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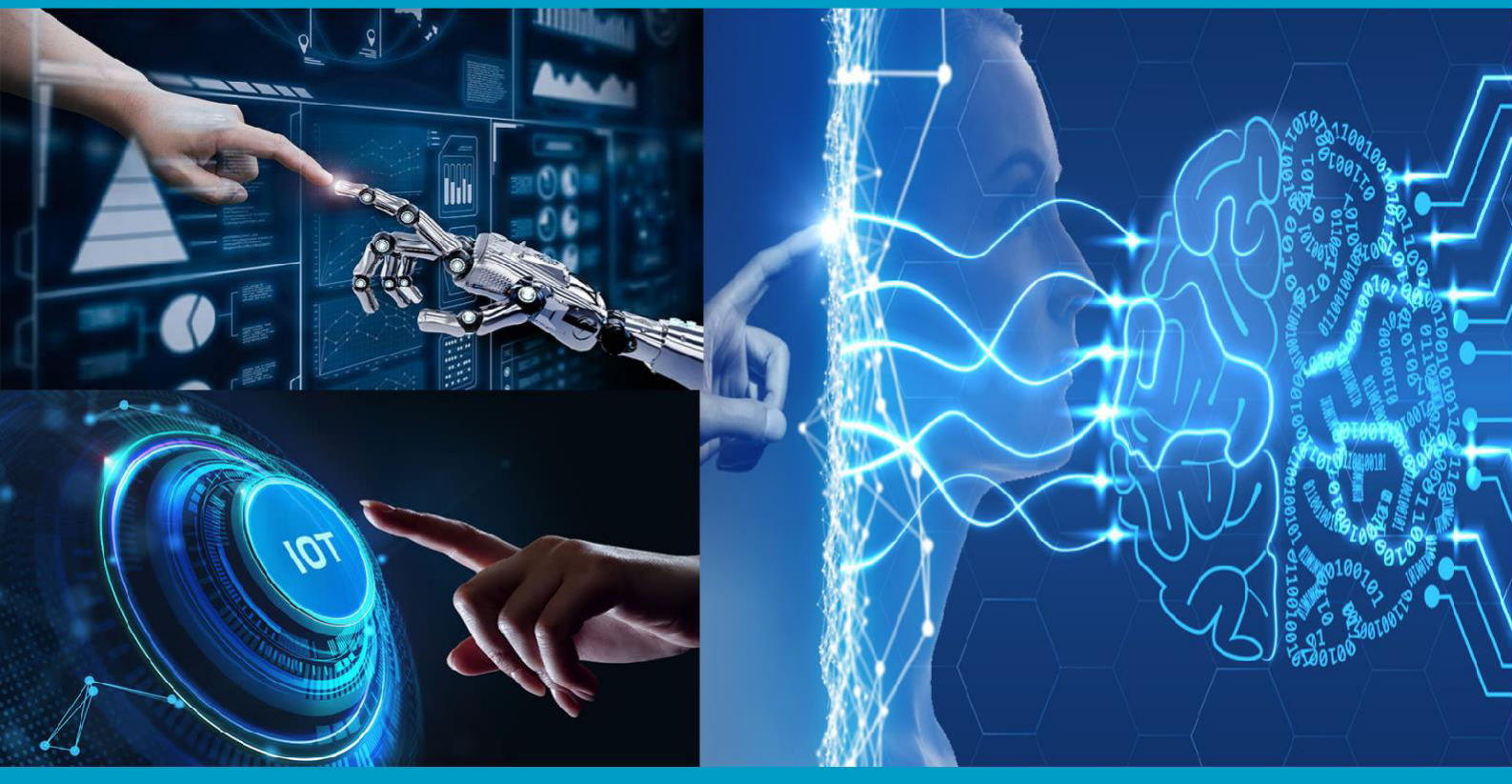

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Usage of Mobile Applications in M---Governance and Development of Iran

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ABSTRACT : Life without mobile cannot be imagined now—a—days. Mobile is used in every walk of life. Mobile applications are developed for every need of the society. Communication is the life blood of the society. Mobile phone is important for formal and informal communication. From morning to night, people use mobile and its applications to avail services provided by private and government organisations. Mobile phone has enslaved human beings to a large extent. To resolve any issue in life, mobiles phones are playing a key role. Modern society is evolving on latest technology. Governments have adopted latest technology to make the society mobile enabled for brining development. Social, economic, political and cultural aspects of society are influenced by communication. After liberalisation, government of Iran took innovative steeps for bringing development through m-governance. Researcher has taken Shiraz and Ghalat, two places in Iran to assess impact of mobile applications in M-Governance. Quantitative method is used to conduct research. Survey method is used to collect data with the help of Questionnaire. Descriptive and inferential statistics are used in analysing and interpreting data. People living in city are using mobile applications to avail Government programmes than people living in rural areas.

