORT

TABLE 5: DOCUMENT SUPPORT

Particulars	Percentage (%)
Extremely useful	50
Quite useful	14.28
Moderately useful	21.42
Slightly useful	7.16
Not at all useful	7.14
Total	100

GRAPH 5: DOCUMENT SUPPORT



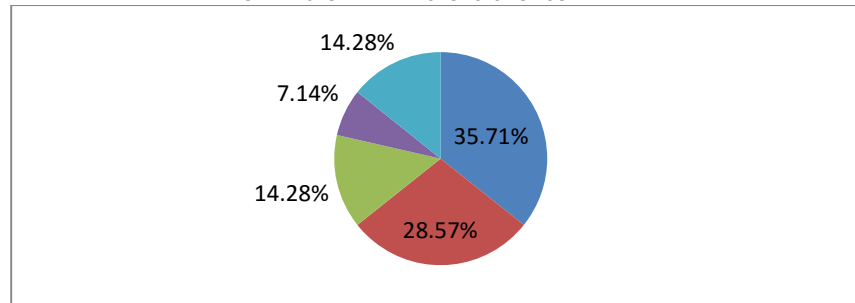
From the above graph it is observed that, 50% users opined that, the software documentation usefulness is more, whereas 21.42% is moderately useful. 7.14% opined that, it is slightly and not at all useful.

## 6.6 OVERALL RESPONSE FOR SOFTWARE

TABLE 6: OVERALL RESPONSES FOR SOFTWARE

Particulars	Percentage (%)
Extremely responsive	35.71
Quite responsive	28.57
Moderately responsive	14.28
Slightly responsive	7.14
Not all responsive	14.28
Total	100

GRAPH 6: OVERALL RESPONSES FOR SOFTWARE



The above table shows opinion of user regarding overall responses for software. From the above graph shows it is clear that 35.71% is extremely responsive, 28.57% respondent are quite responsive for software usage, 14.28% has got moderately responsive & not all responsive and 7.14% has got slightly responsive whereas 14% are not all responsive.

## 7. FINDINGS

- 1) Software should be clear easy to understand and user friendly.
- 2) Software should performing intended task moderately successful.
- 3) Software company should provide quick update about the new software so that the customers can easily get new updates of software.

## 8. CONCLUSION

Present study helps to identify the requirements of software, phases required for software, working and interfacing software. This study is more helpful for software developers for improving quality of the software. From the opinion of the end users it is clear that, they are satisfied with existing software installed by InfoTech Solutions.

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