

# INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & MANAGEMENT

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## A STUDY ON USERS' SATISFACTION TOWARDS WI-FI WITH SPECIAL REFERENCE TO ERODE DISTRICT

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### ABSTRACT

*In the days before advent of smart phones where WIFI and 3G/4G/5G technology have become commonly available, simple infra-red and frequency modulation projects were the interesting projects for electronics enthusiasts. Constructing these projects help to provide a good understanding and concept on the world of remote controls. The present study has taken effort to empirically explore the users' satisfaction towards Wi-Fi with special reference to Erode District. The researcher has collected primary data from 50 sample respondents from Dec 2017 to Feb 2018. The convenient sampling method has been used for choosing the sample size and the present study. The study also analyses the use of Wi-Fi in Erode District. Such an analysis is likely to be useful for using Wi-Fi users. Results of the study indicate that the users satisfaction.*

### KEYWORDS

connection, phone, satisfaction, users, wi-fi.

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## 1. INTRODUCTION

Wi-Fi is hang out in airports, coffee shops, or other laptop-friendly spots for a while, and will find "Free Public Wi-Fi." as we are just trying to connect to a computer that's unwittingly rebroadcasting its own inability to connect Oct 11, 2010. In 1991, NCR Corporation with AT&T Corporation invented the precursor to 802.11, intended for use in cashier systems. The first wireless products were under the name WaveLAN. May 18, 2017. Wi-Fi is a wireless radio frequency (RF) technology that is used to network computers and other devices without a wired connection. Connecting to the Internet via Wi-Fi offers many advantages over standard wired connections, including greater convenience, lower costs.

### 1.1. THE HISTORY OF WIFI

The history of WiFi is long and interesting. In 1971, ALOHAnet connected the Hawaiian Islands with a UHF wireless packet network. ALOHAnet and the ALOHA protocol were early forerunners to Ethernet, and later the IEEE 802.11 protocols, respectively. A 1985 ruling by the U.S. Federal Communications Commission released the ISM band for unlicensed use – these are frequencies in the 2.4GHz band. In 1991, NCR Corporation with AT&T Corporation invented the precursor to 802.11, intended for use in cashier systems. The first wireless products were under the name WaveLAN. The Australian radio-astronomer John O'Sullivan with his colleagues Terence Percival, Graham Daniels, Diet Ostry, John Deane developed a key patent used in Wi-Fi as a by-product of a Commonwealth Scientific and Industrial Research Organisation (CSIRO) research project, "a failed experiment to detect exploding mini black holes the size of an atomic particle". In 1992 and 1996, CSIRO obtained patents for a method later used in Wi-Fi to "unsmear" the signal.

### 1.2. FATHER OF WI-FI

Vic Hayes is often regarded as the "father of Wi-Fi." He started such work in 1974 when he joined NCR Corp., now part of semiconductor components maker Agere Systems.

PICTURE 1



### 1.3. WIRELESS SIGNALS

Factors Affecting *Wireless Signals* travel through the *atmosphere*, they are susceptible to different types of interference than standard wired networks. 802.11a/802.11ac/802.11ad/802.11ah/802.11ay/802.11b/802.11g/802.11n/802.11n0/CableFree/History/WiFi/Wireless/Wireless Excellence/Wireless Network. It suffer from decreased Internet performance if the signal received by a computer is weak.

## 2. REVIEW OF LITERATURE

**GAMAL** explained various types of security attacks modification, fabrication, interception, brute force, maintainability and static placement of MIC. They also proposed a new mechanism called multiple slot system (MSS).

**FLORIANO DE RANGO** proposed static and dynamic 4 way handshake solutions to avoid denial of service attack in WPA and IEEE 802.11. I paper also explained DoS and DoS flooding attacks against IEEE 802.11. I 4 way hand shake.

HARTER AND HERT (2000) reported that satisfaction has been the most widely used evaluation concept in information system evaluation. The authors reviewed the literature on management of information system (MIS) and library information system (LIS) on the use of the satisfaction criterion in information system research and evaluation.

GLUCK (2005) provides a complimentary review of the major research on user satisfaction that has appeared in the LIS and MIS literature. Gluck a reported a strong correlation between user satisfaction with retrieved items and the relevance of these items.

**3. SCOPE OF THE STUDY**

The goal of this study is to analyze and compare different wireless network technologies with as focus on availability, number of nodes, total cost, end-user cost, vendor cost, range, reliability and security. The goal is to users satisfaction level of network Wi-Fi technology with mobile wireless technology like 3G, 4G and 5G.

**4. OBJECTIVES OF THE STUDY**

1. To study the socio-economic factors of the respondents.
2. To find out the level of satisfaction on using Wi-Fi.
3. To find out the speed of Wi-Fi internet services.

**5. RESEARCH METHODOLOGY**

Erode district is chosen for the present work. The study is confined to Erode town only. Questionnaire was the main tool for collecting the primary data. Secondary data were collected from journals, newspaper, magazines and text books related studies. Statistical tools used for the present analysis were percentage analysis and t-test (independent method).

