



SKR Government Degree College

Gudur, Tirupathi dist



Report of
COMMUNITY SERVICE PROJECT
On
ONLINE PURCHASES
For the A.Y 2021-22

Submitted by

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(213129009)

Under the Guidance of

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GUDUR

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DECLARATION

I Hereby declare that the project work entitled 'ONLINE PURCHASES' submitted ERAGARAJU TEJASREE, B.SC(MPCS)1styear/2nd Semester is a project report of the work done by me under the guidance of **SHAIK MYMOON**, Lecturer in Computer Science. This project work is submitted in partial fulfillment for CBCS (3 years degree).

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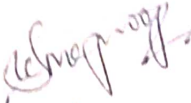
Certificate


SKR GOVERNMENT DEGREE COLLEGE, GUDUR
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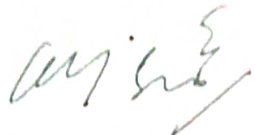
CERTIFIED THAT THIS IS THE BONAFIDE RECORD OF COMMUNITY SERVICE PROJECT (CSP) WORK DONE IN ONLINE PURCHASES AT INDIRA NAGAR, GUDUR MANDAL, TIRUPATI DISTRICT BY THE CANDIDATE ERAGARAJU TEJASREE,
B.SC I YEAR/ 2ND SEMESTER, SKR GDC, GUDUR DURNING THE YEAR 2021-2022


Mentor


Head of the Institutions
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Submitted for the Community Service Project in **ONLINE PURCHASES** at Indira Nagar, Gudur Mandal, Tirupati Dist.

Valued by

1. 
2. G. Jansi Vani

ACKNOWLEDGEMENT

I would like to express my special thanks of gratitude to my College Principal Sri Paleti Venkateswarlu as well as our mentor Shaik Mymoon, Lecturer in Computer Science who gave me the golden opportunity to do this wonderful Community Service Project (CSP) on the topic Online Purchases which also helped me in doing a lot of research and I come to know about so many new things, I really thankful to them.

Secondly, I would also like to thank my Team and my dear friends who helped me a lot in finishing this project within the limited period and it helped me to increase my knowledge and skills.

THANKS AGAIN TO ALL WHO SUPPORTED ME

List of Abbreviations

1. CSP - Community Service Project
2. UPI - United Payment Interface
3. COD - Cash On Delivery

INTRODUCTION

ONLINE PURCHASES

> Definition:

Online shopping or e-shopping is a form of electronic commerce which allows consumers to directly buy goods or services from a seller over the Internet using a web browser. Alternative names are: e-web-store, e-shop, e-store, Internet shop, web-shop, web-store, online store, online storefront and virtual store. Mobile commerce (or m-commerce) describes purchasing from an online retailer's mobile optimized online site or app.

The process of purchasing products online is said to be online shopping. It is part of e-commerce. It is increasing day by day. In online shopping, the buyer goes online to search for products on the seller's website and choose the product to purchase. It is also possible to pay Cash on delivery or buyer can pay online via the internet. The most popular online shopping websites are Amazon, Flipkart, Myntra, etc. It is easy to order the products to doorsteps just by a few taps without moving anywhere.

> Different terms:

- Checkout
- Shipping
- Payment
- Customer Accounts
- Catalog Management
- Catalog Browsing
- Product Browsing
- Order Management
- Site Management

