CHAPTER VI
RESULT
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RESULT, SUMMARY, CONCLUSION and SUGGESTIONS

PART A – RESULTS

Results of Basic Parameters

As it was expected the Majority of the respondents were from Urban or Semi Urban areas. The least 23% of the respondents were representatives of rural areas. This shows that at large the rural people still have no approach to ICT in this region.

Out of all respondents, Majority of the respondents were from Private / personal users of ICT. Government and Public sector share is 19% only. This shows that in the region of Bundelkhand private ICT users are more than other two categories.

Regarding awareness of National and State ICT policy, Maximum users shown ignorance. This indicates that government policies on ICT are not a issue of debate among ICT users. In other words, These policies are not so popular among ICT users population in the region. This also indicate that ICT users do not feel the importance of implementing ICT policy in and around their ICT setup.

Among the respondents majority of the ICT users (80%) is of those who have joined ICT population during last four years. Only 20% of respondents have computers for more that four years. This clearly indicates that ICT has grown in only last four years in this region.
Results of Service Performance Indicators.

Almost 68% of respondents have plans for ICT setup development in the coming future. This also indicates that these users are satisfied with ICT and feel necessity of updating ICT equipments time to time.

All most all the users (99%), have faith on WINDOWS Operating system. This clearly indicates that they feel comfortable in working Graphical user Interface environment.

All most all every user of ICT has dependent on State power supply electric grid for the need of power to run ICT equipments. Some of the respondents (30%) have their own supporting recourses such as UPS and invertors for emergency working.

All the 300+ respondents hold 1200+ computers, 300+ phone lines and internet connections. These instruments run at the average of almost 6 hours per day. That means 7200 work hours per day in the region. Out of this time around 25% of time the services are interrupted either due to Power failure or due to Phone line problem. Hardware failure and Viruses are the other two interrupts occur occasionally.

Out of all, the respondents belonging to the age group of 25 to 40 are smarter than other age groups in using ICT. Their success ratio is 100% in getting information through ICT. Users below the age group of 25 years and above the age group to 55 years have some operational problems in using ICT. Hence their success ratio of getting information in less attempts is not so good, but below worries.

Around 33 % of the respondents collect fee for their services provided to ICT users. These respondents are those who are running ICT centre for their livelihood.

BSNL, AIRTEL, and RELIANCE are the main Internet service providers in the region. Majority of 80 % respondents use BSNL internet services. 14 % users share AIRTEL and remaining 6 % users are of RELIANCE.
Dial up Internet connection is still popular among PC users. Broad Band connections are popular among Institutional users of ICT. Wireless Internet / Phone connection are popular in rural and remote areas.

Every one of the respondents agree that ICT has extensively supported the process of Modernization. To justify their view they give the examples of Modern building structures, Hospital diagnostics and facilities, Fashion Designing, ATMs, Mobile Phones and so many.

**Results of Social Impact Indicators –**

The setup of around 1200+ computers, is shared by 4658 ICT users per day. The users are mainly of Computer learning (31%), Internet Surfing (29%), Job work (19%) and others (21%).

The ratio of Trained vs. untrained users of ICT is 75:25 of the percent.

Out of these users majority (65%) is of the users who are unemployed students. The self employed and service sector people use ICT only for job work.

Majority of the ICT users (74%) invest their time for educational search (Courses, Colleges, Results, projects etc.) and employment search. Some of the users (23%) keep themselves busy with social problems such as Banking, Purchases, Marriages, Reservation, share market study etc. Only 3% of total respondents have used ICT for health related matters.

Above 75 % of the respondents agree that they are satisfied with the information they got from the use of ICT. Out of these satisfied users almost 68% of the users visit frequently to use ICT. The growth rate of ICT users is around 60% per year.

Every respondent has sufficient infrastructure with him for the use of ICT. Around 20 % of the users have upgraded their infrastructure according to the need of ICT.
In an hypothetic answer the respondents have told that they know more than 2000 people who have benefited from ICT in this region. Out of total results it appears that more than 1178 younger are out of region for various jobs in ICT and more than 132 are in abroad (out of country) for ICT jobs.

