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WhatsApp – A Tool Reshaping Remote Learning during COVID - 19 Periods

Hani Upadhyay¹, Nandana M², Parigna Kathiriya³, Prof. C. B. Mishra⁴

^{1, 2, 3}Third Year, ⁴Associate Professor, Civil Engg. Students BVM Engineering College, V.V. Nagar, Anand, Gujarat, India

Abstract: Lock up time due to pandemic is transforming teaching and learning into a forced immersion and experimentation with technology enabled forms of online remote learning affecting attitudes and impressions to gain widespread faculty and student support. The purpose of this study is to identify the effect of whatsapp messenger usage among students of Civil Engineering Department, BVM Engineering College, Vallabh Vidyanagar, Anand, Gujarat during these emergency crises. To achieve this, online general opinion survey method without physical interview using Google form through a structured questionnaire was employed where in 168 WhatsApp users students voluntarily participated and placed their valuable judgments. The findings of the study shows that usage of Whatsapp during this pandemic period is a boon if used in a proper way for career building, stress relieving and inexpensive way of communicate to stay related to library college resources and support of teachers.

Keywords: WhatsApp, messages, mobile application, BVM Engineering, COVID - 19

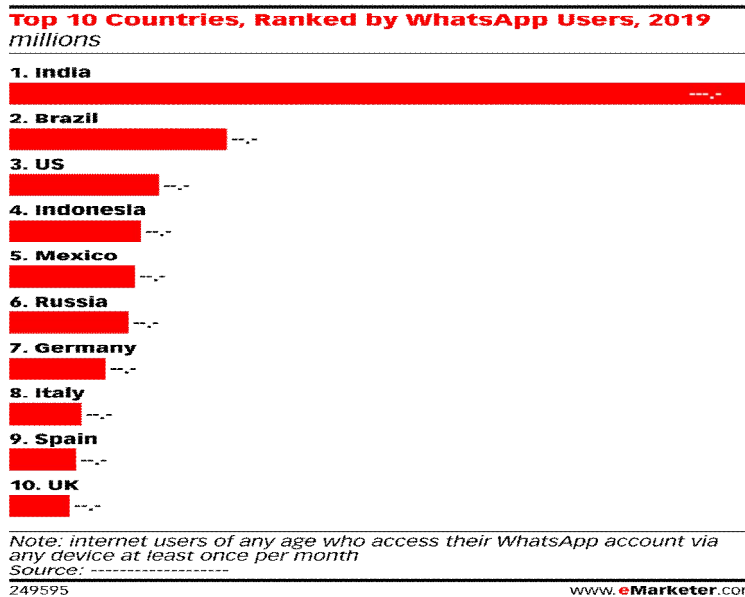
I. PREAMBLE

The world of communication is ever changing due to the developments within the area of technological know-how and era. These days it appears hard to get away the presence of technology. Students experience so proud that they may be relying upon generation pushed media which might be computer systems and mobile telephones of their everyday lifestyles increasing with time, scope, and frequency of use to form the manner to share content and their way of conversation. Social networks have become normal because of their nature to satisfy the desires of individuals in the direction of socialization. It lets in customers send text messages, phone contacts, videos, images, GIF, documents, audio files, voice notes and user location by using standard cellular mobile numbers via net. The world is dynamically changing due to the advancement inside the mobile technology. These days it is almost impossible to keep away from the presence of mobile applications or called Mobile Apps. Lock up time because of pandemic undoubtedly applied WhatsApp application by college students is a boon for the duration of these crises planning looking to the academic calendar for enhancing studying abilities online, communicating with teachers for help in studies projects, getting ready for exams, queries, impressing the mother and father and respecting protocol of Government of India and World Health Organization. It is one among the major change in mobile apps communication within the recent past, it customers is growing very rapid on mobile telephones and additionally at the computer systems. .

II. STATUS OF WHATSAPP USERS BEING RANKED

Today WhatsApp messenger is becomes a very well-known and famous instant messaging app for smart phones develops at that point in a very much less amount of time and really fast speed that are used by thousands and thousands of individuals in all over the international. The motive at the back of the popularity of WhatsApp messenger is individuals fell very simple and clean to use this app. Therefore this shows that how WhatsApp messenger is critical in our gift existence style. Internet users of any age who get entry to their WhatsApp account thru any device at least as soon as per month by pinnacle 10 nations ranked by way of WhatsApp customers are as shown in Graph 1 (source : eMarketer, Aug. 2019).