Payment Methods

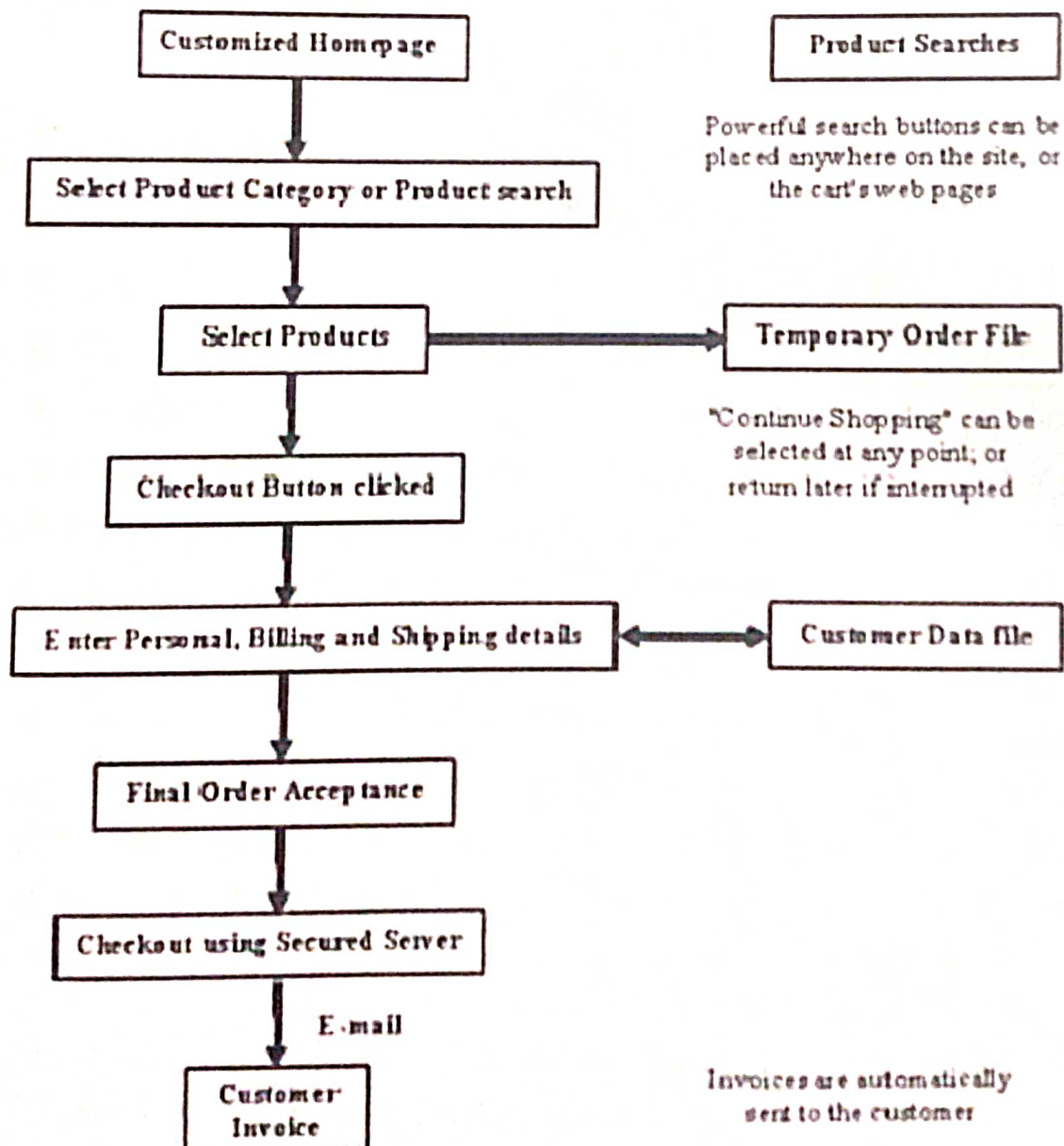
Online Payment Methods:

- Online Bank Transfer
- Credit Card
- Debit Card
- Cash Card
- Mobile Payment (IMPS/Airtel Money)

Offline Payment Methods

- Paisa Pay Cash on Delivery (for PowerShip sellers only)

> Online Purchases Process Flowchart:



> **Advantages:**

- ✓ Convenience. It is the major benefit of online shopping. ...
- ✓ No Crowds.
- ✓ No Pressure.
- ✓ Saves time.
- ✓ Saves Money.
- ✓ Reviews of product.
- ✓ Multiple varieties.
- ✓ We can send gifts easily.
- ✓ Easy Price Comparison.
- ✓ Online Tracking.
- ✓ Instant Payment.
- ✓ Contactless.

