

An Internship Report
on
Attitude of HSTU Students to the Mobile Operator Companies
During Covid-19 Lock Down

This report is submitted to the Department of Accounting, Faculty of Business Studies, Hajee Mohammad Danesh Science and Technology University, Dinajpur for the partial fulfillment of the degree of Master of Business Administration (MBA) in Accounting and Information Systems.

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April 2022

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I would like to thank from the deep of my heart to those people who are related with making of this report and make it a success.

I would like to express my indebtedness to my report all the teachers, Department of Accounting, Faculty of Business Studies, Hajee Mohammad Danesh Science and Technology University, Dinajpur, for helping me and giving assistance in preparing the report.

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Certificate of Supervisor

I hereby certify that the concerned report on "Attitude of HSTU Students to the Mobile Operator Companies During Covid-19 Lock Down" is a work completed by Md. Selim Islam, Student ID: 1905871, MBA in Accounting and Information Systems, Hajee Mohammad Danesh Science and Technology University, Dinajpur-5200, under my supervision and submitted for the partial fulfillment of the requirement of the degree of Master of Business Administration (MBA) in Accounting and Information Systems at HSTU, Dinajpur.

I wish him every success in life.

.....
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Certificate of Co-supervisor

I hereby certify that the concerned report on "Attitude of HSTU Students to the Mobile Operator Companies During Covid-19 Lock Down" is a work completed by Md. Selim Islam, Student ID: 1905871, MBA in Accounting and Information Systems, Hajee Mohammad Danesh Science and Technology University, Dinajpur-5200, under my Co-supervision and submitted for the partial fulfillment of the requirement of the degree of Master of Business Administration (MBA) in Accounting and Information Systems at HSTU, Dinajpur.

I wish his every success in life.

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Student's Declaration

I hereby declare that the Internship Report on "Attitude of HSTU Students to the Mobile Operator Companies During Covid-19 Lock Down" is completed by me after collecting and Analyzing data.

I also declare that this is my Internship report and prepared for academic purpose which is a part of MBA and the report may not be used in actual market scenario.

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Abstract

The essentiality and importance mobile operating companies in student life is beyond description, specially during COVID 19 situation. Network services, call rate, GB rate network coverage are the key factors in the determination of the students satisfaction. Using the campus residents and non campus residents in Hajee Mohammad Danesh Science and Technology University, Dinajpur as a case study the services provided by the Mobile operator companies during COVID 19 lockdown to the students were identified and the level of satisfaction with each of the services measured. Questionnaires were used in data collection from a total of 200 students taken as the sample size for the study. The study revealed that the respondents were dissatisfied with most services of different Mobile operators such as network coverage, GB rates zoom speeds, Google meet speeds. The paper recommends the need for improving the facilities of Mobile operator companies to the students by providing special offers and campus area coverage to meet the needs of the growing students population.

Keywords: COVID 19, GB, Network services, call rate, Google meet speeds etc.

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CHAPTER 1

INTRODUCTION

Now a day's mobile operator companies play a vital role for providing educational support by their services to the students specially in lockdown situation. Good network coverage, Zoom and Google meet speeds helps the students to carry on their educational activities during COVID 19 lockdown situation. Though most of the services provided by the mobile operator companies are same in Hall and Mess area but there are some problems about network coverage between Hall and Mess area.

Hall can be defined as the building for the students living which are situated inside an academic area and the services provided by the university authority.

Mess are the those residents which are located outside the academic area and services are provided by the owners of mess.

Comparing Hall Mess students, mess students are dissatisfied with the network coverage and net speed of most of the mobile operator.

It is important that research is conduct to find out students satisfaction to mobile operator put in place because when students are satisfied with the services provided by mobile operator ,it will lead to enhancement in the academic excellence of the students and reduction of complaints against the telecommunication companies .This report aims at ascertaining the adequacy of the services provided to the HSTU students with a view to assess the level of satisfaction of the students with the available services.

CHAPTER 2

LITERATURE REVIEW

According to Kotler, Satisfaction is the feeling of a person from comparing the performance of product and services in the result of his/her expectation. Customer satisfaction is a customer post purchase interpretation and their perception of the over all product or services experience.

A study found that there was an association between education and factors made to avail network connection. According to Customer satisfaction of mobile operator users in Pakistan consisted of mainly four factors including call rate, network coverage, usage ease and service support. Chaterjee, and Chaudhuri, (2010) revealed that the good network coverage and family or friends using the same network are of utmost important factor to the customers and identified six broad parameters that contribute to overall satisfaction of mobile network users with their network service provider, which are presales/sales, network, VAT, cost of service, customer care and billing. A study found that value added services, according to preference of the respondents customer satisfaction could be increased, Buvaneswari and Babu, (2013). The study confirmed that customer value is a important drivers of customers' satisfaction. The study also revealed that factors acting behind customers' dissatisfaction was like quality of air time, service of helpline, service of information centers, GB rate etc. Hossain, et al., (2012). This study focused on six factors- communication, price structure, value-added service, convenience, sales-promotions and customer service and the result indicated that except for sales promotion, all other five factors have positive correlations with customer loyalty with customer satisfaction Hossain and Suchy, (2013). Kabir, et al., (2009) showed that there was a significant linear relationship exists between service quality and customer satisfaction. It also showed that service quality, switching cost, and trust are significant predictors of customer loyalty and satisfaction.

Wang and Yang, (2004) focused on China's mobile communication market within the telecommunication industry, durability and aesthetics may not be relevant. As for the attribute "performance", network quality is used, since almost all the participants in the focus groups and the pilot study believed network quality was one of the most important factors

associated with the quality of mobile communication service. Other attributes can and their counterparts in related studies of customer perceived service quality.

Kim et al., (2004) found that the telecommunication industry is shifting its strategic focus away from attracting new customers, towards retaining existing customers through the promotion of customer loyalty. This paper investigated how customer satisfaction and the switching barrier influence customer loyalty. The adjustment effect of the switching barrier on customer satisfaction and customer loyalty was also analyzed.

Eshghi, et al., (2007) found that the results of research investigating the determinants of the propensity to switch wireless service providers. A model generated from the data rather than from a priori theory was presented, and it is found to uphold the strong relationship between customer satisfaction and customer loyalty exhibited in prior studies. The paper proposed an approach to estimating moderator effects on the relationship between satisfaction and customer loyalty.

There are available research and report about level of satisfaction to the phone operator in internet. There is also a report on Robi Mobile in Dhaka area. But there are a very few research about the attitude of students to the phone operator during pandemic situation. This study will help to take necessary steps for further pandemic situation that will help students to continue their educational activities smoothly and the findings also suggests some steps to the mobile operator.

CHAPTER 3

METHODOLOGY

3.1 Methodology

Methodology is the process of collecting data and arranging it in terms of the relevant issues of the study. Reception of methodology is an essential factor in performing any study. For achieving the core objective, the study was conducted on different campus and non-campus residents. The following represents the methodology of the study.

Data collection: There is only primary data are collected for conducting this study.

Data Processing: A meaningful and systemic processing of data facilitates comparison and evaluates performance to make decision.

Interpretation and Analysis: The data has been collected will be properly interpreted and analyzed as to achieve the expected objectives.

Preparation of Final Report: The final report has been prepared on the basis of presentation, analysis, interpretation, Findings and Recommendations of the information.

3.2 Origin of the Report

For obtaining MBA degree, every student has to go through an internship or research program. The main reason of this course is to experience the reality of the corporate life and relate it with the knowledge get from academic curriculum with practical situation. This course is taken as a six months program which creates opportunities for every student to work several organizations where they get different working environment and gather practical knowledge or provide scope to initiate with research work.

3.3 Objectives of the Study

The main objective of this study is to investigate the level of student satisfaction and dissatisfaction toward telecommunication companies during covid-19 lockdown.

3.4 Sources of Data

For conducting the overall study, I explored only primary sources of data and relevant intonation.

3.5 Methods of Data Collection

The student residential satisfaction framework has been proposed to investigate residential satisfaction from the students' viewpoint. Questionnaires were distributed to respondents. The data were analyzed using descriptive statistics.

The research design is descriptive and relies on data collection from respondents through the use of questionnaires. 200 samples were adopted to reach the target population who were students in the various residents on campus (Sheikh Russel Hall, Shaheed President Ziaur Rahman Hall, Sheikh Fazilatun Nessa Mujib Hall and Tajuddin Ahmad Hall) of HSTU, Dinajpur and the non-campus resident (Moubon Chatrabas, Moniruddin Chatrabas, Student Chatrinibas, Amin C.hatrabas).

3.5 Limitations

Not able to collect information from all the students. • Sufficient records, publications are not available as per my requirement. • Many of the analysis on the obtain a study are based upon my individual explanation.

CHAPTER 4

RESULTS AND DISCUSSION

In this study primary data and Likert Model are used to calculate and evaluate the empirical results. The empirical results are presented here one after the other according to the questionnaire with the help of table and graph.

Table 4.1. Call rate (Grameen Phone)

Particulars	Number of Students
Strongly dissatisfy	40
Dissatisfy	100
Undecided	20
Satisfy	20
Strongly satisfy	20

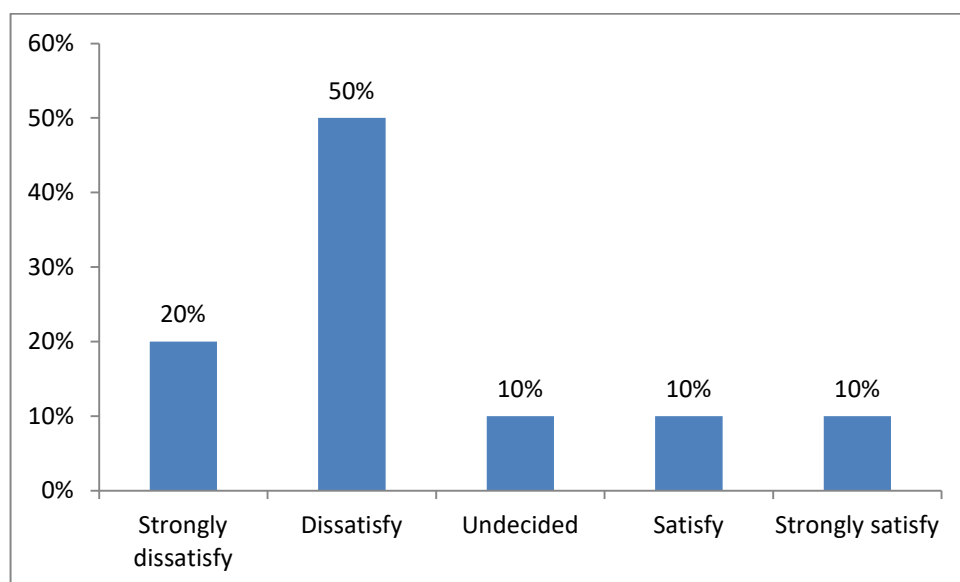


Figure 4.1: Call rate (Grameen Phone)

Interpretation: Table 4.1 and Figure 4.1 show that the students satisfaction with the call rate of operator Grameen phone. In this figure we can see that equal 20% of students are strongly dissatisfied, 50% dissatisfied, 10% undecided, 10% satisfied and 10% strongly satisfied to Grammen phone the services they provided.