**6. ANALYSIS AND INTERPRETATION**

**6.1. PERCENTAGE ANALYSIS**

TABLE 1

S.NO.	WI-FI USING	FACTORS	NO. OF RESPONDENTS	PERCENTAGE
1		LAPTOP	12	24
		MOBILE	30	60
		DESKTOP	6	12
		TV	2	4
2	PERIOD OF USING	LESS THAN 6 MONTHS	10	20
		6 MONTHS-1 YEARS	28	56
		1 YEARS -2 YEARS	6	12
		ABOVE 2 YEARS	6	12
3	ACTIVE BASIS	ALL THE TIME	4	8
		SOME TIMES	12	24
		MOST OF THE TIME	28	56
		NOT AT ALL	4	8
4	PREFER MORE APPS	WHATSAPP	20	40
		FACEBOOK	10	20
		HIKE	6	12
		E-MAIL	10	20
		OTHERS	4	8
5	FACTORS	SECURITY	6	12
		SPEED	10	20
		FAST DOWNLOAD	8	16
		QUICK SEARCHING	12	24
		VIDEO CALLING	4	8
		SIGNALS STRENGTH	10	20
6	LEVEL OF SATISFACTION	HIGHLY SATISFIED	10	20
		SATISFIED	34	68
		DISSATISFIED	6	12

The above table shows that, out of 50 respondents, (60%) of the respondents are using mobile. Majority (56%) of the respondents are using for the period of 6 month-1 year. Majority (56%) of the respondents were active on most of the time. Majority (40%) of the respondents prefer for using whatsapp. Majority (40%) of the respondents are influenced by quick searching. Majority (68%) of the respondents are satisfied by using Wi-Fi connection.

**6.2. T- TEST**

**WI-FI CONNECTION AND OVERALL SATISFACTION (INDEPENDENCE METHOD)**

TABLE 2

FACTOR	CALCULATED VALUE	TABLE VALUE (t <sub>0.10</sub> )	DEGREE OF FREEDOM	REMARKS
Using of wi-fi	0.4949	1.476	5	Null hypothesis accepted

From the above table, it is clear that calculated value (0.4949) is lower the table value (1.476). Hence, the hypothesis is accepted. There is no significant relationship between usage of Wi-Fi and level of satisfaction.

**PERIOD OF USING WI-FIAND OVERALL SATISFACTION (INDEPENDENCE METHOD)**

TABLE 3

FACTOR	CALCULATED VALUE	TABLE VALUE (t <sub>0.10</sub> )	DEGREE OF FREEDOM	REMARKS
Period of using wi-fi	0.039	1.476	5	Null hypothesis accepted

From the above table, it is clear that calculated value (0.039) is lower the table value (1.476). Hence, the hypothesis is accepted. There is no significant relationship between the period of usage of Wi-Fi and level of satisfaction.

**ACTIVE BASIS OF USING WI-FIAND OVERALL SATISFACTION (INDEPENDENCE METHOD)**

TABLE 4

FACTOR	CALCULATED VALUE	TABLE VALUE (t <sub>0.10</sub> )	DEGREE OF FREEDOM	REMARKS
Active basis	0.42033	1.476	5	Null hypothesis accepted

From the above table, it is clear that calculated value (0.42033) is lower the table value (1.476). Hence, the hypothesis is accepted. There is no significant relationship between active basis of using wi-fi and level of satisfaction.

**MOST PREFER APPS OF USING WI-FI AND OVERALL SATISFACTION (INDEPENDENCE METHOD)**

TABLE 5

FACTOR	CALCULATED VALUE	TABLE VALUE ( $t_{0.10}$ )	DEGREE OF FREEDOM	REMARKS
Most prefer apps	0.9054	1.440	6	Null hypothesis accepted

From the above table, it is clear that calculated value (0.9054) is lower the table value (1.440). Hence, the hypothesis is accepted. There is no significant relationship between most prefer applications of using Wi-Fi and level of satisfaction.

**FACTORS IMPRESSED TO USING WI-FI AND OVERALL SATISFACTION (INDEPENDENCE METHOD)**

TABLE 6

FACTOR	CALCULATED VALUE	TABLE VALUE ( $t_{0.10}$ )	DEGREE OF FREEDOM	REMARKS
Factors impressed	1.3791	1.415	7	Null hypothesis accepted

From the above table, it is clear that calculated value (1.3791) is lower the table value (1.415). Hence, the hypothesis is accepted. There is no significant relationship between factors impressed to using Wi-Fi and level of satisfaction.

**7. FINDINGS**

- Majority (60%) of the respondents are using mobile.
- Majority (56%) of the respondents are using for the period of 6 month-1 year.
- Majority (56%) of the respondents were active on most of the time.
- Majority (40%) of the respondents prefer for using whatsapp.
- Majority (40%) of the respondents are influenced by quick searching.
- Majority (68%) of the respondents are satisfied by using WI-FI connection.
- There is no significant relationship between usage Wi-Fi and level of satisfaction.
- There is no significant relationship between the period of usage Wi-Fi and level of satisfaction.
- There is no significant relationship between active basis of using Wi-Fi and level of satisfaction.
- There is no significant relationship between most prefer apps of using Wi-Fi and level of satisfaction.
- There is no significant relationship between factors impressed to using Wi-Fi and level of satisfaction.

**8. SUGGESTIONS**

- Developing the coverage's of high signals to all the area.
- Wi-Fi speed is differing from one mobile to another mobile. So it will be improved to same for all the mobilephones.
- To provide high speed for all the Wi-Fi connected phones.
- 2G and 3G networks are sometimes not connected to other phones compared to 4Gnetwork. So I suggest to improve those capacity

**9. CONCLUSION**

In this, current trend mobile phones place a vital role among the peoples. Using network for all the communications and the data transactions at high. Wifi is a way to get internet connection of many phones and also the computes simultaneously. But sometimes using Wi-Fi, results as poor data connection. We give suggestions for the above problem. As a result, in our research we conclude that usage of Wi-Fi and the level of satisfaction using 't'test or student distribution test.

**10. LIMITATIONS OF THE STUDY**

The sample size confined to 50 respondents only. The accuracy of the information depends upon the respondents. This study is confined only Erode district at particular time only. This study results is applicable for whom using the Wi-Fi internet services.

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