Looking to the graph as shown one can say that WhatsApp user growth skyrockets in India, as the platform can be used on some feature phones. Also as the eMarketer analyst, India's wide user base has also made it a testing ground for WhatsApp capabilities since 2018. US rank third for WhatsApp usage because users have adopted other technologies such as face book messenger and iMessage. The performance and capability of mobile phones have changed a lot. Also with time WhatsApp has become more popular owing to the trend of multi-tasking, an activity of instant messaging has become a usual phenomenon in youngsters' life today. Users WhatsApp can create chat groups, broadcast messages, share location, photos, videos, audio files, Email chats, contacts and reduce data usage for calls, data on the geographic location using Google Maps. It can be used for educational purposes in borrowing notes from friends, interacting with teachers to clarify doubts, important assignments and many more.



Therefore this shows that how WhatsApp messenger is important in our present life style. The current study is focused on student’s youth studying in Civil Engg. BVM Engineering College, Vallabh Vidyanagar, the first autonomous engineering institute of Gujarat State well equipped with outstanding facilities having good governance, leadership and backed by CVM management enjoying brand status of NBA accreditation with good position under National Institute Ranking Framework declared by MHRD.

III. STATEMENT OF PROBLEM

Literature study indicated that not many studies have dealt with the factors that lead students to choose the app for daily communication in the Indian context and those that exist are not complete. The problem here is to find the preference level given by the students to the app and find the factors responsible for the choice of the app.

IV. LITERATURE REVIEW

The literature review presented in this section mainly looks at studies related to the usage of the app among the students and studies related to WhatsApp,

- A. DigantaBaishya and Saurabh Maheshwari (2020), carried out the research work on “WhatsApp Groups in Academic Context: Exploring the Academic Uses of WhatsApp Groups among the Students”, that apart from academic uses, students do use the platform for wishing/congratulations, for extra curriculum activities as well as for entertainment purposes. In addition, conveys that the presence of the teacher influences the group conversation significantly. Though students reported that sometimes these WhatsApp groups become burden and take a lot of time, but they also believe that is unavoidable, since these WhatsApp groups not only provide them important information related to class, exam, holidays, etc., but members are also able to connect with others and involve in non-academic activities.
- B. Sana Shahid (2018) in the study on “Content Analysis of WhatsApp Conversations: An Analytical Study to Evaluate the Effectiveness of WhatsApp Application in Karachi”, discovered that both students and professionals use WhatsApp to achieve their academic and business goals. They use WhatsApp to build their interpersonal relationships. It’s also a source of entertainment for them. It is concluded that it is indispensable to revolutionize and adopt the latest technology in order to dilute the emerging challenges in Pakistan.
- C. John Florence Aina (2018) revealed in the study area on “Effect of WhatsApp on The Academic Performance of Business Education Students: A Study of Federal College Of Education (Technical), Akoka, Lagos”, that students are experiencing challenges in using WhatsApp for their academic work and conveys that it is not responsible for their poor academic performance since they use it to share academic knowledge and information among themselves. The researcher recommended that both governments, communities, school administrators should help to reduce the challenges faced by the student in the use of WhatsApp in the school environment.

- D. A. J. Joicy and S. Ally Sornam (2018) comments on the research work on “Perception of WhatsApp Usage among Students of College of Excellence: A Case Study”, that WhatsApp is a vital tool of communication used mainly for one to one communication using smart phones for it. The use of it was common among participants. Students use it for personal and social purposes on a daily basis. The participants perceived the integration of WhatsApp into their education to be easy, fun, and useful. They had positive feelings and intentions about using it in their formal learning if it is introduced. .
- E. Levent Cetinkaya (2017) mentions in his work on “The Impact of WhatsApp Use on Success in Education Process”, that students developed positive opinions towards the use of it in their courses and demanded that learning could also take place unconsciously and messages with images more effective for their learning with the same practice in their other courses as well. However, a few students have expressed adverse opinions about the timing of some posts and the redundant posts within the group. Finally, it is suggested that use of WhatsApp in education process be encouraged as a supportive technology.
- F. Shahkat Ali & Kootbodien (2017) indentified in their work on “The Effectiveness of Whatsapp as an Interpersonal Communication Medium among Abu Dhabi University Students” that the perceptions and trends of students, considering app as an effective interpersonal communication medium with positive reaction.
- G. Bhatt & Arshad (2016), found out in the study are on “Impact of Whatsapp on Youth: A Sociological Study”, shows that it has positive as well as negative impact on youth. It affects their education, behaviour and routine lives. It’s extremely addictive in nature. Findings show that youths are spending more time on this application instead of spending quality time with their family members.
- H. Veena. G and Lokesha M (2016) revealed in their work on “The Effect of WhatsApp Messenger Usage among Students in Mangalore University: A Case Study” that that it is a good tool for sharing academic performance over face-to-face, in class discussion in regard to completing course activities. Based on the results of the study perception could be created between all the individuals irrespective of their age, academic background, sexual category, profession etc. If this may possibly be done, not only the higher education institution students but all the individuals could follow the advantage of using WhatsApp Messenger.
- I. Appiah (2016) found out in his study on “Influence of Whatsapp on Study Habit of University Students in Ghana”, that it has negative effect on students and adversely affects their education, behaviour and routine lives. It messes up abundant of study time of students and distracts them from finishing their assignments. The study concludes that time management is important for on-line activities. Students should give priority to their life and career building rather than giving priority to the WhatsApp.