Table 4.2: Call rate (Banglalink)

Particulars	Number of Students
Strongly dissatisfy	30
Dissatisfy	90
Undecided	30
Satisfy	20
Strongly satisfy	20

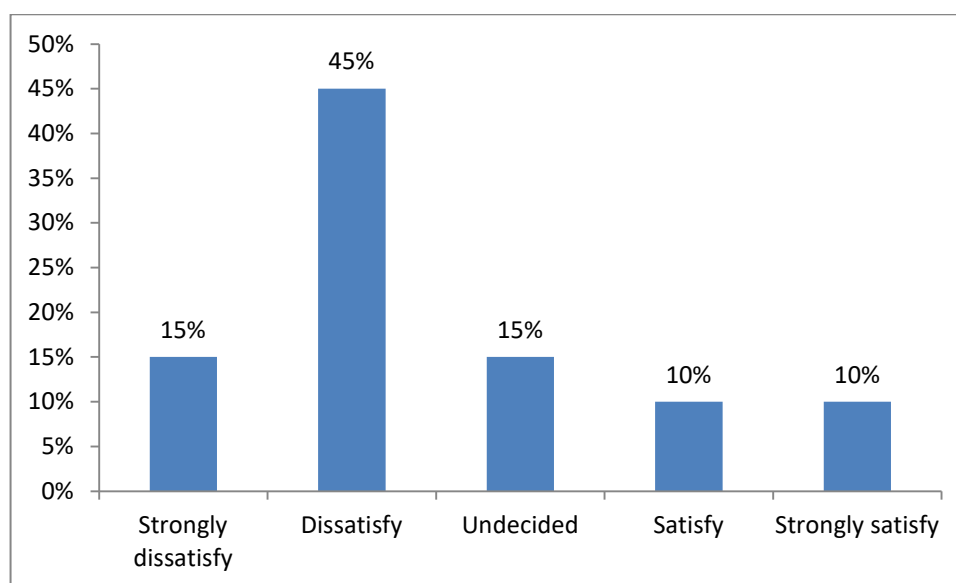


Figure 4.2: Call rate (Banglalink)

Interpretation: Table 4.2 and Figure 4.2 show that the students satisfaction with the call rate of operator Banglalink. In this figure we can see that equal 15% of students are strongly dissatisfied, 45% dissatisfied, 15% undecided, 10% satisfied and 10% strongly satisfied to Banglalink the services they provided.

Table 4.3: Call rate (Teletalk)

Particulars	Number of Students
Strongly dissatisfy	10
Dissatisfy	20
Undecided	10
Satisfy	120
Strongly satisfy	40

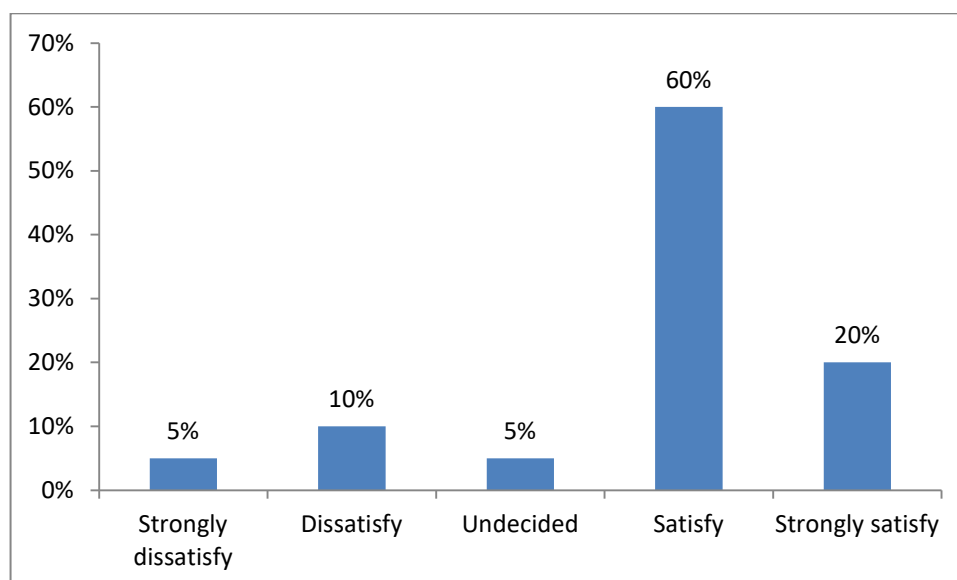


Figure 4.3: Call rate (Teletalk)

Interpretation: Table 4.3 and Figure 4.3 show that the students satisfaction with the call rate of operator Teletalk. In this figure we can see that equal 5% of students are strongly dissatisfied, 10% dissatisfied, 5% undecided, 60% satisfied and 20% strongly satisfied to Teletalk the services they provided.

Table 4.4: Call rate (Robi)

Particulars	Number of Students
Strongly dissatisfy	40
Dissatisfy	90
Undecided	10
Satisfy	40
Strongly satisfy	20

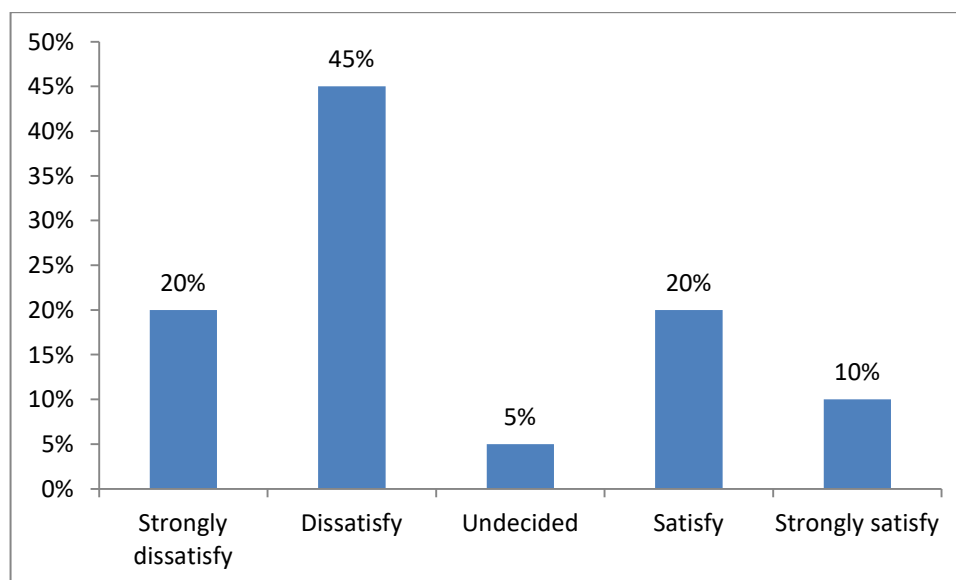


Figure 4.4: Call rate (Robi)

Interpretation: Table 4.4 and Figure 4.4 show that the students satisfaction with the call rate of operator Robi. In this figure we can see that equal 20% of students are strongly dissatisfied, 45% dissatisfied, 5% undecided, 20% satisfied and 10% strongly satisfied to Robi the services they provided.

Table 4.5: Internet rate per GB (Grameen Phone)

Particulars	Number of Students
Strongly dissatisfy	80
Dissatisfy	80
Undecided	20
Satisfy	10
Strongly satisfy	10

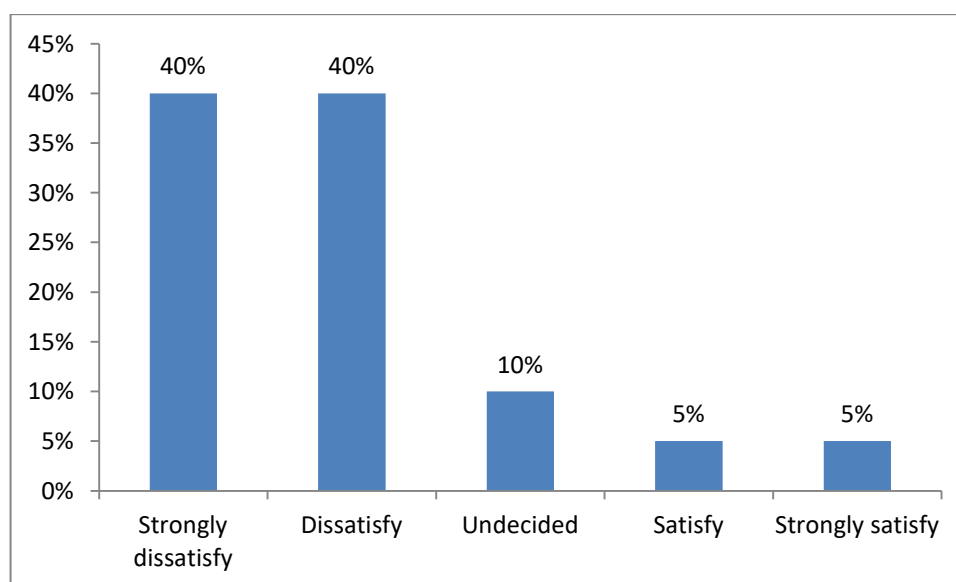


Figure 4.5: Internet rate per GB (Grameen Phone)

Interpretation: Table 4.5 and Figure 4.5 show that the students satisfaction with the Internet rate per GB of operator Grameen phone. In this figure we can see that equal 40% of students

are strongly dissatisfied, 40% dissatisfied, 10% undecided, 5% satisfied and 5% strongly satisfied to Grammen phone the services they provided.

Table 4.6: Internet rate per GB (Banglalink)

Particulars	Number of Students
Strongly dissatisfy	80
Dissatisfy	100
Undecided	0
Satisfy	10
Strongly satisfy	10

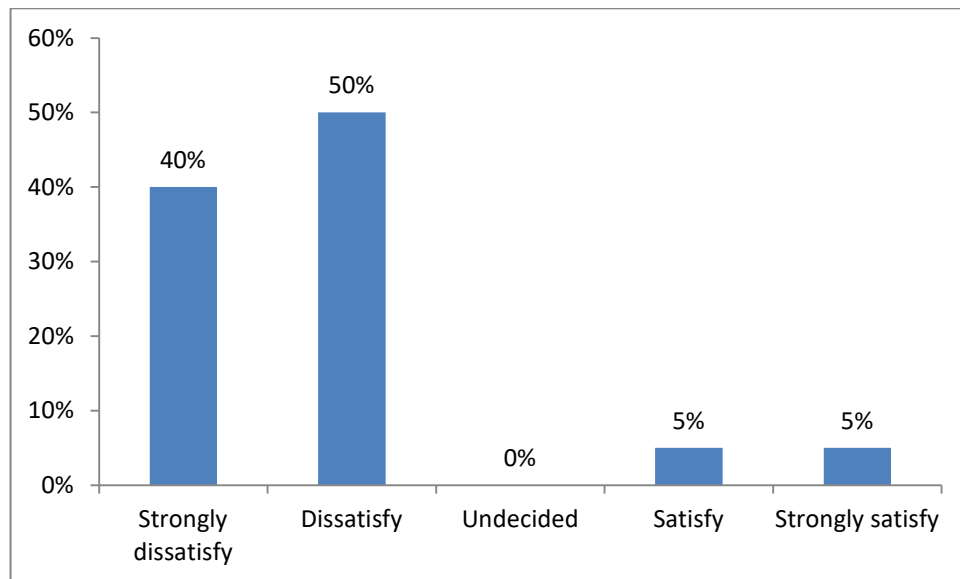


Figure 4.6: Internet rate per GB (Banglalink)

Interpretation: Table 4.6 and Figure 4.6 show that the students satisfaction with the Internet rate per GB of operator Banglalink. In this figure we can see that equal 40% of students are strongly dissatisfied, 50% dissatisfied, 0% undecided, 5% satisfied and 5% strongly satisfied to Banglalink the services they provided.