KEYWORDS: M-Governance, Mobile apps, Development, Mobile technology, Survey method. Mobile users.

I. INTRODUCTION TO THE STUDY

Now-a-days, people have become busy with day to day activities. Population has increased by several folds. Residential areas and office spaces have expanded far and wide like never before. Services needed by the public have increased. Manually providing them has become next to impossible. Huge data collecting, analyzing and interpreting has become complex. Application of information, communication and technology has become inevitable in providing government services. Mobile phones with the help of internet and applications are capable of delivering services at the door step. M—Government will expedite in implementing government services irrespective of social and economic status. Iranian government has adopted M—governance to promote M—Government. People would feel comfortable to utilize M—Government services from their homes. Information, communication and technology has the potential to influence social, economic, political and cultural aspects of the society. Information flow will build rapport among various branches of the government, citizens, politicians, and bureaucrats, legislative and executive branch of the government.

M-Government and SMART Governance is bringing accountability of the government. Majority of the Iranian citizens are living in urban areas, so they cannot visualize life without a mobile. Mobile has emerged as the alternative platform for delivery of public services to the masses.

Iranian government has formulated rules and regulations for regulating mobile phones in Iranian market. As usage of mobile phones are increasing day by day. Will mobile phones facilitate M-Governance in Iran? By reducing digital divide, information can be passed freely to the public, so that they can utilize government services and benefit from them. As a consequence, development of Iran could take place. By reducing the information gap between the rich and the poor, M-Governance can really bring development. M—Government will help the public in exploiting opportunities for their development.

Potential of M--Government: M-Government has the ability to connect previously unconnected areas, information, and services from the government. It extends the benefits of remote delivery of government services and information to those who are unable or unwilling to access public services through the Internet, or who simply prefer to use mobile devices. In theory, many government services can also be made available on a 24x7x365 basis at any place in the world

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covered by mobile networks, which today means almost everywhere. In addition, the relatively lower cost of mobile phone technology versus internet technology has drastically lowered the entry barriers for citizens in developing countries to be connected to government services.

Mobile phones allow citizens to get access to government services virtually in any place covered by a mobile network. Mobile devices are also easier to learn and use by everybody in the society. There is a very wide range of potential government services which can be delivered via mobile phones, including services relating to health, education, employment, police, tax, judicial and legal systems, etc. Payments and financial services are also possible through mobile phones, which drastically expands the opportunities to incorporate m-services into the everyday lives of citizens. Mobile phone technology can also considerably expand the scope of e-democracy and e-participation, engaging citizens in democratic decision-making through various polls, m-voting, and other forms of communication between citizens and the government.

Several factors are fueling the demand for mobile services, including: 1) The penetration of mobile technology and the relative low cost of entry into mobile connectivity 2) The convergence of wired internet and telecommunication networks, allowing information once only available on a computer to be received through mobile phones. 3) The shift towards higher data transfer rates and 3G/4G services which promise to make more information available at faster speeds.

Challenges of M--Government: M-Government tends to be yet another channel for e-government, in which case it will create additional costs. This will continue until m-government can truly substitute for other delivery channels. Such substitution will be viable for applications within government. However, it would create serious problems for systems linking to citizens given the number of people who are likely to remain without mobile ICT devices for the foreseeable future. Hence, such systems are likely to be cost-addition rather than cost-substitution initiatives. At least some governments have been able to adopt innovative costing strategies, for example, using fee-sharing arrangements that avoid the public sector having to provide many up-front costs.

M-Digital Divide: As just noted, not everyone has a mobile phone. In particular, older and poorer groups in society tend to be excluded from this technology. If there are benefits to be had from m-government, these groups will be denied them, and a challenge to m-government is to ensure that "haves" and "have nots" equally benefit from. Mobile Mindsets: Mobile devices are seen by many as tools more for fun and entertainment than for serious activities. . Aligning these two mismatched worlds may be difficult. One sign already emerging of this underlying tension is the use of m-government systems for playing pranks, such as hoax messaging, encouraged by the anonymity that many mobile devices offer.