V. RESEARCH METHODOLOGY

This research deals to find out in depth to understand the perceived high-level of usage of social WhatsApp intensity and how it affects their academic performance of students. The researcher has made the use of online general opinion survey method without physical interview using Google form through a structured questionnaire wherein 168 WhatsApp user’s of students of Civil Engg. Dept. BVM Engineering College out of which number of male respondents were 155 (92.3%) and remaining females 13 (7.7%) participated voluntarily. Number of females studying in discipline is low.

VI. DATA ANALYSIS AND INTERPRETATION

In order to make interpretation and analysis easier, tables are presented first, followed by its interpretation and analysis. Users are familiar with WhatsApp messenger.

TABLE I
DO YOU WHATSAPP MORE THAN PHONE (SMS OR CALL)

WhatsApp Usage	No. of Respondents	Percentage
Yes	68	40.5 %
No	100	59.5 %
Total	168	100.00 %

The survey suggests that 40.5 % college students use WhatsApp while remaining go for making calls as the engineering college students pick improved reliability, foster clean communication, value powerful with their time by getting the solutions one want in actual time to resolve educational or non educational queries. Also you'll get help in emergencies rapid.

TABLE 2
TIME SPENT ON WHATSAPP

Time spent	No. of Respondents	Percentage
1 Hour	94	56.00 %
1-3 Hours	61	36.30 %
3-5 Hours	10	06.00 %
Over 5 Hours	3	01.7 %
Total	168	100.00 %

The above table indicated that maximum of the respondents 94 (56 six%) spent much less than 1hour the use of WhatsApp in step with day, 36.30% spent 1-3 hours in keeping with day, 6% spent 3-5 hours in step with day and 0.7% spent more than 5 hours each day. The examine point out an average scholar spends less than 1 hour each day engaged in the usage of WhatsApp on their mobile smartphone. The dialogue famous that inside this length college students can attend to academic subjects inclusive of class work, assignments, preparation for class test, mid-semester and end semester’s examination which account for the student’s properly performance grade points even as individuals who spent greater time on WhatsApp convey that they lose interest of the lesson and aren’t capable of fully apprehend what is going on in class, that is drawing them into WhatsApp making it extra hard for them at the quit of the day. At present many students are referring online recourse, webinars, e-journals, curated tools, usage of facilities of BVM library and receiving supports from ccounselor. Also, they test frequently their mobile-mobile phone at the each beep of WhatsApp regardless of studying, reading, eating or performing some-aspect crucial.

TABLE 3
REASON FOR USING WHATSAPP (+VE OR –VE EFFECTS)

Type of reason	No. of Positive Respondents with Percentage	No. of Negative Respondents with Percentage	Total Respondents with Percentage
Academic work	114 (67.9 %)	54 (32.1%)	168 (100.00%)
General Information	128 (76.2 %)	40 (23.8%)	168 (100.00%)
Chatting	62 (36.2 %)	106 (63.8%)	168 (100.00%)
Family	73 (43.50 %)	95 (46.5%)	168 (100.00%)

Respondents were reported the reasons why they most often use WhatsApp on their mobile phones. The results in the above table highlights that majority of the respondents 114 (67.9 %) use the WhatsApp application for academic purpose for communication to focus on studies useful for learning technology to strengthen knowledge becomes easier in class related information, class timing, notes and materials, registration, admission, notice, articles, exam information, result, presentation, syllabus, submission dates, practical work, for group discussions on specific assignment given in class than to meet their group members personally, also they don’t need to run after teacher every time as they can get materials and information from these groups. At present during these emergency crises stressful time students go for online team to vet solutions from experts for technology-enhanced learning to shape their careers. The next is followed by 128 (76.20%) to get general information on ethnic day celebration, picnic planning, annual festival, farewell discussion etc, 62 (36.9%) of respondents use the WhatsApp messenger for the purpose of chatting with friends on different issues including sharing comedy music, videos and joke pictures to remove their tension funny images to their colleagues. instead of academic purposes on campus also discussions on political issues and social issues and 73 (43.50%) of respondents use it to with family.