Table 4.7: Internet rate per GB (Teletalk)

Particulars	Number of Students
Strongly dissatisfy	40
Dissatisfy	25
Undecided	20
Satisfy	60
Strongly satisfy	30

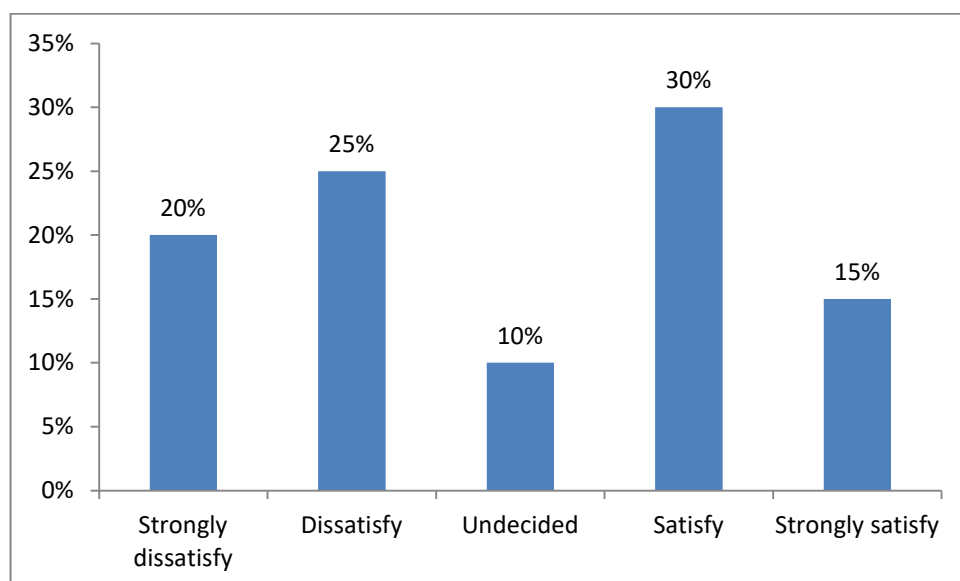


Figure 4.7: Internet rate per GB (Teletalk)

Interpretation: Table 4.7 and Figure 4.7 show that the students satisfaction with the Internet rate per GB of operator Teletalk. In this figure we can see that equal 20% of students are strongly dissatisfied, 25% dissatisfied, 10% undecided, 30% satisfied and 15% strongly satisfied to Teletalk the services they provided.

Table 4.8: Internet rate per GB (Robi)

Particulars	Number of Students
Strongly dissatisfy	50
Dissatisfy	90
Undecided	20
Satisfy	20
Strongly satisfy	20

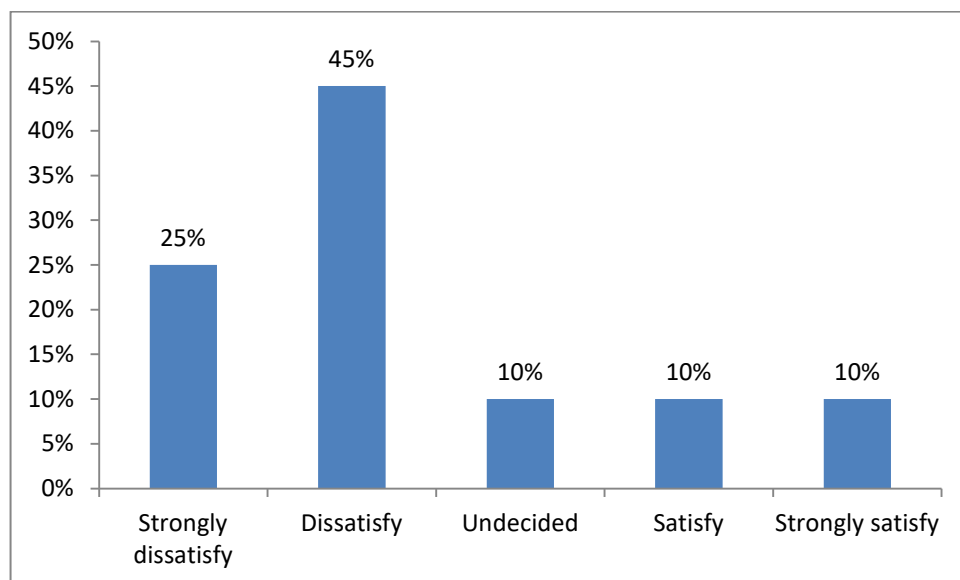


Figure 4.8: Internet rate per GB (Robi)

Interpretation: Table 4.8 and Figure 4.8 show that the students satisfaction with the Internet rate per GB of operator Robi. In this figure we can see that equal 25% of students are strongly dissatisfied, 45% dissatisfied, 10% undecided, 10% satisfied and 10% strongly satisfied to Robi the services they provided.

Table 4.9: SMS rate (Grameen Phone)

Particulars	Number of Students
Strongly dissatisfy	20
Dissatisfy	40
Undecided	10
Satisfy	90
Strongly satisfy	40

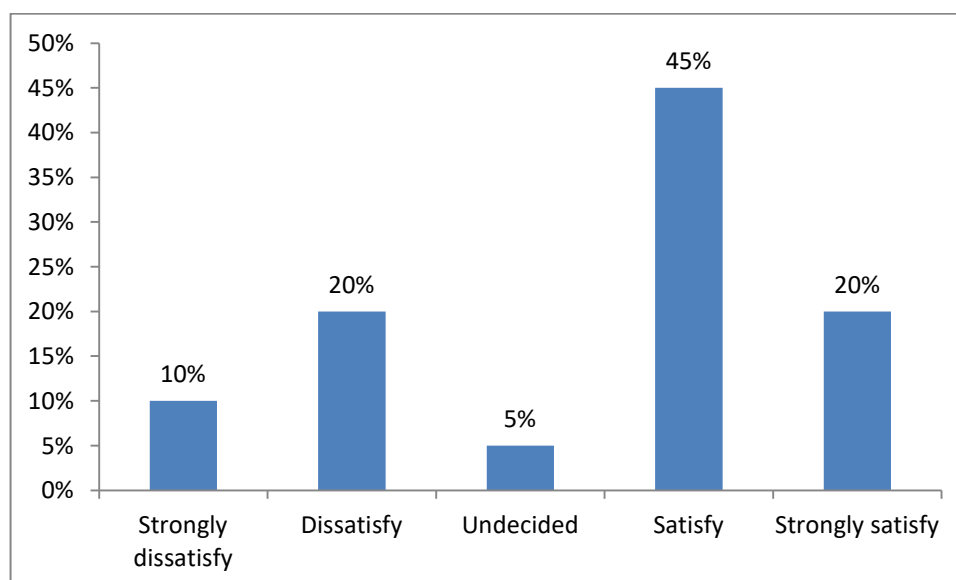


Figure 4.9: SMS rate (Grameen Phone)

Interpretation: Table 4.9 and Figure 4.9 show that the students satisfaction with the SMS rate of operator Grameen phone. In this figure we can see that equal 10% of students are strongly dissatisfied, 20% dissatisfied, 5% undecided, 45% satisfied and 20% strongly satisfied to Grammen phone the services they provided.

Table 4.10: SMS rate (Banglalink)

Particulars	Number of Students
Strongly dissatisfy	20
Dissatisfy	30
Undecided	20
Satisfy	90
Strongly satisfy	40

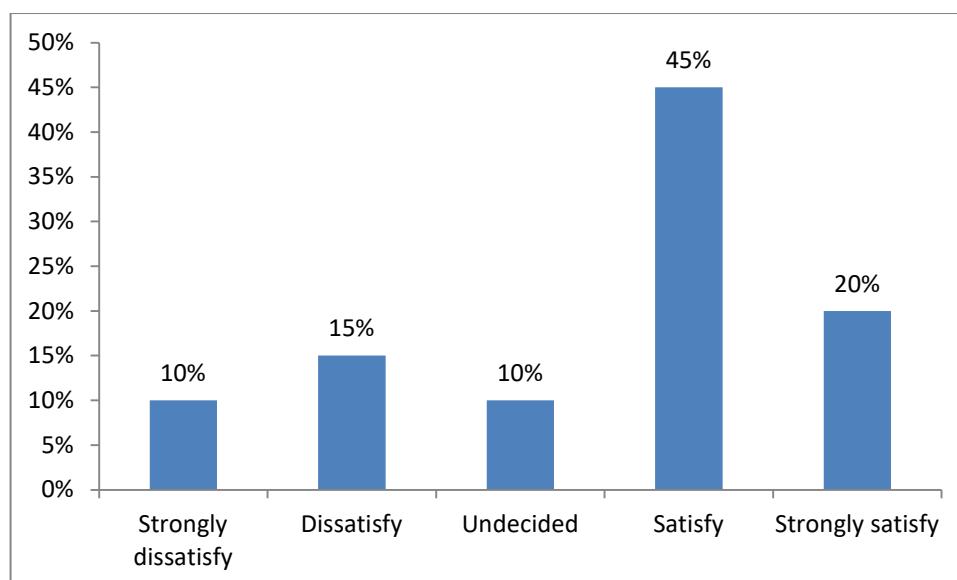


Figure 4.10: SMS rate (Banglalink)

Interpretation: Table 4.10 and Figure 4.10 show that the students satisfaction with the SMS rate of operator Banglalink. In this figure we can see that equal 10% of students are strongly dissatisfied, 15% dissatisfied, 10% undecided, 45% satisfied and 20% strongly satisfied to Banglalink the services they provided.

