

**RRDS GOVERNMENT DEGREE COLLEGE,  
BHIMAVARAM**



**COMMUNITY SERVICE PROJECT**

**ON**

*Utilization of online shopping*

**IN**

**CHEYVERU, KATRENKONA**

**E.G.Dt**

**BY**

**.....P.MOHANA KRISHNA.....**

**II B.COM (CA)**

*Under the guidance of*

**Mrs. G. UMAMAHESWARI**

**Lecturer in Commerce**

## Declaration

I hereby declare that the Community Service Project work with main Project entitled "*Utilization of Online Shopping*" is based on the original work carried out by me at **R.R.D.S Government Degree College, Bhimavaram, W.G.Dt, A.P** under the supervision of **G, UmaMaheswari, Lecturer in Commerce**. I also affirm that this work is original and has not been submitted in part or full, for any other purpose to any other institution.

*P. Krishna*  
Signature

223128200016  
Regd.No.

CERTIFICATE

This is to certify that the Community Service Project - Socio Economic Survey and main project entitled "Utilization of Online Shopping" was submitted by P.Mohana krishna with Regd. No...22312800016.... to RRDS Government Degree College, Bhimavaram, W.G.Dt., A.P. 533222. This work is original and hasn't been submitted in part or full for any other purpose to any other institution.

  
PROJECT MENTOR

  
HOD

  
Principal

## Acknowledgement

I/We owe a deep debt of gratitude to G. UmaMaheswari, Lecturer in Commerce, RRDS Government Degree College, Bhimavaram for suggesting us this particular Study Project and helping us in carrying out this task.

We are thankful to Dr. V K J Prasuna, Principal, RRDS Government Degree College, Bhimavaram for giving us permission for this Study Project and also for her valuable suggestions to complete this task.

We are thankful to all our faculty members for their guidance and help in completing this field visit successfully.

P.M. Krishna  
Student Signature

223128200016  
Rege. No.

**RRDS GOVERNMENT DEGREE COLLEGE,  
BHIMAVARAM**



**COMMUNITY SERVICE PROJECT**

**ON**

**ONLINE SHOPPING Cheyeru VILLAGE OF Katrikona  
MANDAL, E.G.Dt**

**BY**

**P. Mohana krishna**

**II B.COM (CA)**

**Under the guidance of**

**Mrs. G.UmaMaheswari**

**Lecturer in Commerce**

# PART-A

## AREA OF THE STUDY

### PART-A

#### *About the Village*

cheyyeruvillage in the mandal of katrenikona in the East Godavari District of Andhra Pradesh, In cheyyeruvillage, Near Radha Krishna Temple, Goddess Sri SriSriSattamma Talli Ammavarijatarata is held grandly in this village every year. This village has all facility and many educated people. People tradition is highly valued in cheyyeru village, This ward has 70 families in area in code is 533222 and postal head office is Katrenikona.Nangavaram(3.8km), Mahipala cheruvu(4.1km) are the near by village to cheyyeru

The Population 630 families residing in the .The cheyyerutotal population of 8627 out of which 4380 are males and 4247 are female population.

Katrenikona is nearest town to cheyyeru for all major economic activities, which is approximately 3 km away.

#### *Abstract of Socio-economic Survey*

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#### COMMUNITY SERVICE PROJECT

#### *Abstract of Socio-economic Survey*

Name of the Students : P. Mohana Krishna

Group : B.Com (CA)

Registration Number : 223128200016

Habitat	Cheyyeru	Panchayat	Katrenikona	Pin code	533222
Post office	Katrenikona	Mandal	Katrenikona	District	E.G

➤ No. of Families surveyed :70

#### 1. Social Status of families details:

➤ (i)Caste: SC- 10 ST- 10 BC-A- 10 BC-B- 10 BC-C- 10 BC-D- 10 OC-5

➤ Religion : Hindus- 70 Cristian's: 00

➤ Number of males - 350 Females- 200

- Number of literates: 40
- Number of graduates- 30
- Number of Job holders-20
- Number of PH People- 00

Number of illiterates- 20

## 2. Economic Status of the sample households

- Category. of Houses :Hut- 00 SemiPucca- 00 Pucc- 40 Apartment- 20 Bungalow- 3
- Own houses- 35Rented- 35
- Source of Drinking Water Govt taps - 20 own taps-40
- Agricultural holding families - 00
- Major crops grown in the habitat - 20
- Houses have own toilet - 40
- Cooking fuels LPG- 70
- No of DWACRA groups in the habitat- 50
- NO of Ration Card holders - 70
- Number of houses having vehicles Two wheelers- 40 Auto- 30
- Average monthly earnings of the household Rs. 15000/-
- No.of families having banking transactions Govt Banks - 30 Private banks- 40
- No.of families take loans from : Govt.bank- 30 Pvt.bank- 20 indigenous bankers- 10
- No.of Persons covered under insurance - 00
- No.of persons having driving licences- 40