Almost 80% of the respondents agree that ICT is helpful in carrier building, Profession and Business remaining 20 % are unable to answer. Similarly 68% of the respondents agree that ICT is helpful in the development of social awareness but again 32 % have shown ignorance to this statement, finally 52 % of the total respondents feel that ICT has effected Social values and culture whereas 48 % are unable to feel any affect.

People feel that ICT has given a new definition to employment. Now employment does not mean government job only. The pressure of Unemployment is now over because of ICT. Lacks of new job opportunities are emerging every year in ICT field.

Results of Economic Indicators.

Initial investment by the all respondents indicate that they have invested around Rs.4,16,00,000 ( four carors, sixteen laks) in this region. This investment has been done for setting up around 1200+ ICT equipments in the region. The investment cost gives us an idea that approximately Rs.35000 is needed for setting up a single ICT set up.

Majority (99%), of the respondents say that they have not taken any government aid for setting up ICT. This means respondents have invested on their own risk and working devotedly for the development of ICT. This also indicates that they have a good faith on ICT and feel that ICT will develop their livelihood.

The Data also indicates that about 40% of the total income through ICT is used for paying electricity bills and building rent. Remaining 40% of the total income is used to on staff payments, telephone bills for internet, Taxes and hardware/software maintenance bills. Almost 12% of Amount is used for purchasing new hardware for future expansion plans. Rest of 8% may be called as personal income or profit. Some times this 8% of income or
profit is again reinvested and the whole business of ICT remains as no profit no loss business. Here it is important that depreciation of equipments is not considered otherwise it’s a business of Loss. Still respondents are happy because they are not sitting ideal as compared to other unemployed persons.

About 8% of the total respondents agree that they use ICT for share market and Internet banking activities.

Majority of the respondents (59%) agree that ICT is helpful in economic development, remaining 41% are unable to answer this question. This clearly indicates that although there is lot of money in ICT field but it is only for those who work in the ICT field as operator, programmer or else. Running a ICT centre in Bundelkhand region does not prove to be economically beneficial. It’s a game of No Profit No Loss.

**Results of Other Open Indicators.**

All most all the ICT centers are helping to formal organizations such as Schools, Colleges, Medical Centers, Banks, Police stations, NGOs etc. of their locality. The main help is in the terms of Internet facilities, emails, printouts, training and teaching. Respondents who run ICT enters agree that 20% of their income comes out of these organizations and the time investment to these organization also lie between 1-25 % according to their need.

Majority of the respondents (54%) are not satisfied with the efforts of government for the development of ICT field. They suggest that instead of taking taxes, government should give subsidy to encourage such information center.

However 98% of total respondents agree that ICT has helped a lot in quick investigation of crimes and this will help in fast disposal of criminal cases pending before the judiciary.

An interesting opinion comes out of this study is that almost all of the respondents agree that Cyber crime is a by product of ICT.
Similarly every one has the opinion that ICT has an Impact on Social development. They remind that no one has un touch of ICT. A person using Internet, Phone, Mobile or working on Computer, every one is a part of ICT today. Hence the development due to ICT cannot be ignored.

One Correlation result shows that there is no significant relationship between rural ICT users and urban ICT users regarding successful attempts for getting information through ICT. That means people belong to Rural area are also well aware of the operational process of ICT equipments.

Some results of Correlation show that there is no significant relationship between return of ICT investment and the satisfaction which the people get being a part of ICT. That means people have no worries about the investment, they are happy with the satisfaction they get being a part of ICT.

One more correlation study shows that there is no significant relationship between working on ICT and Pre working knowledge or training of ICT. This means without having a pre working knowledge one can work on ICT.

At the same time it is interesting to know that children's and younger generation people are the rode kings of ICT today. This also means that Age has some significant relationship with comfortable working on ICT.