Table 4.11: SMS rate (Teletalk)

Particulars	Number of Students
Strongly dissatisfy	20
Dissatisfy	50
Undecided	20
Satisfy	80
Strongly satisfy	30

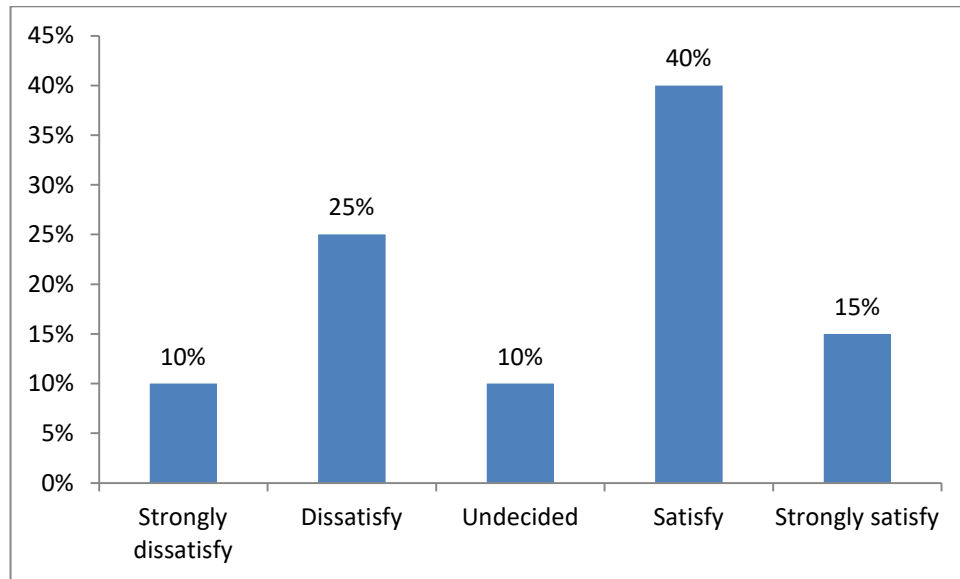


Figure 4.11: SMS rate (Teletalk)

Interpretation : Table 4.11 and Figure 4.11 show that the students satisfaction with the SMS rate of operator Teletalk. In this figure we can see that equal 10% of students are strongly dissatisfied, 25% dissatisfied, 10% undecided, 40% satisfied and 15% strongly satisfied to Teletalk the services they provided.

Table 4.12: SMS rate (Robi)

Particulars	Number of Students
Strongly dissatisfy	30
Dissatisfy	40
Undecided	20

Satisfy	90
Strongly satisfy	20

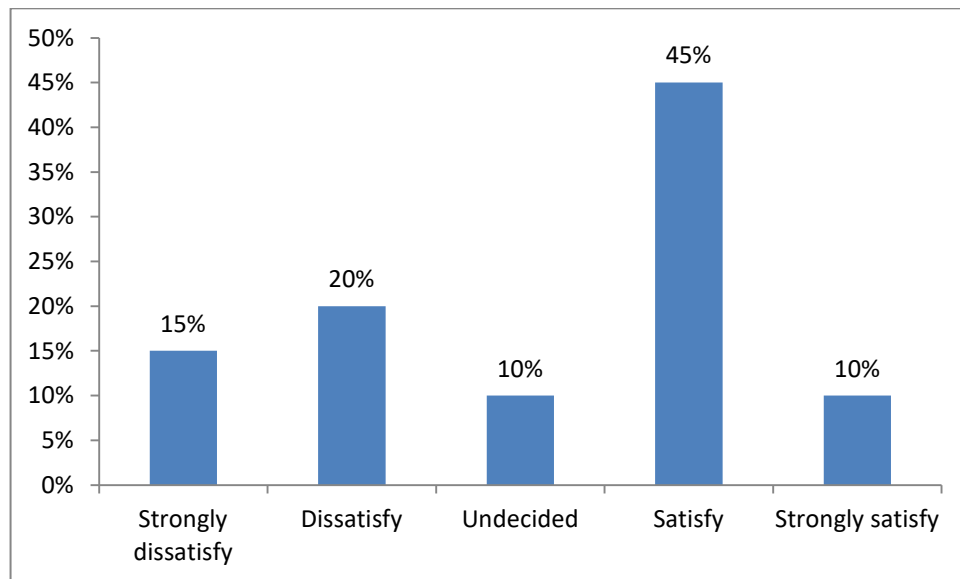


Figure 4.12: SMS rate (Robi)

Interpretation: Table 4.12 and Figure 4.12 show that the students satisfaction with the SMS rate of operator Robi. In this figure we can see that equal 15% of students are strongly dissatisfied, 20% dissatisfied, 10% undecided, 45% satisfied and 10% strongly satisfied to Robi the services they provided.

Table 4.13: Internet Offer (Grameen Phone)

Particulars	Number of Students
Strongly dissatisfy	40

Dissatisfy	140
Undecided	0
Satisfy	20
Strongly satisfy	0

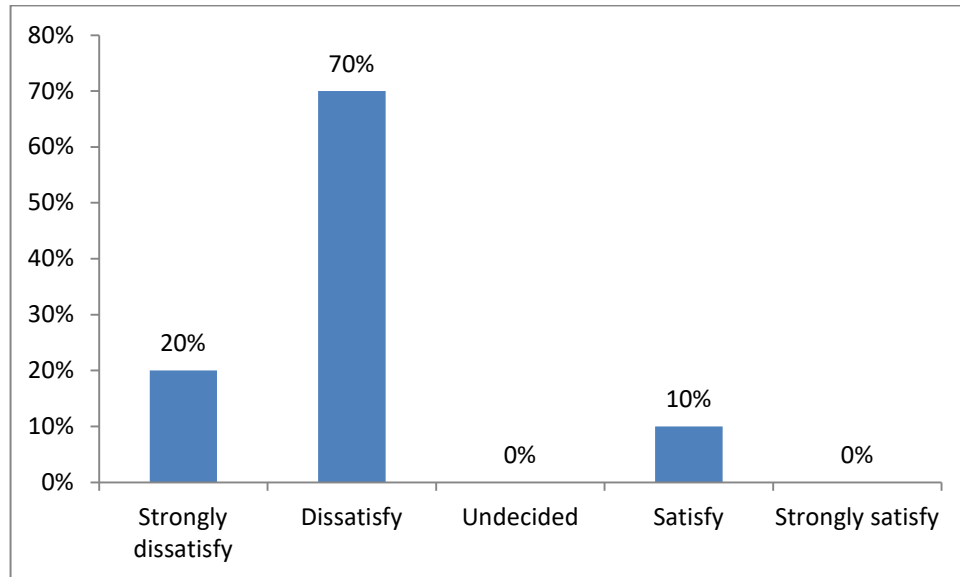


Figure 4.13: Internet Offer (Grameen Phone)

Interpretation: Table 4.13 and Figure 4.13 show that the students satisfaction with the Internet Offer of operator Grameen phone. In this figure we can see that equal 20% of students are strongly dissatisfied, 70% dissatisfied, 0% undecided, 10% satisfied and 0% strongly satisfied to Grammen phone the services they provided.

Table 4.14: Internet Offer (Banglalink)

Particulars	Number of Students
-------------	--------------------

Strongly dissatisfy	40
Dissatisfy	140
Undecided	10
Satisfy	10
Strongly satisfy	0

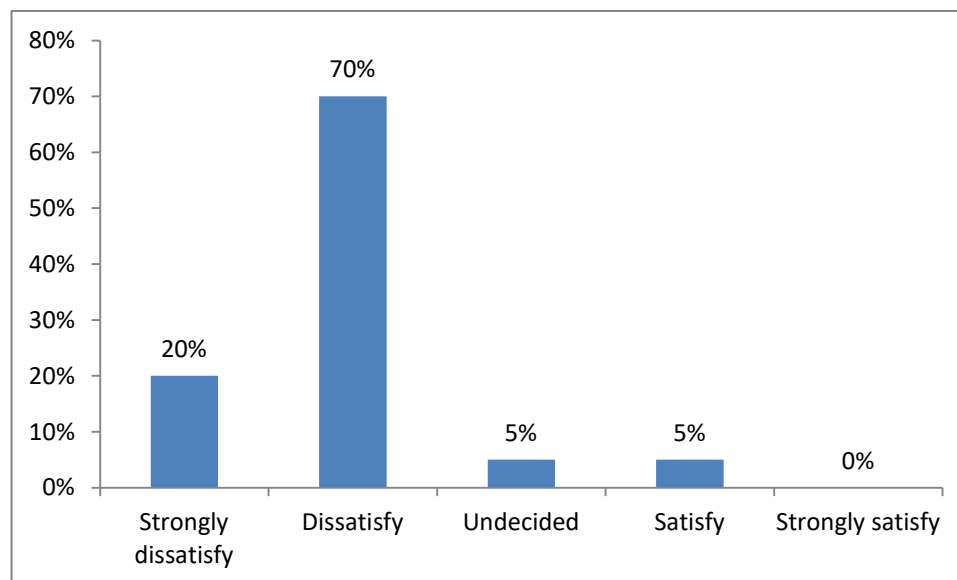


Figure 4.14: Internet Offer (Banglalink)

Interpretation: Table 4.14 and Figure 4.14 show that the students satisfaction with the Internet Offer of operator Banglalink. In this figure we can see that equal 20% of students are strongly dissatisfied, 70% dissatisfied, 5% undecided, 5% satisfied and 0% strongly satisfied to Banglalink the services they provided.

Table 4.15: Internet Offer (Teletalk)

Particulars	Number of Students
Strongly dissatisfy	40
Dissatisfy	60
Undecided	20
Satisfy	50
Strongly satisfy	30

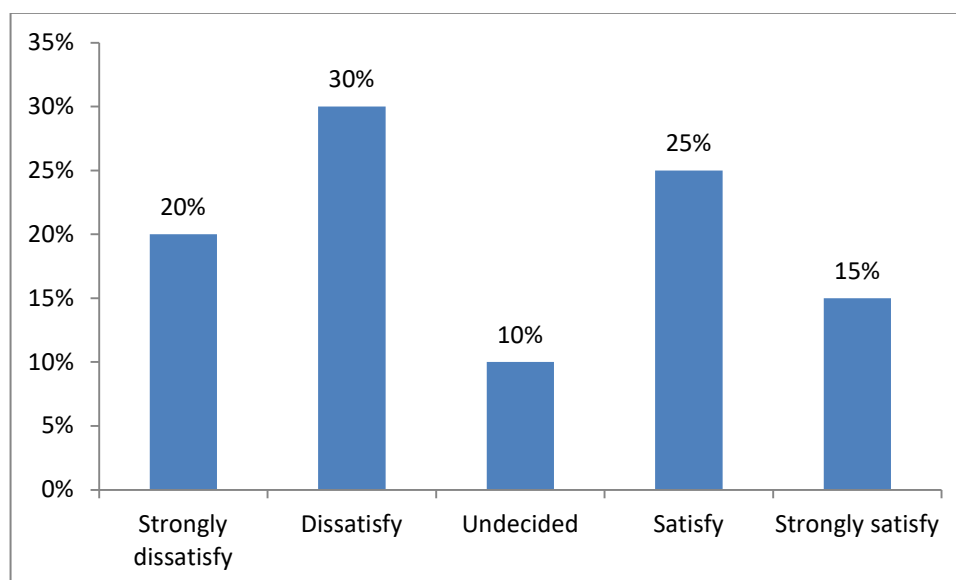


Figure 4.15: Internet Offer (Teletalk)

Interpretation: Table 4.15 and Figure 4.15 show that the students satisfaction with the Internet Offer of operator Teletalk. In this figure we can see that equal 20% of students are strongly dissatisfied, 30% dissatisfied, 10% undecided, 25% satisfied and 15% strongly satisfied to Teletalk the services they provided.