TABLE 4
Level Of Satisfaction Of Group Chat

Level of satisfaction	No. of Respondents	Percentage
Highly Satisfied	22	13.7 %
Satisfied	122	72.60 %
Dissatisfied	12	06.85 %
Highly Dissatisfied	12	06.85 %
Total	168	100.00 %

It is shown above table that out of 168 respondents, (13.7%) of respondents are highly satisfied with WhatsApp followed by (72.6%) are satisfied, while (06.85 %) are dissatisfied and (06.85 %) respondents who has shown the high dissatisfaction. Dissatisfied and highly satisfied response conveys that WhatsApp reduced their focus on studies and affect their physical activity results in health problems, it decreases/destroys social skills, also stated it is responsible for destroying their spellings and takes lots of time of their study of career building. Many times, they strive to control themselves to view WhatsApp messages but they do not get satisfied until they check their app.

TABLE 5

Is It Good And Helpful That Your Counselor Get In Touch With You Through Whatsapp

Counselor' Support	No. of Respondents	Percentage
Yes	145	86.30 %
No	23	13.70 %
Total	168	100.00 %

Respondents in favour of counselor are 86.3% conveying that they provide social support through healthy peer relationship making them more active to elevate feelings of positivity towards value addition academic standards and modes to improve skills. The mentor understands the true potential of their students and attempts for creating a road map for them to achieve several career milestones of branding image and reassuring to parents that their wards are in the right hands. 13.7% respondents are of negative opinion that counselor have limited knowledge to tackle the situation to a problems and needs to be changed.

TABLE 6

Whether Whatsapp Affect You Positively Or Negatively In Studies

Affect	No. of Respondents	Percentage
Positively	147	87.50 %
Negatively	21	12.50 %
Total	168	100.00 %

Opinion survey indicates that out of 168 respondents 87.5% have shown the positive attitude as voice calls, video calls, share messages, pictures can be shared easily, reliable and free of cost. It has become the platform of e-learning, discuss certain topics and enhance knowledge. Also to share jokes to bring smiles to their friends. It offers security by providing End – to – End encryption. The other 12.5% respondents are of negative opinion revealing WhatsApp is addictive and is unwelcome distraction, more wastage of time, effects on health and sleep deprivation.

TABLE 7

Level Of Satisfaction In Reducing Stress

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	14	08.30 %
Satisfied	111	66.10 %
Dissatisfied	29	17.30 %
Highly Dissatisfied	14	08.30%
Total	168	100.00 %

Majority of respondents shows that they are above the limits of satisfaction (8.3% highly satisfied and 66.1% Satisfied). They are thanking technology as it helps to cut the distance between relatives, as they like to prefer chat on several occasions which are free of cost and just required minimum amount of internet package which makes life easier rather to pay high cost of calls and messages to telecom companies. Also the stress towards academic sharing materials or information can be done speedily too reducing time while dissatisfied and highly dissatisfied percentages are low as they get annoyed of too much unwanted load of communication.

TABLE 8
Do Whatsapp Affect Rest Time

Level affecting rest time	No. of Respondents	Percentage
Highly Satisfied	17	10.10 %
Satisfied	60	35.70 %
Dissatisfied	76	45.20 %
Highly Dissatisfied	15	08.90 %
Total	168	100.00 %

Total respondents strongly agree (8.9%) & agree (45.2%) shows that it increases emotional pressure and decreasing our satisfaction due to overload of communication. Instant messaging has led to no patience and no tolerance and sometimes negative behavior of a person. The strongly disagree and disagree reflects the other way.

VII. 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 for communication. Feedback analysis output proves that, WhatsApp application use is a boon, students can avail the benefit of learning using app for communication to councilors, learning, research activities, sharing academic performance over face-to-face, inclass discussion in regard to completing course activities. It is a boom for those who are disable and unable to go to others homes, also through this they can deal with the world at large speedily. It also has negative impact on the study of the students to a certain extent. It encourages the grammatical mistakes, error in sentence constriction, etc. Lock down period due to COVID – 19 does act as a restriction to freedom but those who have the urge to succeed in life can use the time using WhatsApp for online enhancing knowledge without physical presence from home. WhatsApp application used by Civil Engineering students, BVM Engineering College is an eye opener tool transformed to build achievements in an environment to learn and discover their true passions to lead life that aligns with core values to mediate voluntary education in lavish time of career building for them.

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