Limitations of the mobile government: While m-government has great potential to vastly expand access to public services to the poorest segments of the population in areas where wired telecommunications and ICT services do not exist, there are still limits to its capabilities. Several constrains exist which may potentially inhibit the growth of m-government services in developing nations: 1) The physical limitations of mobile technology (small screen size, limited text input, etc.) may restrict the amount of information that is easily sent or received. 2) In some areas, the mobile user is charged a fee for not only sending SMS messages but also for receiving messages, placing financial limitations on the amount of information governments can cost-effectively provide to citizens. 3) Though minimal in comparison with wired networks, physical infrastructure is still necessary for mobile applications and services to be available in rural areas.4) Payment and financial options require existing financial structures which are compatible with mobile technology, such as credit cards and bank accounts

II. REVIEW OF LITERATURE

According to Antonio Cordella, Niccolo Tempini (2015): There is a substantial literature on e-government that discusses information and communication technology (ICT) as an instrument for reducing the role of bureaucracy in government organizations. The purpose of this paper is to offer a critical discussion of this literature and to provide a complementary argument which favors the use of ICT in the public sector to support the operations of bureaucratic organizations. Based on the findings of a case study of the Venice Municipality in Italy the paper discusses how ICT can be used to support rather than eliminate bureaucracy. Using the concepts of e-bureaucracy and functional simplification and closure, the paper proposes evidence and support for the argument that bureaucracy should be

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preserved and enhanced where e-government policies are concerned. Functional simplification and closure are very valuable concepts for explaining why this should be a viable approach.

Shu Wen Lee and Pek Hia Lai (2015) explained most governments around the world have implemented or are in the midst of implementing electronic government (e-Government). E-Government has its share of advantages, disadvantages and limitations. The rise of mobile technologies can be seen as the answer to complement e-Government. With the high adoption level of mobile devices and the rising demands for instant, information and interactions with government bodies, mobile government (m-Government) is born. Unlike e-Government, m-Government is not restricted to being internet-based. Different wireless or mobile communication modes such as Short Message Service (SMS), mobile applications, and Radio Frequency Identification (RFID) have provided different avenues to implement or enhance M-Government. Both e-Government and m-Government implementations create different values for the different stakeholders.

Yejoo Kim (2014) highlighted focus of this paper is on exploring the possibilities available to African countries that wish to construct and enable m-government. The mobile banking sectors in Korea and Kenya are explored in order to find out the driving forces behind the success and failure of m-government projects. Using Actor-Network Theory (ANT), it is possible to observe how the networks come into being, which actors exist, how these actors are enrolled into a network, and how these networks achieve stability. ANT enables us to extract some elements that African countries must concentrate on, if they wish to push forward with m-government initiatives and follow the example set by these two countries.

According to Huong Ha (2013) E-Government is defined as the utilization of the Internet and other technological means to deliver public services to citizens. Following the success of the iGov2010 plan, Singapore has recently launched an e-Government Master Plan 2011-2015 (eGov2015), which opens a new epoch of relationship between government and the public. This paper aims to (i) discuss the current state of the e-Government system in Singapore, (ii) provide a SWOT (strengths, weaknesses, opportunities and threats) analysis of this e-Government system, and (iii) make policy recommendations on how to address challenges, facing e-Government in order to enhance public trust via the effective and efficient delivery of public services. This paper is significant as it (i) addresses the issues from a practical perspective and from the view of users, and (ii) provides a better insight for further research in eGovernment systems. Finally, neighboring countries may benefit from the lessons drawn from the Singapore experience in terms of how to achieve a balance between technology adoption, citizen engagement, and delivery of electronic public services.

Hisham M. Alsaghier and Rahim Hussain(2012) highlighted in their paper “Although trust aspects have been investigated in e-commerce context, the e-government field is still significantly lacking from empirical studies that explore trust in e-government from the citizen’s perspective. The lack of trust in e-government in developing countries is another persuasive impetus for conducting this study. The few recent studies investigating citizens’ trust in e-government are conducted in developed countries. This study employed a qualitative approach (focus groups) to gain in-depth understanding of the citizen’s perception of e-government adoption. E-government initiative in Saudi Arabia is the main focus of this research. Based on the literature review, the key antecedent factors that affect citizen trust in e-government are identified, and a research model is build. Based on the results of the analysis of three focus groups responses, managerial recommendations are provided.