Table 4.16: Internet Offer (Robi)

Particulars	Number of Students
Strongly dissatisfy	50
Dissatisfy	120
Undecided	10
Satisfy	20
Strongly satisfy	0

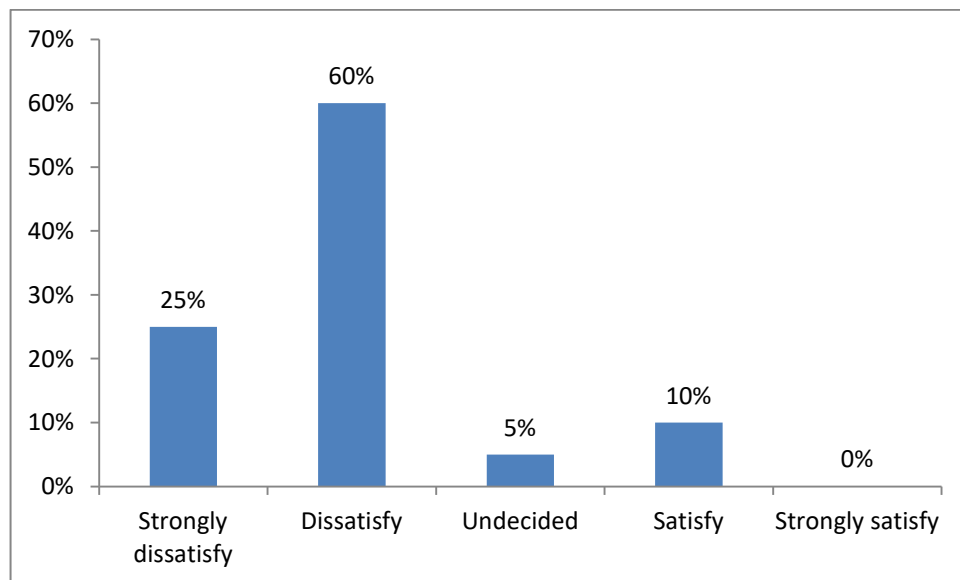


Figure 4.16: Internet Offer (Robi)

Interpretation: Table 4.16 and Figure 4.16 show that the students satisfaction with the Internet Offer of operator Robi. In this figure we can see that equal 25% of students are strongly dissatisfied, 60% dissatisfied, 05% undecided, 10% satisfied and 0% strongly satisfied to Robi the services they provided.

Table 4.17: Network Coverage Area (Grameen Phone)

Particulars	Number of Students	
	Hall	Mess
Strongly dissatisfy	60	40
Dissatisfy	100	100
Undecided	10	20
Satisfy	20	30
Strongly satisfy	10	10

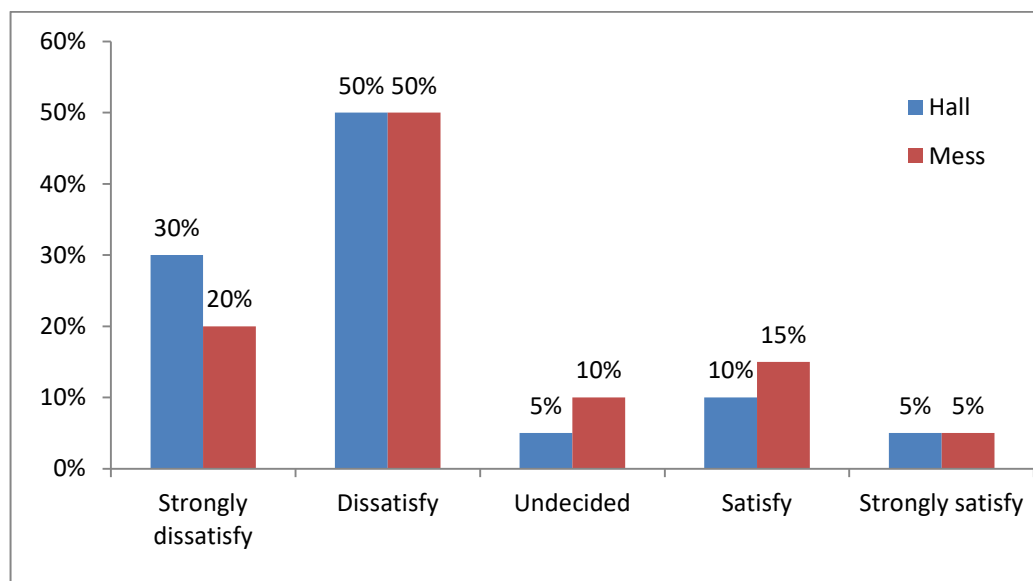


Figure 4.17: Network Coverage Area (Grameen Phone)

Interpretation: Table 4.17 and Figure 4.17 show that the students satisfaction with the Network Coverage Area of operator Grameen phone. In this figure we can see that in hall equal 30% of students are strongly dissatisfied, 50% dissatisfied, 5% undecided, 10% satisfied and 5% strongly satisfied to Grammen phone the services they provided and in mess equal 20% of students are strongly dissatisfied, 50% dissatisfied, 10% undecided, 15% satisfied and 5% strongly satisfied to Grammen phone.

Table 4.18: Network Coverage Area (Banglalink)

Particulars	Number of Students	
	Hall	Mess
Strongly dissatisfy	50	60
Dissatisfy	100	100
Undecided	20	10
Satisfy	20	20
Strongly satisfy	10	10

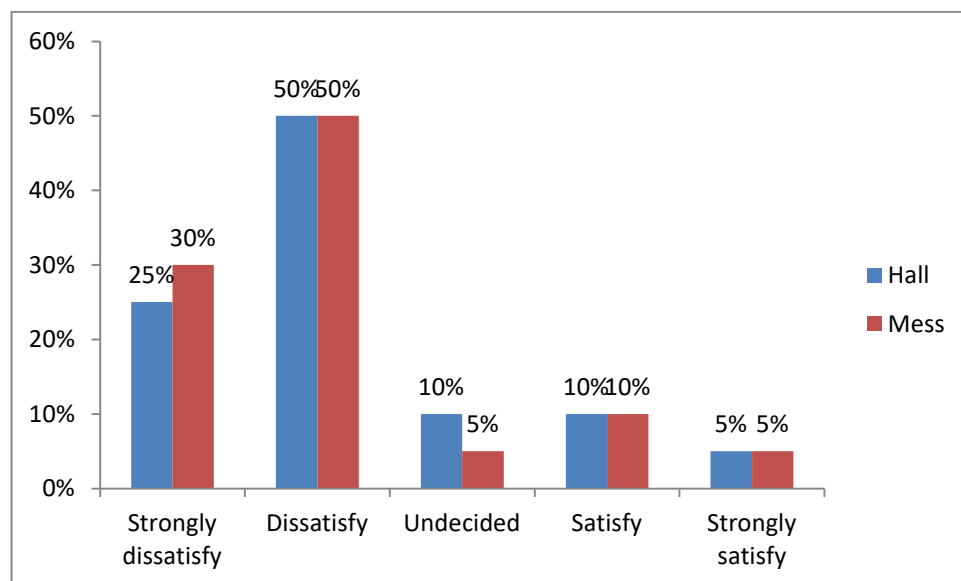


Figure 4.18: Network Coverage Area (Banglalink)

Interpretation: Table 4.18 and Figure 4.18 show that the students satisfaction with the Network Coverage Area of operator Banglalink. In this figure we can see that in hall equal 25% of students are strongly dissatisfied, 50% dissatisfied, 10% undecided, 10% satisfied and 5% strongly satisfied to Banglalink the services they provided and in mess equal 30% of students are strongly dissatisfied, 50% dissatisfied, 05% undecided, 10% satisfied and 5% strongly satisfied to Banglalink.

Table 4.19: Network Coverage Area (Teletalk)

Particulars	Number of Students	
	Hall	Mess
Strongly dissatisfy	80	60
Dissatisfy	100	100
Undecided	10	10
Satisfy	10	10
Strongly satisfy	0	0

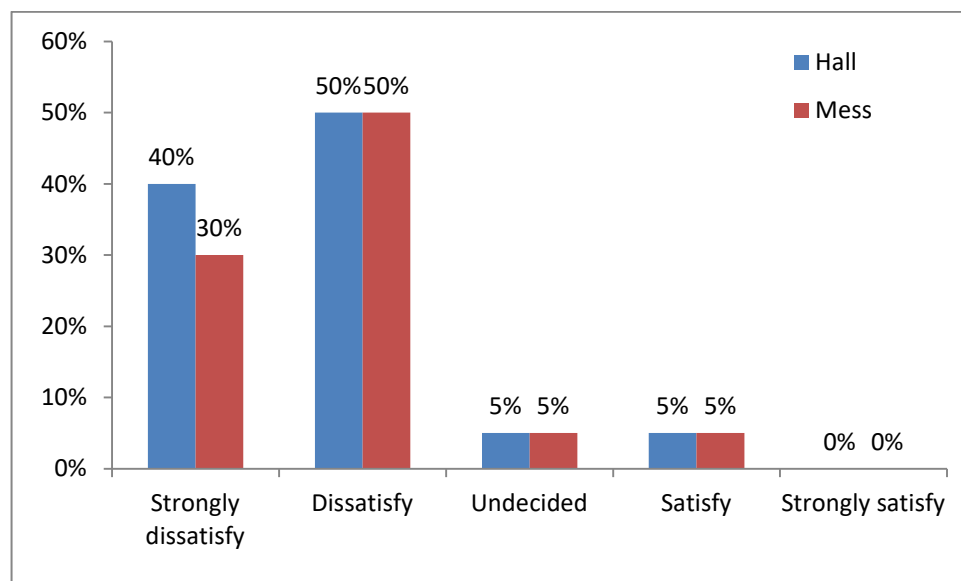


Figure 4.19: Network Coverage Area (Teletalk)

Interpretation: Table 4.19 and Figure 4.19 show that the students satisfaction with the Network Coverage Area of operator Teletalk. In this figure we can see that in hall equal 40% of students are strongly dissatisfied, 50% dissatisfied, 5% undecided, 5% satisfied and 0% strongly satisfied to Teletalk the services they provided and in mess equal 30% of students are strongly dissatisfied, 50% dissatisfied, 5% undecided, 5% satisfied and 0% strongly satisfied to Teletalk.