> **Disadvantages:**

- ☒ Frauds in Online Shopping
- ☒ Delay in Delivery
- ☒ You cannot touch the product
- ☒ You cannot bargain
- ☒ Hidden costs and shipping charges
- ☒ Lack of interaction
- ☒ Returns can be complicated
- ☒ Spending too much time online
- ☒ You don't know exactly what you are getting
- ☒ Unfriendly, Scammy or Complicated Websites
- ☒ No sales assistance
- ☒ No support for local retailers

A) Scope of the study :

- ❖ We conducted the survey on 2 clusters in Indira Nagar area of Gudur mandal at Tirupati district.
- ❖ In our team we have a total of 4 members . Each member in our team collected the data from 20 households.
- ❖ Finally we conducted the survey on the total 80 households in Indira Nagar area of Gudur mandal at Tirupati district

B) Objectives of the study :

- ❖ To study the awareness on Online Purchases among the people of Indira Nagar.
- ❖ To understand the issues with Online Purchases faced by the people in Indira Nagar area of Gudur mandal at Tirupati district.
- ❖ To create an awareness among the people in Indira Nagar area about Online Purchases.
- ❖ To increase the number of digital transactions by the people as a part of digital India.
- ❖ To create awareness on today's technology.
- ❖ To alert the people regarding online fraud.

C)Methodology:

To collect the data by preparing a questionnaire with 10 queries along with sub queries and household details.

QUESTIONNAIRE

Below is the questionnaire format :

NAME: _____ ID: _____

CSP on Online Purchases

Survey Form

Demographic Information

Q1

Name of the Head of the Family in Full

Your name

Gender of name

Your gender

Member's Name

Your gender

Current Address

Your phone

Mobile No.

Your phone

NAME: _____ ID: _____

Qualification

Your answer

Category

01

02

03

04

Occupation

Your answer

Annual Income

Your answer

Do you have internet/television? If yes, specify how in the family

Your answer

NAME: _____ ID: _____

Do you like Online Shopping over (Offline Shopping)?

Always

Frequently

Sometimes

Never

Do you prefer to purchase (Offline online)?

Always

Frequently

Sometimes

Never

Do you like to purchase Electronics over (Offline)?

Always

Frequently

Sometimes

Never

According to you, which one is easier?

Online Shopping

Offline Shopping

NAME: _____ ID: _____

Which one takes less time to Shop?

Online Shopping

Offline Shopping

Which one provides better offers / Discounts?

Online Shopping

Offline Shopping

Online Shopping is easier than (Offline Shopping)?

Always

Frequently

Sometimes

Never

What will you prefer for online or offline shopping?

Online Shopping

Cash/ Cash Card

Cash on delivery

Off-Receipt

Payment failures occur while making a Payment

- Always
- Frequently
- Sometimes
- Never

Choose 2 products you buy frequently on this site?

- Clothes
- Beauty Products
- Electronic Gadgets
- Kitchen needs

Which site or App's do you prefer more for online Shopping

- Amazon
- Flipkart
- Myntra
- Other Names

Did you receive your product within the given timeline?

- Yes
- No

How helpful was the customer support staff?

- Excellent
- Good
- Average
- Not helpful

Why do you prefer online purchases??

- Saves time
- Saves money
- Easier to purchase
- Personalise

Did you Satisfied with Delivery Charges while purchased online?

- Satisfied
- Reasonable
- Not satisfied

How many times do you check online in a month?

- Once
- Twice
- Three
- More than three

How would you rate your overall online shopping experience?

- Excellent
- Average
- Poor

How would you satisfy the quality of products purchased online?

- Super
- Satisfact
- Average
- Poor quality

How safe did you feel while sharing your card details?

- Very Safe
- Okay Safe
- Neutral

Any three problems faced in the village

Your answer

Problem 2

Your answer

Problem 3

Your answer

DATA ANALYSIS

Total number of households-20

Q1. Number of people using different types of mobiles phones? 20

Q2. Do you like Online shopping over offline Shopping?