According to Moaman Al-Busaidy and Vishanth Weerakkody (2012) discussed electronic government has been established as an effective mechanism for increasing government productivity and efficiency and a key enabler of citizen-centric services. Like the rest of the world, in Persian Gulf countries, public sector transformation efforts are focused towards increasing accessibility, availability, competitive advantage, and enhancing services in civil administration. The e-government initiative in Oman was officially started in 2003 and has achieved mixed results due to various challenges faced by the different ministries engaged in implementation. Using a semi-structure interview, this paper examines some of these challenges from the perspective of two government ministries. The paper investigates the improvements that have been made to facilitate electronic services in the chosen public ministries and their results impact within the organization. The results of the empirical study reveal that some of the challenges faced by the Omani government in implementing e-services are generic, while other specific challenges faced by the individual ministries such as top management support, IT integration, and IT staff skills and capabilities are more significant in terms of facilitating e-government success in the Omani public sector.

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Vako Mbako, Kelvin Joseph Bwalya, Tanya Du Plessis and Chris Rensleig (2012) are described in this paper "Countries the world over have drawn e-Government interventions placing much emphasis on erecting affluent ICT infrastructures, institutional, legal, and regulatory frameworks. However, most of these interventions lack carefully-drawn e-Government awareness strategies, which translates into most of these interventions being typically unknown by the general public and causing low e-Participation. This paper presents the novel interventions that are being authored towards robust e-Government development for Botswana where e-Government development is at the very initial stages. Using exploratory and empirical study of Francistown and surrounding rural areas, the paper presents a critical analysis of the state of e-Government preparedness and further presents the current status of e-Government adoption in Botswana. This study establishes that whilst many e-Government strategies are being authored in Botswana, the e-Participation component has not been adequately considered in drawing the different e-Government interventions. This is negatively impacting on the overall anticipated value prepositions for e-Government implementation.

Kelvin Joseph Bwalya, Tanya Du Plessis and Chris Rensleigh (2012) discussed in their paper "In countries where e-Government is being implemented, levels of its development and adoption show pronounced disparities. These disparities could be attributed to mismatches in the strategies employed when pursuing the e-Government agenda and the lack of consideration of the contextual environment in which e-Government is implemented. This paper aims to encourage informed e-Government strategy design in developing countries by referencing the "Quicksilver Initiatives" approach, which was used by the USA government during the Bush administration, culminating in placing America as one of the top countries in e-Government development. The paper also aims to provide a platform on how these initiatives could be adapted to an emerging economy environment. Further, the paper uses extensive literature reviews to assess e-Government readiness of emerging countries in general and provides conceptual principles on which e-Government strategy should be hinged in developing countries. This paper is timely, as it comes at a time when many emerging countries are trying to develop their e-Government strategic frameworks and roadmaps for leveraging government efficiency and competitiveness.

Bonson, E., Torres, L., et.al,(2012) have highlighted the potential contribution of the internet to enhance the interactivity, transparency, and openness of public sector entities and to promote new forms of accountability. The search for new styles of governance which promote higher levels of transparency and the engagement of citizens is viewed as a way of improving citizens' trust in governments. As the social media are becoming ubiquitous, both academics and practitioners need some initial and reliable background data about the deployment of this kind of technology at all levels. The aim of this work is to provide an overall view about the use of Web 2.0 and social media tools in EU local governments in order to determine whether local governments are using these technologies to increase transparency and e-participation, opening a real corporate dialogue. In addition, the paper tries to identify which factors promote the level of development of these tools at local level. Our results show that most local governments are using Web 2.0 and social media tools to enhance transparency but, in general, the concept of corporate dialogue and the use of Web 2.0 to promote e-participation are still in their infancy at the local level.

Linders. D (2012) examines the evolution of citizen co-production in the age of social media, web 2.0 interactivity, and ubiquitous connectivity. The paper first discusses the re-emergence of citizen coproduction - whereby citizens perform the role of partner rather than customer in the delivery of public services - as a fashionable policy option in the face of persistent budget deficits and the advent of new channels for mass collaboration. Finding a plethora of competing labels, models, and concepts for coproduction in the age of social media, the paper proposes a unified typology to support systematic analysis based on the overarching categories of "Citizen Sourcing," "Government as a Platform," and "Do-It-Yourself Government." To demonstrate its use, the typology is applied to leading U.S. government implementations. The paper concludes with a discussion of the potential implications for public administration, the remaining limitations and rising social concerns, and the possible emergence of a new social contract that empowers the public to play a far more active role in the functioning of their government.

Statement of the Problem

At present, the use of mobile phone is increasing for several purposes. Mobile has become all in one provider of services. The mobile is giving banking services, entertainment; videography and photography etc. People sitting at home can avail many M—Government services, thanks to internet availability. There are not many research studies

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done to assess the usage of mobile services and its impact on Iranian development. Firstly, this study assesses awareness level of M-Government. Secondly, how frequently mobile applications are used in availing Government services. Thirdly, challenges faced by public in utilizing government services through internet. Fourthly, awareness about M-governance among urban and rural public. The findings of the study will enhance in improvising M-Governance in policy formulation and implementation.