Table 4.20: Network Coverage Area (Robi)

Particulars	Number of Students	
	Hall	Mess
Strongly dissatisfy	60	80
Dissatisfy	100	100
Undecided	15	10
Satisfy	10	10
Strongly satisfy	0	0

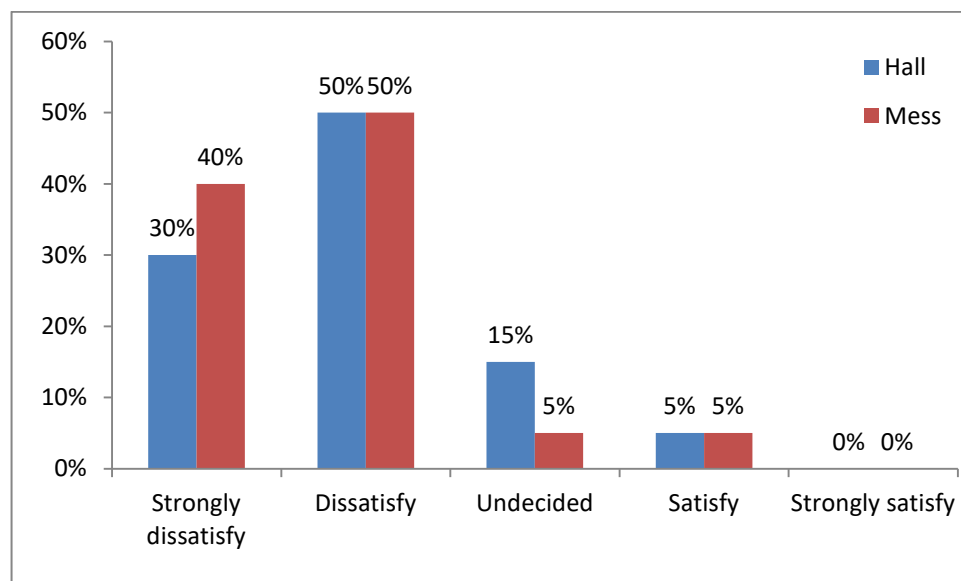


Figure 4.20: Network Coverage Area (Robi)

Interpretation: Table 4.20 and Figure 4.20 show that the students satisfaction with the Network Coverage Area of operator Robi. In this figure we can see that in hall equal 30% of students are strongly dissatisfied, 50% dissatisfied, 15% undecided, 5% satisfied and 0% strongly satisfied to Robi the services they provided and in mess equal 40% of students are strongly dissatisfied, 50% dissatisfied, 5% undecided, 5% satisfied and 0% strongly satisfied to Robi.

Table 4.21: Zoom speed (Grameen Phone)

Particulars	Number of Students
Strongly dissatisfy	20
Dissatisfy	40
Undecided	30
Satisfy	70
Strongly satisfy	40

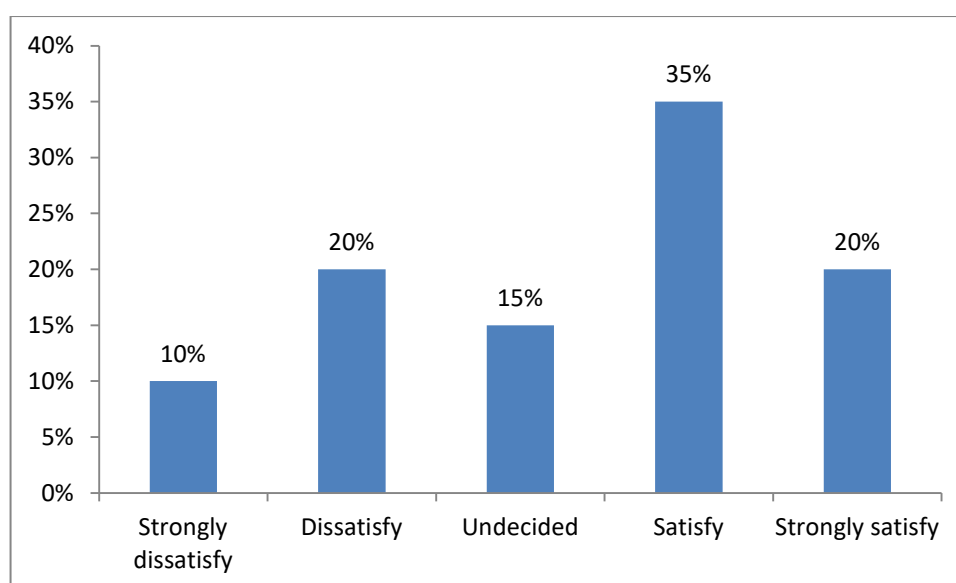


Figure 4.21: Zoom speed (Grameen Phone)

Interpretation: Table 4.21 and Figure 4.21 show that the students satisfaction with the Zoom speed of operator Grameen phone. In this figure we can see that equal 10% of students are strongly dissatisfied, 20% dissatisfied, 15% undecided, 35% satisfied and 20% strongly satisfied to Grammen phone the services they provided.

Table 4.22: Zoom speed (Banglalink)

Particulars	Number of Students
Strongly dissatisfy	20
Dissatisfy	50
Undecided	20
Satisfy	80
Strongly satisfy	30

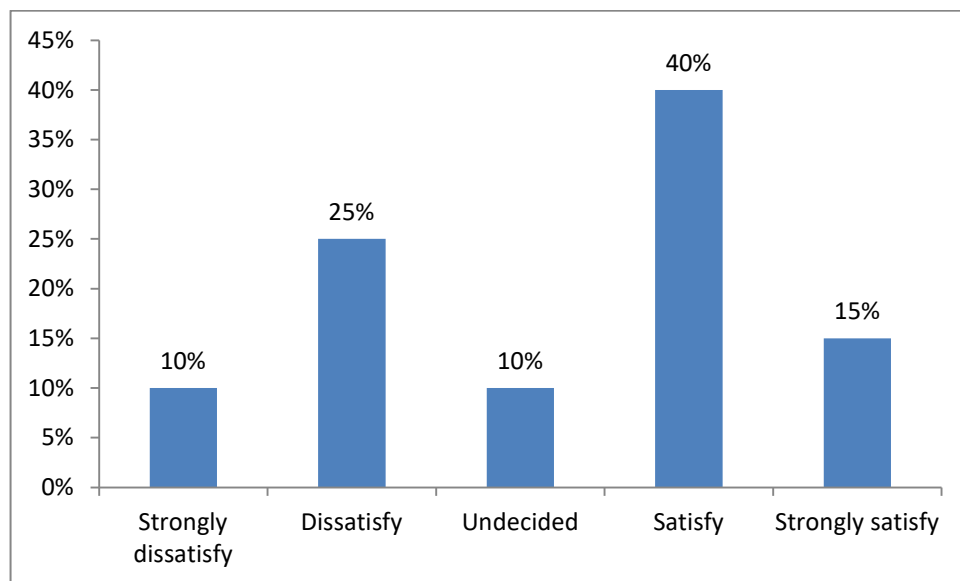


Figure 4.22: Zoom speed (Banglalink)

Interpretation: Table 4.22 and Figure 4.22 show that the students satisfaction with the Zoom speed of operator Banglalink. In this figure we can see that equal 10% of students are strongly dissatisfied, 25% dissatisfied, 10% undecided, 40% satisfied and 15% strongly satisfied to Banglalink the services they provided.

Table 4.23: Zoom speed (Teletalk)

Particulars	Number of Students
Strongly dissatisfy	40
Dissatisfy	60
Undecided	30
Satisfy	60
Strongly satisfy	10

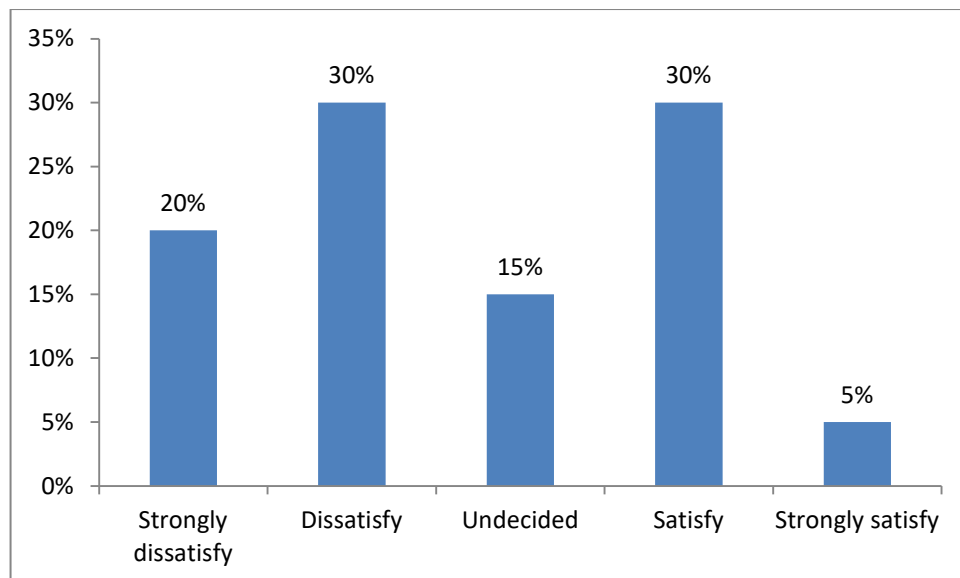


Figure 4.23: Zoom speed (Teletalk)

Interpretation: Table 4.23 and Figure 4.23 show that the students satisfaction with the Zoom speed of operator Teletalk. In this figure we can see that equal 20% of students are strongly dissatisfied, 30% dissatisfied, 15% undecided, 30% satisfied and 5% strongly satisfied to Teletalk the services they provided.

Table 2.24: Zoom speed (Robi)

Particulars	Number of Students
Strongly dissatisfy	30
Dissatisfy	50
Undecided	30
Satisfy	70
Strongly satisfy	20

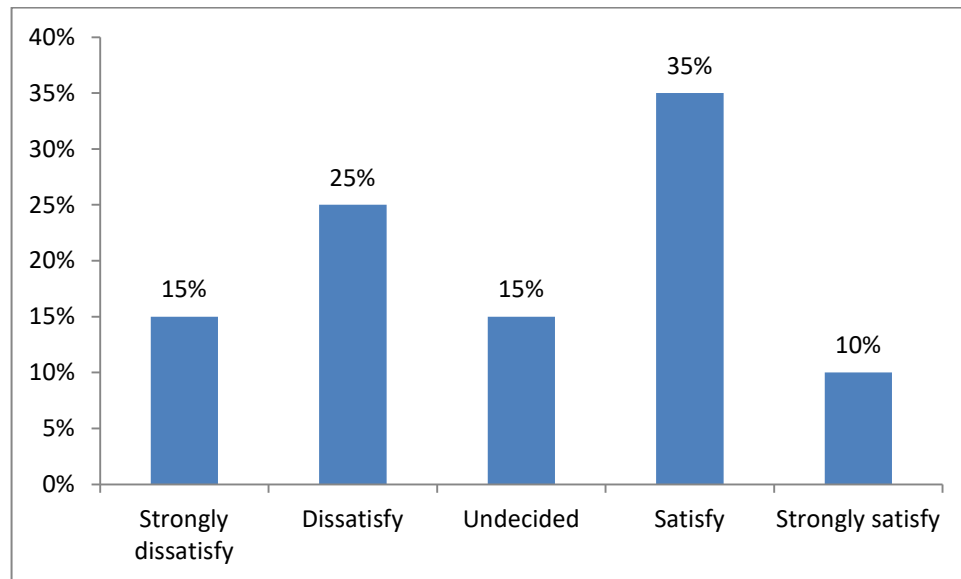


Figure 2.24: Zoom speed (Robi)

Interpretation: Table 4.24 and Figure 4.24 show that the students satisfaction with the Zoom speed of operator Robi. In this figure we can see that equal 15% of students are strongly dissatisfied, 25% dissatisfied, 15% undecided, 35% satisfied and 10% strongly satisfied to Robi the services they provided.