## 3. Health Details of the sample households

- Common health problems in the habitat - sugar and BP
  - Number of families suffering from diseases: 00
  - Source of treatment :
- Govt. Hospital- 20 Private Hospital— 40 Traditional Medicine-22
- Families having Aarogya Sree Cards: 50

## 4. Other details

- No. of Families have TV - 70
- No. of Families having Mobile- 70
- No. of Families have Laptop/computers- 10
- No. of Families have internet; 70 (Mobile data)

## 5. Name of the Govt. Schemes received

- Jagananna Vidhya Deevana - 50
- Jagananna Vasathi Deevana- 30
- Rythu Bharosa - 00
- Others- Ammavodi



*Major problems faced in the village*

- *Road problems*
- *Internet problem*
- *Hospitals not facilities*

Place: *Bhimavaram* *G. V. Mahes*  
Signature of the Mentor

*P. M. Krishna*  
Signature of the Student

Date: *4/8/2023*

## WEEKLY REPORT

Week-1 (From Dt 4-5-2023 to Dt 9-5-2023)

**Objective of the Activity Done:** Socio Economic Survey

**Detailed Report:** I am P. Mohana Krishna, I studying in II B.com (CA). I am a part of community service project in village. I survey successfully 70 houses this week. With in this week I visited 70 houses of the mentioned families in previous page. They interacted very positively with me. I was able to survey them and able to collect all the required data from them.

Most of the members of the family are not educated. They are dependent on agriculture and business. Most of the people living in the village are having their own houses, rent houses and the building are mostly pucca and kutcha houses.

Entire village is with drinking water tap connections provided by Government

In the first week I conducted on these families

## WEEKLY REPORT

Week-2 (From Dt 17-5-2023 to Dt 22-5-2023)

**Objective of the Activity Done:** Socio economic survey**Detailed Report:** I am P. Mohana Krishna, studying in II B.com (CA) In this second week, continued surveying the houses in cheyyeru village. In this week I have mainly concentrated on the following issues.

We organized 10 people in a group in our village and made them all aware about drinking water.

1. Water should not be wasted
2. Do not put any waste material in drinking water
3. Drainage pits should be constructed so as not to waste rain water
4. Natural fertilizers should be used for crops, because the use of chemical fertilizers pollutes water. This causes harm not only to humans but also to animals
5. Contaminated water should not be discharged into the drains. Due to this skin diseases are prevalent.

**WEEKLY REPORT****Week-3 (From Dt 15-7-2023 to Dt 20-7-2023)****Objective of the Activity Done: surveying and collecting online shopping questionnaire****Detailed Report: :** I am P. Mohana Krishna, studying in II B.com (CA) In this Third week, continued surveying the houses in Cheyyeru village. In this week surveying and collecting online shopping

In our city people from 16 years old to 60 years old are using android cell phones. These cell phones are mostly used for online shopping. Most of them are young people. After surveying them, it is known that online shopping saves time and money said.

### Problems in our community

1. The roads are not proper
2. Farmer are using more and more chemical fertilizers and pesticides
3. There is no proper sanitization and cleaning of streets in our community
4. There are no proper signals for
5. different types of mobile networks

### Solutions to the problems

1.R&B should work with local authorities to develop comprehensive infrastructure development plans that outline short-term and long-term goals for road development. These plans should guide decision making and resource allocation.

2. The government should provide training and resources to farmers about the negative effects of excessive chemical use. They should be shown alternative methods that are equally effective and less harmful.

3. Interact with local government officials and sanitation departments to discuss the problem and potential solutions.

\* Resources should be increased and funded for street cleaning and sanitation programs

4. Local government should be involved with authorities for better mobile network infrastructure as a key component of community development.

Obtain support in obtaining permits and approvals for new cell towers or equipment installations.

### COMMUNITY AWARENESS PROGRAM CONDUCTED OUT COMES

Community awareness program conducted on various topics to bring awareness among the people to leave quality life.

### THE TOPICS COVERED

1. WOMEN EMPOWERMENT
2. HEALTH AND HYDIENE
3. IMPORTANCE OF EDUCATION
4. GREEN VILLAGE
5. AWARENESS ON SUPERSTITIONS RURAL DIGITALIZATION

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COMMUNITY SERVICE PROJECT

**1<sup>ST</sup> WEEK socio economic survey**



# PART-B

## A STUDY ON UTILIZATION OF ONLINE SHOPPING IN CHEYYERU

### INTRODUCTION

I have done community service project by the guidance of our mentor and I have chosen topic is "Online Shopping". To do survey near our community area.

The reason of why to find problems and solutions in online transactions in society. By doing this project. I have gained knowledge about online shopping and its effect on mental health. Due to parents, society etc., and all over India literacy effect also on online shopping among all the states.