Purpose of the study

To study usage of mobile technology in both urban and rural areas in Iran. In this section, the study deals with the role of both, the government and the citizens.1. The study will cover the social, economic, political and cultural aspects of Iran and provides useful information about the usage of mobile services. 2. The study will significantly help to understand the usage of mobile services for the banking purpose. 3. The study will provide an insight to develop the nation via information communication technology which can be helpful to develop the nation in trade and business.4. The study will help the Iranian government in increasing trade and business with other nations.5. The study will enhance the mobile facilities among the mobile phone users.

Conceptual framework

Various governments world over are in the process of implementing welfare and development schemes through M—Government. As a result, M-Government will facilitate in utilizing government services with effortless ease. As on today mobile applications are developed for each service in public interest individually or integrated in one app. Mobile applications will facilitate in participation of public in social, political and economic events. In Iran, as part of development plan, ICT infrastructure is created to implement M-Government. This research work will study, how far Iranian Government's M—Government plan is effective. Internet penetration and smart phone applications will bring tremendous change in implementation of development schemes or researched in present research paper. Adequate infrastructure has to be created to make success of M—Government. Lacunas of implementation of M—Government will be also be found out as part of this present study.

Aim of the present study

To find out the efficiency and effectiveness of mobile services and its applications in serving the public by providing various services and bringing development in rural and urban Iran through M-government.

Objectives of the study

1. To examine the socio-economic status of the mobile users
2. To assess mobile applications usage for various needs between citizens to citizens.
3. To investigate mobile user's preferences of mobile applications.
4. To probe strength of internet connection and access to mobile users and level of satisfaction among them.
5. To inspect usage of mobile services for various needs by the mobile users.

III. METHODOLOGY

Scientific reporting of research pertaining to all branches of knowledge needs to be given in detail. Reporting of data is required for interpreting results in meaningful way.In this context, a detailed account of the methods and techniques that were adopted for the collection of both primary and secondary data, and the way data is presented and analyzed is give below.

A research design is a master plan specifying the methods and procedures for collecting and analyzing the needed information. It is a framework or blue print that plans the action for the research project. Descriptive research poses questions about the nature, incidence or distribution of variables, and is primarily concerned with identifying the characteristics of a population. In the present study, Descriptive research design is adopted in the present study. Cross-

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sectional study is done to gather data from the sample. The study has examined the role of M- government in implementation of various government services through internet for the development of rural and urban Iran.

Population:

In a real life situation, it is not possible to collect information about a whole group separately therefore, the method of representational sampling had to be chosen. A statistical sampling is a miniature picture of the group or total from which sampling has been taken. Two places one from rural Iran, Ghalat and another from urban Iran, Shiraz was taken for the study. Population of Shiraz city is around 50000 people who are using mobile phones. Population of Ghalat village is around 2000 people who are using mobile phones. The sample for the present study is selected randomly from the population.

Sample frame:

Is the list of names of mobile users provided by mobile service providers living in Shiraz and Ghalat. Sampling design: A single stage sampling procedures is used by the researcher, as he has access to names in the population and can sample the respondents directly. Non-probability, convenience sampling method is adopted for the study, as respondents are chosen based on their convenience and availability.

Sample size:

Total Sample Size (n) = 1000 respondents. 500 respondents are selected from village Ghalat and 500 respondents are selected from city Shiraz. 500 male and 500 female respondents are served with the questionnaire.

Methods of data collection:

In the present study, quantitative method is used. The purpose of adopting a quantitative method for data collection is to develop the overall understanding of the role of mobile services in providing M- Government to mobile users.

Sources of collecting data:

Two methods were used to gather data for this present study. Primary data: Sources of collecting primary data is survey. A survey design provides a quantitative or numeric description of trends, attitudes, or opinions of a population by studying a sample of that population. From sample results, the researcher generalizes or makes claims about the population. (Creswell, 2009) The purpose of survey research is to generalize from a sample to a population so that inferences can be made about some characteristic, attitude, or behavior of this population. Source of the secondary data is collected from the reports and documents published by the World Bank and Government of Iran.

Additional information is also gathered through the published books, previous research works, articles from the academic journals, periodicals, information from website, unpublished research thesis and newspapers on E-Government and M-Government. As for other requisite data, the researcher collected it from resourceful persons in concerned subjects. Information on extent of government services provided through mobile phones to mobile users is collected from various Government officials and mobile service providers working in Shiraz and Ghalat through survey.