Table 2.25: Google meet speed (Grameen Phone)

Particulars	Number of Students
Strongly dissatisfy	30
Dissatisfy	40
Undecided	20
Satisfy	80
Strongly satisfy	30

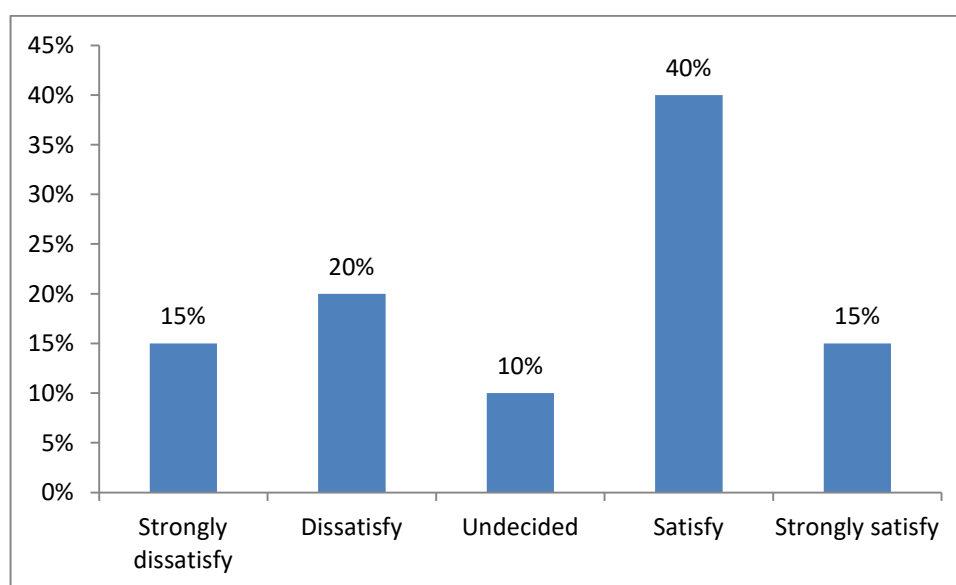


Figure 2.25: Google meet speed (Grameen Phone)

Interpretation: Table 4.25 and Figure 4.25 show that the students satisfaction with the Google meet speed of operator Grameen phone. In this figure we can see that equal 15% of students are strongly dissatisfied, 20% dissatisfied, 10% undecided, 40% satisfied and 15% strongly satisfied to Grammen phone the services they provided.

Table 4.26: Google meet speed (Banglalink)

Particulars	Number of Students
Strongly dissatisfy	20
Dissatisfy	40
Undecided	20
Satisfy	80
Strongly satisfy	30

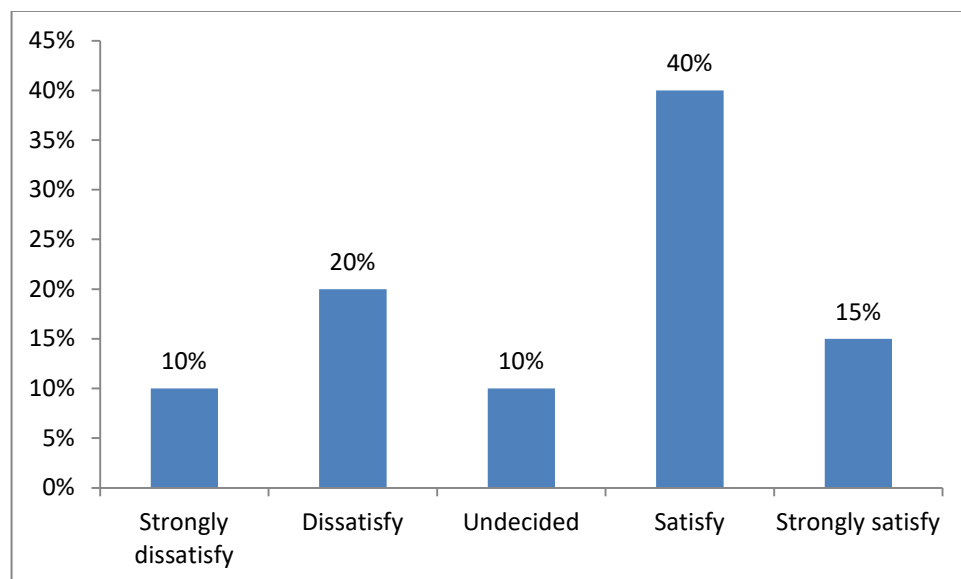


Figure 4.26: Google meet speed (Banglalink)

Interpretation: Table 4.26 and Figure 4.26 show that the students satisfaction with the Google meet speed of operator Banglalink. In this figure we can see that equal 10% of students are strongly dissatisfied, 20% dissatisfied, 10% undecided, 40% satisfied and 15% strongly satisfied to Banglalink the services they provided.

Table 4.27: Google meet speed (Teletalk)

Particulars	Number of Students
Strongly dissatisfy	40
Dissatisfy	60
Undecided	30
Satisfy	60
Strongly satisfy	10

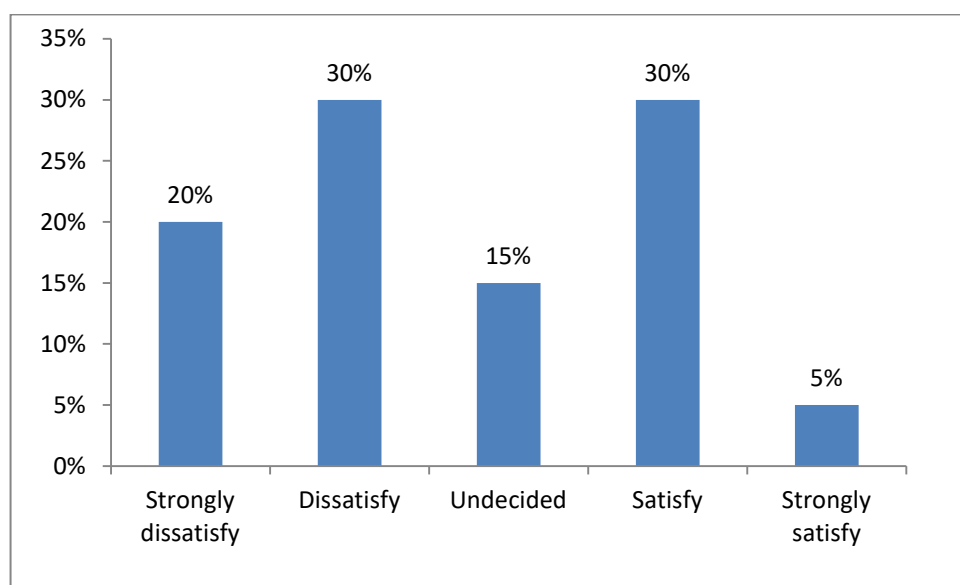


Figure 4.27: Google meet speed (Teletalk)

Interpretation: Table 4.27 and Figure 4.27 show that the students satisfaction with the Google meet speed of operator Teletalk. In this figure we can see that equal 20% of students are strongly dissatisfied, 30% dissatisfied, 15% undecided, 30% satisfied and 5% strongly satisfied to Teletalk the services they provided.

Table 28: Google meet speed (Robi)

Particulars	Number of Students
Strongly dissatisfy	10
Dissatisfy	50
Undecided	30
Satisfy	80
Strongly satisfy	10

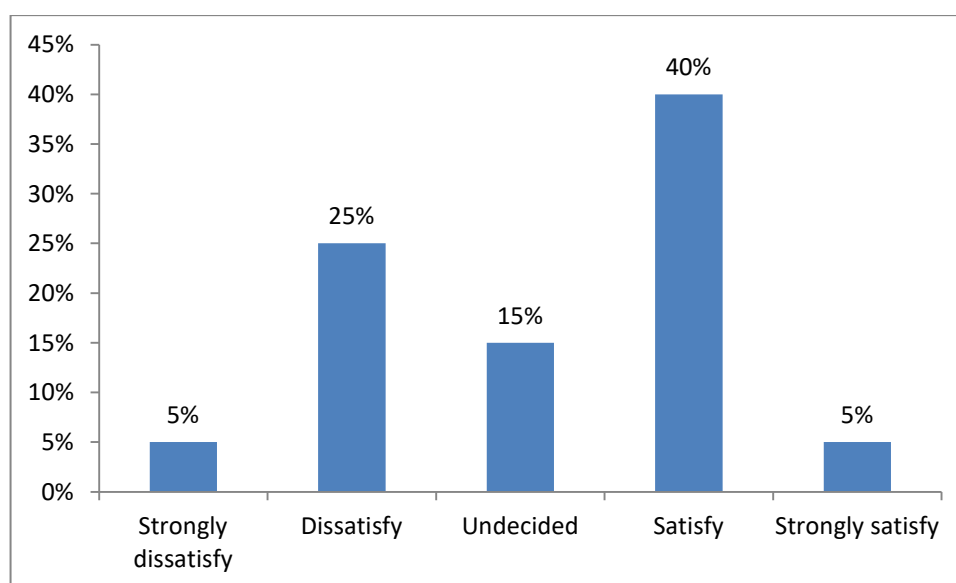


Figure 28: Google meet speed (Robi)

Interpretation: Table 4.28 and Figure 4.28 show that the students satisfaction with the Google meet speed of operator Robi. In this figure we can see that equal 5% of students are strongly dissatisfied, 25% dissatisfied, 15% undecided, 40% satisfied and 5% strongly satisfied to Robi the services they provided.

Table 4.29: Browsing Speed (Grameen Phone)

Particulars	Number of Students
Strongly dissatisfy	0
Dissatisfy	10
Undecided	20
Satisfy	100
Strongly satisfy	70

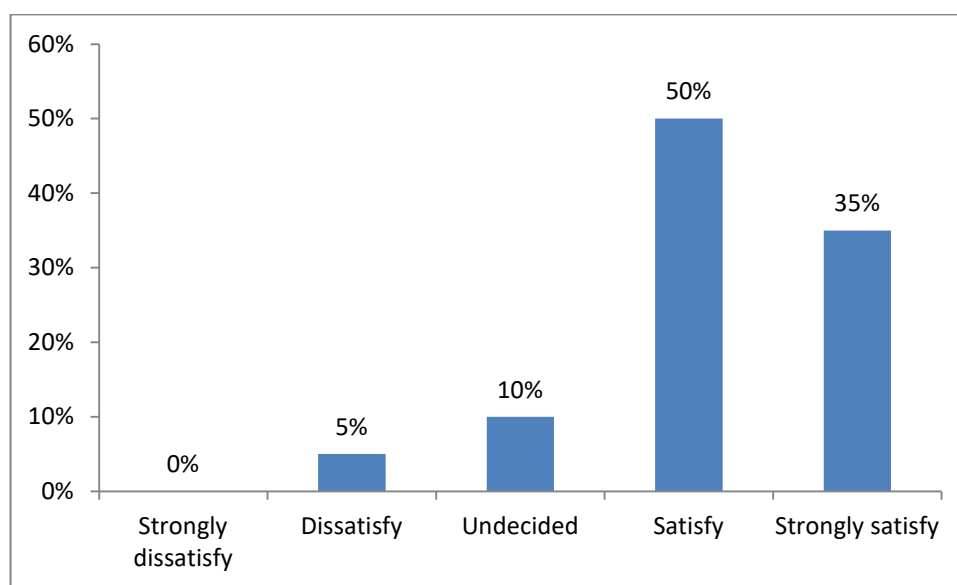


Figure 4.29: Browsing Speed (Grameen Phone)

Interpretation: Table 4.29 and Figure 4.29 show that the students satisfaction with the Browsing Speed of operator Grameen phone. In this figure we can see that equal 0% of students are strongly dissatisfied, 5% dissatisfied, 10% undecided, 50% satisfied and 35% strongly satisfied to Grammen phone the services they provided.