Online shopping is a form of electronic commerce which allows consumers to directly buy goods or service from a seller over the internet using a web...

#### Methods of payment

- Cash on delivery
- Credit card
- Debit card
- Internet banking

#### HISTORY OF ONLINE SHOPPING

- English entrepreneur MICHAEN ALDRICH invented online shopping in 1979
- During the 1980s he designed, manufactured sold, installed, maintained and supported many shopping systems, using video text technology.
- The first world wide web server and browser, created by TIME BERNERS-LEE in 1990 opened for commercial use in 1991
- Immediate after, Amazon.com launched its online shopping site in 1995 and eBay was also produced in 1995.

#### FINDINGS

The respondents are preferred flipkart and meeshow android app for online shopping.

Which were trusted apps a CSP area

- Direct Delivery
- Cheap rate
- Good quality

The above factors are influencing the respondents to buy online products

#### SUGGESTIONS:

By analysing and identification of some problems. I have plan short term and long-term plan for solutions to problems on online shopping.

- Short term; we have to analyse the product prices in various apps while purchasing any product through online



- Long term; learn about consumer rights and forums. If any damaged product if you received. Then how you will react & where you will file complaint about the online service.
- While purchasing Medicines through online portals must we have to check expiry dates and manufacturing pharma company details. Because due to heavy discount on medicines in online shopping some citizens are not focusing expiry dates on madisons

**OBJECTIVES OF THE CSP**

1. To know the leaving conditions of the people.
2. To realize stark realities of the society to develop social consciousness responsibility and accountability.
3. To develop inner strength and invent solutions to social problems.
4. To develop a holistic life perspective.
5. To study the financial literacy among the people.

**SCOPE OF THE STUDY**

Present social and economy status of people

Identification of problems of society

Utilization of govt scheme

Utilization of financial services offered by bank

Internet banking facility

Major problems faced by the people in the habit

**Details of the project area:**

Village surveyed	: CHEYERU
Mandal	:KATRENIKONA
District	: EAST GODAVARI
Latitude and longitude Lat	: 16.602771° , 82.100624°

Village population	: 8627
Number of families	:2,183
Methodology followed	: Simple random sampling
Main topic of the project	: online shopping in cheyyeru

## UTILIZATION ONLINE SHOPPING QUESTIONNAIRE

Name of the student: P. Mohana Krishna

Regd.No.: 223128200016

Year: 2023

Group: 2<sup>nd</sup> B.COM

Program: ONLINE SHOPPING SURVEY QUESTIONNAIRE

Name of the mentor: G. UMAMAHESWARI, LECTURER IN COMMERCE

Program combination: COMMUNITY SERVICE PROJECT

Name of the CSP: Socio-Economic Survey

Place of the CSP Execution:

1. No. of Family survived : 50
2. Above 18 years people : 40
3. No of people with minimum educational qualification : 10
4. How many people shop online often?
  - Daily
  - Weekly : 20
  - Monthly
  - Rarely
  - Never
5. How many peoples which types of products buy online? 20
  - Clothing and Fashion
  - Electronics
  - Books and Media
  - Home and Kitchen
  - Beauty and Personal Care
  - Groceries
  - Other (please specify)
6. What factors influence how many people shop online? 20
  - Convenience

- Price
- Variety of Products
- Reviews and Ratings
- Discounts and Promotions
- Previous Positive Experience
- Other (please specify)

7. How many people prefer to shop from a particular online marketplace or from individual online stores? Why

20 - TIME SAVE AND PRODUCT QUALITY AND LOW PRICE

8. How many people often shop using mobile apps? FLIPKART, AMAZONE, MEESHOW, A JIO

9. How many people consider which features are important in a mobile shopping app?

- User-Friendly Interface
- Fast Loading Times - 10
- Secure Payment Options - 10
- Wishlist and Save for Later
- Personalized Recommendations
- In-App Chat/Support
- Other (please specify)

10. How many people have contacted customer service regarding an online shopping issue?  
20

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COMMUNICATION SERVICE PROJECT

**2<sup>ND</sup> WEAK awareness campaign**



# PART-C

## **RECOMMENDATIONS AND CONCLUSION**

I strongly recommend that to follow online shopping. During COVID-19 online shopping are reached every where in community service project area

In exchange online shopping as opened up doors to many small retailers that would never be in business if they had to incur the high cost of owning a brick.

Technology has made significant progress over the years to provide consumers a better online shopping experience and will continue to do so for years to come.

With the rapid growth of products and brands. People have speculated that online shopping will overtake in store shopping.

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COMMUNICATION SERVICE PROJECT

Report preparation



G. V. Mahes  
S. Jyothi  
D. V. Ch. S. R.



*V. S. Srinivas*  
PRINCIPAL  
R.R.D.S. Govt. Degree College  
BHIMAVARAM-534 202.