This research relies on other researchers and authors findings, personal observations, experiences, values and assumptions about human nature. To derive criteria for various aspects of mobile users, this researcher used an empirical method, such as, survey to identify what aspects of services, mobile users use using internet. For this research, a composite set of criteria was constructed from the results of different researchers and a combination of items from various questionnaires.

The Primary data is collected by doing survey among respondents living in Shiraz city and Ghalat village using mobile services. Structured questionnaire is the tool used for collecting primary data through survey for the present study.

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Data Collection procedure:

In present study, the researcher has administered structured questionnaire to 1000 respondents using mobile phones. The questionnaire was distributed in all the areas of Shiraz and Ghalat. Initially the list was prepared to whom the questionnaire should be administrated. Accordingly, it was distributed. The questionnaire was prepared keeping in mind both the zones. Out of the 1000 respondents' researcher chosen 500 women and 500 men and from 500 women 250 are from Shiraz city and 250 are from Ghalat village and from 500 men 250 are from Shiraz city and 250 are from Ghalat village.

Data Presentation, analysis and interpretation:

"Analysis of data is a process of inspecting, cleaning, transforming, and modeling data with the goal of discovering useful information, suggesting conclusions, and supporting decision-making. Data analysis has multiple facets and approaches, encompassing diverse techniques under a variety of names, in different business, science, and social science domains."Numbers in the table do not speak for themselves. "Interpretation is the process of attaching meaning to the data. Interpretation demands fair and careful judgments". Presentation of the data is done in the form of tables. Objectives are given in the beginning and the tables with interpretation and analysis is presented below it. Researcher analyzed the data in the form of crosstabs, Simple percentage tables and T- test tables. For the purpose of convenience, only conclusions are presented in this research paper. Researcher used SPSS 20.0 version for analyzing the data.APA style manual is used to draft this research paper.

Validity Procedure:

According to Validity is defined as "the extent to which a measure actually taps the underlying concept that it purports to measure". Validity is the ability of an instrument to measure what it is intended to measure. Degree to which the researcher has measured what he has set out to measure. Extent to which an empirical measure adequately reflects the real meaning of the concept under consideration. A proper understanding about the current situation of Iran was analyzed. The questionnaire was prepared accordingly which can provide an actual help to move further in the study. Questionnaire was revised for clarity to conduct present study several times.

The instrument used in this study was evaluated for face and content validity by a panel of experts. The panel comprised of ten individuals with considerable experience with study content, instrumentation and statistics. The members were asked to check whether the items included in the questionnaire actually measured the construct, and whether they were understandable. Based on their suggestion, some of the questions were simplified to make it more clear and understandable, and the double -barreled questions were split into two separate questions. Even though the items included in the questionnaire were from developed studies with established reliability score, the members suggested conducting a reliability test. Finally, the members also compared the items in the questionnaire with the research objectives.

Reliability Procedures:

It is the ability of an instrument to create reproducible results. Each time it is used, similar scores should be obtained. A questionnaire is said to be reliable if we get same/similar answers repeatedly. Though it cannot be calculated exactly, it can be measured by estimating correlation coefficients. The most part of the study consisted of opinions of population and experiences with M-Government practices. Reliability is defined as "the extent to which a measure yields consistent results; the extent to which scores are free of random error". Although the measures of the instruments in this study was adopted from previously developed studies, the reliability of each construct was examined with Cronbach's alpha through a pilot test which was conducted with small sample of respondents from Shiraz and Ghalat. Reliability of the instrument was ascertained using the- test retest method and the correlation coefficient was 0.98.It indicates that the data has a high reliability and validity.

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Scope of the Study:

This present study is done in two areas: Shiraz city and other in the Ghalat village, who own mobile phones only. **Area of research:** The present study is concerned with mobile technology and services in Shiraz city and Ghalat village. Shiraz has total population of 0.2 millions. It has well developed industrial, business and trade. It is cosmopolitan in culture and outlook. The city is located at the south-west part of Iran and the Roodkhaneyekhoshk, the seasonal river. Shiraz is also known as the city of poets, literature and flower. It is also considered as the city of gardens by many Iranian because of the prosperity in flowers and fruits. Ghalat village has 5000 population and most of the people worked in agriculture sector in the past but today because of change in life style, people of Ghalat work in different sectors such as business, tourism and agriculture. One of the most important reasons for choosing Ghalat is that this village is close to Shiraz city and it has significant population using mobile phones.