Table 4.30: Browsing Speed (Banglalink)

Particulars	Number of Students
Strongly dissatisfy	0
Dissatisfy	10
Undecided	30
Satisfy	100
Strongly satisfy	60

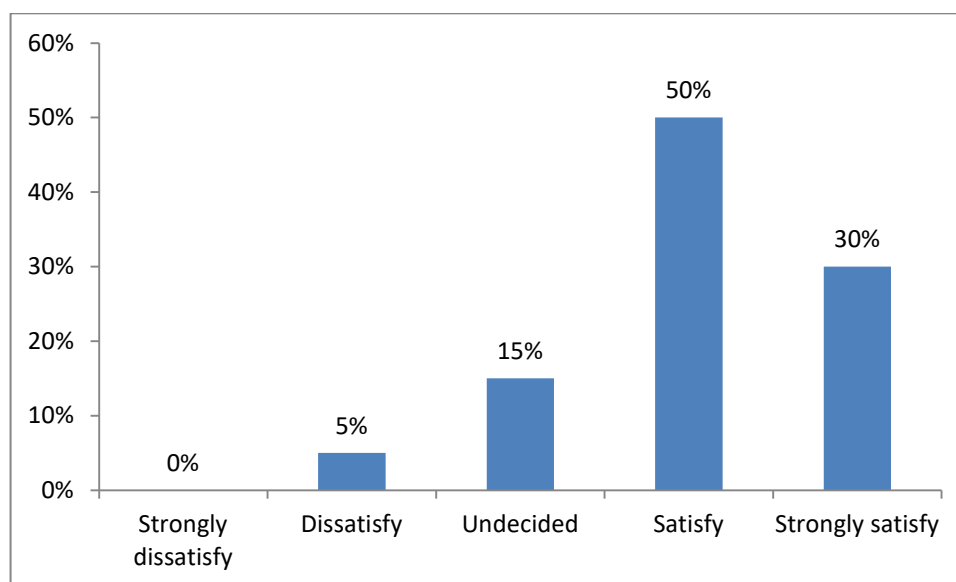


Figure 4.30: Browsing Speed (Banglalink)

Interpretation: Table 4.30 and Figure 4.30 show that the students satisfaction with the Browsing Speed of operator Banglalink. In this figure we can see that equal 0% of students are strongly dissatisfied, 5% dissatisfied, 15% undecided, 50% satisfied and 30% strongly satisfied to Banglalink the services they provided.

Table 4.31: Browsing Speed (Teletalk)

Particulars	Number of Students
Strongly dissatisfy	10
Dissatisfy	50
Undecided	20
Satisfy	80
Strongly satisfy	40

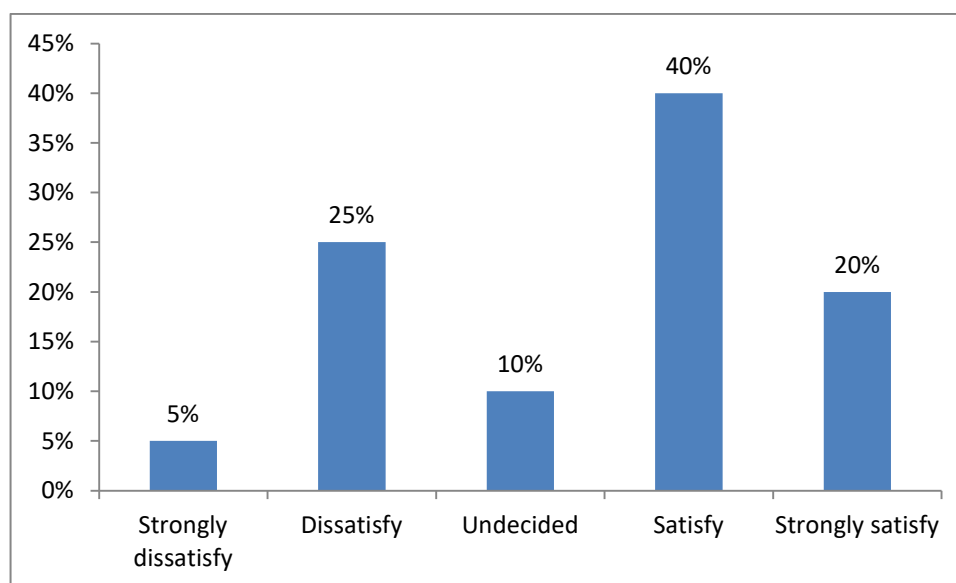


Figure 4.31: Browsing Speed (Teletalk)

Interpretation: Table 4.31 and Figure 4.31 show that the students satisfaction with the Browsing Speed of operator Teletalk. In this figure we can see that equal 5% of students are strongly dissatisfied, 25% dissatisfied, 10% undecided, 40% satisfied and 20% strongly satisfied to Teletalk the services they provided.

Table 4.32: Browsing Speed (Robi)

Particulars	Number of Students
Strongly dissatisfy	0
Dissatisfy	20
Undecided	20
Satisfy	110
Strongly satisfy	50

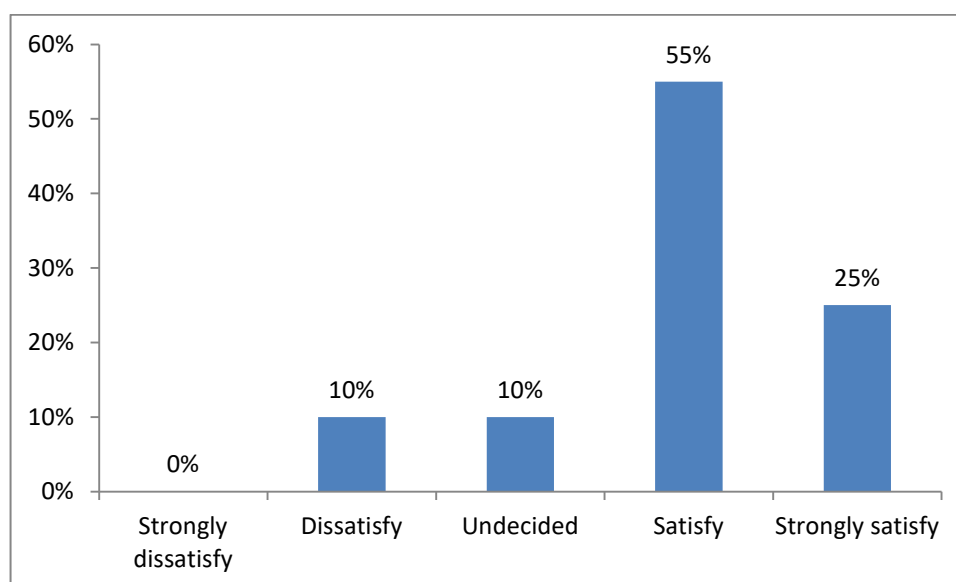


Figure 4.32: Browsing Speed (Robi)

Interpretation: Table 4.32 and Figure 4.32 show that the students satisfaction with the Browsing Speed of operator Robi. In this figure we can see that equal 0% of students are strongly dissatisfied, 10% dissatisfied, 10% undecided, 55% satisfied and 25% strongly satisfied to Teletalk the services they provided.

CHAPTER 5

FINDINGS AND SUGGESTIONS

5.1 Finding

- i. Most of the students are dissatisfied with most the services provided by mobile operator.
- ii. Network coverage poor in mess area than hall area.
- iii. Call rate is not satisfactory level to the students.
- iv. Only Teletalk has higher satisfaction level in term of call rate.
- v. GB rate was not in satisfactory level to the students during lockdown.
- vi. Net work speeds was very poor both in hall and mess area during lockdown.
- vii. Only Grameenphone had satisfactory level in term of net speeds.
- viii. Zoom speeds and googlemeet speeds were in moderate satisfactory level.
- ix. Teletalk had poor network coverage and net speeds.

5.2 Suggestion

- i. A special call rate could be establish only for students during lockdown and after lockdown.
- ii. Network coverage and net work speeds needed to improve for campus area and beside campus area .
- iii. The apps ,those used by the students for educational purpose could be given special network speeds.
- iv. GB rates could be reduced as possible for students only.
- v. Zoom and Google meet could be data and cost free during lock down.

CHAPTER 6

CONCLUSIONS, POLICY IMPLICATION AND FUTURE WORK

6.1 Conclusion

The study has discovered the services were available to students of Hajee Mohammad Danesh Science and Technology University Dinajpur during lockdown and their level of satisfaction. The level of students satisfaction with call rates, net work speeds, GB rates, net work coverage was low. Students were not very satisfied with Zoom speeds and Google meet speeds. The university and the mobile operating companies needs to take necessary steps to address those problems. To the end mobile operator companies and university authorities can take special action to fulfill the need of the students to carry their online education smoothly in case of further lockdown.

6.2 Policy Implication

In this pandemic situation, online schooling is the only means of communication for continuing education. Overall, few students are getting benefitted from online schooling, and most of them face some troubles. Online teaching has created discrimination between WIFI users and mobile network users. So our study suggests that mobile operators should build a comprehensive plan so for the students to get befitted through online classes and take necessary steps to reduce the discrimination created by the online education system. As there is no alternative option to reduce the risks of disease transmission among the students during the pandemic situation, the government and mobile operators should take deliberate actions to overcome the challenges that students face nowadays. There is no concrete guideline or policy available to help educational institutions take sustainable actions during the pandemic

to keep the education services going on. Thus, we suggest the decision-makers prepare appropriate policies to deal with such challenging situations, particularly in providing schooling to students. We also recommend that the government build a robust plan for the student get benefited through online classes.

6.3 Future work

The findings of this study can be helpful tools which could be used to provide solution to students dissatisfaction to campus and non campus area. It is very important at this point in time to suggest that more research should be conducted on the issues related to telecommunication services using many campus and non campus residents. It is significant for further studies to be carried out in order to do justice to all issues and the events of further studies the sample size to be used should be larger so as to enable the research get the required result from the respondents.

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