Limitations of study:

1. The study is mainly based on random sampling method instead of census method. Hence, the findings of the study cannot be generalized.
2. Since the findings are arrived from the study of Ghalat (rural) village and Shiraz City, the findings cannot be generalized whole of Iran.
3. Due to the explosive growth of the cell phone industry, generalizations of the facts deduced within the duration of two years could not fully be realized or relied on. However, the analysis made is as scientific as possible giving attention to all these limitations.
4. Population for this study is huge, but researcher has taken a small sample. Inferences in this study cannot be generalized as it is a convenience sampling, non-probability sample method.

IV. CONCLUSIONS

OBJECTIVE ONE: To examine the socio-economic profile of the mobile users
Almost all the respondents are using mobile phones. Half of the respondents are from the city and another half of the respondents are from the village. Half of the respondents are Male and remaining half of the respondents are Female. Nearly more than three-fourth of the respondents are married. Most of the respondents have nuclear families with family members between 3 to 5 members. Almost all the respondents are having bachelor degree. Most of the respondents are working in private industry.

A good number respondents have their annual income between 10000000 IRR to 15000000 IRR. Nearly every one of the respondents have their monthly expenditures above 20000000IRR.Overall majority of the respondents are using smart phones. Maximum number of the female respondents are using smart phone. Most of the respondents have been using mobile cell phones for the last 6-10 years. Majority of the young respondent are using the smart phone and their age group is between 15-30 years.

OBJECTIVE TWO: To assess mobile applications usage for various needs between citizens to citizens.
A large number of the respondents are using the social network for general communication with other citizens. Majority of the respondents are using the social network for social activities. A great part of the respondents are using the social network for exchanging the information with other citizens. Nearly majority of the respondents is using the social network for sharing the social events such as films, videos, messages and campaigns. Almost all the respondents are using social network to follow the social groups with other citizens.

Majority of the respondents are not using the mobile for the social security purpose with other citizens. Maximum number of respondents are using social network for entertainment purpose with other citizens. Highest numbers of the respondents in the city are using the social network for mobile services with other citizens. Nearly every one of the female respondents is using the social network services. The best part of the respondents in the age group of 15-30 years is using the social network. Majority of the respondents have been using mobile services for the past 6—10 years.

OBJECTIVE THREE: To investigate mobile users' preferences of mobile applications.
Maximum number of the respondents liked social network applications. Nearly all the malerespondents liked the social applications. A good number of the respondents are in the 15-30 years age group and they like the social networking.

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Almost all the respondents are having 6-10 years of mobile usage experience like social network applications. A great part of the respondents said "Yes" they have changed basic mobile because it has limitations in applications. The best part of the respondents in the village said that "yes", they changed their mobile for smart phones for mobile applications. A large number of the female respondents have said that "yes" they have changed the basic mobile for smart phones for mobile applications.

The highest number of the respondents in the 15-30 years age group have said that "yes" they changed the mobile. Almost all the respondents in the 6-10 years mobile usage experience have said "yes" they changed their mobile. Maximum number of the respondents who lived in city said that their preferred mobile applications belonged to social networking sites. A good number of the female respondents have said that their preferred applications belong to social networking sites. Nearly all the respondents in the 15-30 age groups have said that social networking applications are preferred applications. Highest numbers of the respondents in the 6-10 years mobile usage experience have said that the social networking applications are preferred applications.

Maximum number of the respondents in city have said that "no' they do not have easy access to social networking sites. Nearly every one of the female respondents have said that "no" they cannot have easy access to the social networking sites. Nearly all the respondents in the 15-30 years age group have said that "no" they do not have easy access to the social networking sites. Almost all the respondents in the 6-10 years mobile usage experience have said that "no" they do not have easy access to social networking sites. Maximum number of the respondents in the city have said that "yes" they have knowledge about the mobile applications. A large number of the female respondents have said that "yes" they have enough knowledge about the mobile applications.

Most number of the respondents in the 15-30 years age group have said that "yes" they have knowledge about the mobile applications. Nearly all the respondents in the 6-10 years mobile usage experience have said that "yes" they have knowledge about the mobile applications.

OBJECTIVE FOUR: To probe strength of internet connection and access to mobile users and level of satisfaction among them.
The best part of the respondents said that "yes" they can connect to the internet. Nearly everyone of the respondents in the city has said that they have internet connection. Majority of the male respondents have said that they have internet connection. Almost all the respondents in the 15-30 years age group have said that they have internet connection. A good number of the respondents in the 6-10 years mobile usage experience have said that they have internet connection.

Maximum numbers of the respondents have said that they can get access to internet for sometime in a day. Most of the respondents in the city have access to internet connection seven days a week. Highest number of the male respondents can have access to the internet sometimes only in a day. Nearly all the respondents in 15-30 years age group have access to internet all the 7 days of a week. A great part of the respondents in the 6-10 years mobile usage experience have internet access for some time. Majority of the respondents are not satisfied with the internet usage. The best part of the respondents in the 15-30 years' age group are not satisfied with internet usage.

Maximum numbers of the respondents in the city are not satisfied with internet usage. Almost all the male respondents are not satisfied on internet usage. A large number of the respondents in the 6-10 years mobile usage experience are not satisfied with internet usage. Maximum number of the respondents have the low speed of internet is main reason for not satisfying with internet usage. The best parts of the respondents in the city are not satisfied with internet usage because of the low speed of internet. A good number of the female respondents have low speed of internet and is the main reason for non- satisfaction. A great part of the respondents in the 15-30 years age group, are not satisfied because of low speed of internet.

Maximum number of the respondents in the 6-10 years' mobile usage experience have the low speed of internet and is the main reason for dissatisfaction. Nearly every one of the respondents is not satisfied with the tariff of the internet. Highest numbers of the respondents in the village are not satisfied with tariff of internet. Most of the female respondents are not satisfied with tariff of internet. Almost all the respondents in the 15-30 years age group are not satisfied with tariff of internet. Nearly all the respondents in the 6-10 years mobile usage experience are not satisfied with tariff of internet.

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OBJECTIVE FIVE: To inspect usage of mobile services for various needs by the mobile users.
A large number of the respondents are using the mobile for the municipal services. Majority of the respondents are not using the mobile phone for security services. Maximum number of the respondents are using SMS for general information. Most of the respondents are using the mobile phone for citizenship facilities through the SMS. Nearly every one of the respondents is using the SMS for government records. Highest numbers of the respondents are not using the mobile phone for political activity. Most of the respondents are using the SMS for the job information. A great part of the respondents are using the SMS for general information. Nearly all the respondents are not using the mobile for political activity. Almost all the respondents are using the E-mail for economic transaction with other citizens.

A good number of the respondents are using the social network for buying the products. Maximum numbers of the respondents are using the social network for selling the product. The best part of the respondents is not using the mobile for buying the services. A good number of the respondents are using the E-mail for offering various services to the citizens. Majority of the respondents are using the social network for banking services. The best part of the respondents is using the social network for travel and tourism.

Most number of the respondents is using the social network for entrepreneurship. Almost all the respondents are not using the mobile for advertising the products or services. A great part of respondents are using the social network for the online shopping. The best part of the respondents are using social network for buying the products. Most of the female respondents are using the mobile services for buying the products with the social network. Nearly all the respondents in the 15-30 years age group with the social network are using the mobile services for buying the products. Nearly every one of the respondents in the 6-10 years mobile usage experience is using the SMS services for buying the products. Maximum number of the respondents in the city said that “yes” the mobile services improve the economic situation of the mobile users. Highest number of the male respondents said that “yes” that the mobile services have improved the economic situation. Almost all the respondents in the 14-30 age group said that “yes”, the mobile services improved the economic condition of their lives.

Maximum number of the respondents in the 6-10 years’ mobile usage experience have said that “yes” that the mobile services have improved the economic condition. A good number of the respondents in the city said that “yes” that mobile gives an opportunity for partnership in the social contribution to the society. Nearly all the female respondents have said that “yes” that the mobile gives an opportunity for partnership in the social contribution to the society. Nearly everyone of the respondents in the 15-30 years age group have said that “yes” the mobile gives an opportunity for partnership in the social contribution. A great part of the respondents in the 6-10 years mobile usage experience have said that “yes” the mobile gives an opportunity for partnership in the social contribution. Maximum number of the respondents in the city have said that “no” they couldn’t get connected to the parliament members and policy makers through mobile services.

Almost all the female respondents have said that “no” they could not get connected to the parliament members and policymakers. Highest number of the respondents in the 15-30 years age group have said that “no” they cannot get connected to the parliament members and policymakers. A good number of the respondents in the 6-10 years mobile usage experience have said that “no” they cannot get connected to the parliament members. Nearly every one of the respondents in the city has said that “yes” that the human relations improve by using the mobile services. A large number of the male respondents have said that “yes” that the mobile services improve human relations. Most of the respondents in the 15-30 years age group have said that “yes” the mobiles can improve the human relations. Nearly all the respondents in the 6-10 years’ mobile usage experience have said that “yes” the mobiles can improve human relations.

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