Always - 02
Frequently - 04
Sometimes - 14
Never - 00

Q3. Do you prefer to purchase clothes online?

Always - 02
Frequently - 02
Sometimes - 16
Never - 00

Q4. Do you like to purchase electronics over online?

Always - 00
Frequently - 01
Sometimes - 09
Never - 11

Q5. According to you which one is easier?

online shopping-19
offline shopping-01

Q6. Which one takes less time to shop?

Online shopping-19
Offline shopping-01

Q7. Which one provides better offers /discounts?

Online shopping-19
Offline shopping-01

Q8. Online shopping is accurate than offline shopping?

Always - 00
Frequently - 08
Sometimes - 12
Never - 00

Q9.what will you prefer for online or offline shopping?

Internet banking-06
Credit/debit cards-03
Cash on delivery-11
UPI payments-00

Q10.payment failures occur while making a payment?

Always – 00
Frequently – 03
Sometimes – 17
Never – 00

Q11.choose two products you buy frequently on this site?.

Clothes-17
Beauty products-13
Electronic gadgets-01
Kitchen needs-09

Q12.which sites or apps do you prefer more of online shopping?

Amazon-03
Filpkart-04
Meesho-13
Other names-00

Q13.how many times do you shop online in a month?

Once-16
Twice-04
Thrice-00
Morethan thrice-00

Q14.how would you rate your overall shopping experience?

Excellent-00
Average-19
Poor-01

Q15.how would satisfy the quality of products purchased online?

Super-09
Satisfied-00
Average-11
Poor quality-00

Q16.how safe did you feel while your card details?

- Very safe-00
- Okay,safe-03
- Neutral-17

Q17.did you receive your product within the given timeline?

- Yes-13
- No-07

Q18.how helpful was the customer support staff?

- Excellent-00
- Good-06
- Average-14
- Not helpful-00

Q19.how do you prefer online purchases?

- Saves time-00
- Saves money-10
- Easier to purchase-10
- Passionate-00

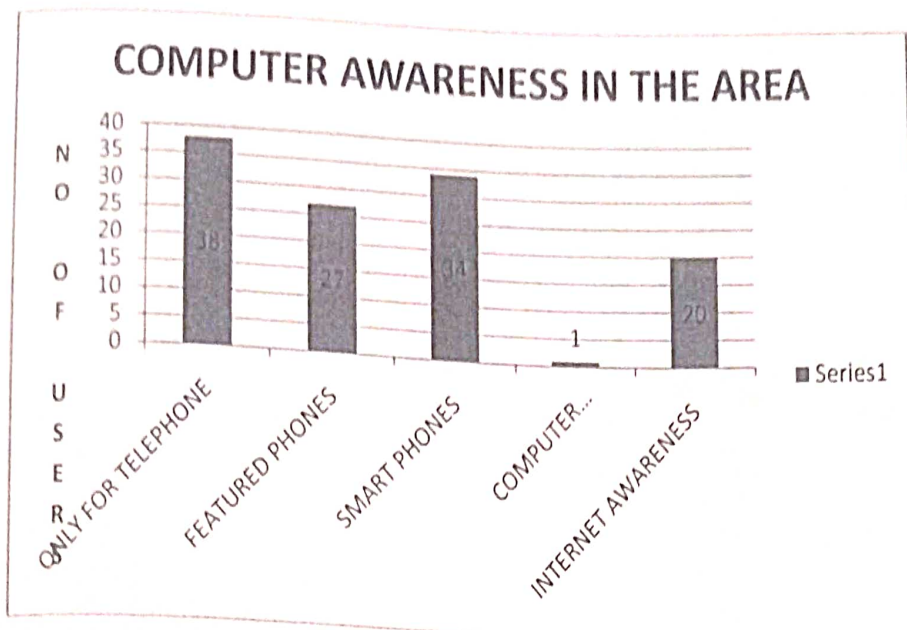
Q20.did you satisfied with delivery charges while purchased online?

- Satisfied-03
- Responsible-17
- Not satisfied-00

DATA ANALYSIS - TABLES AND CHARTS

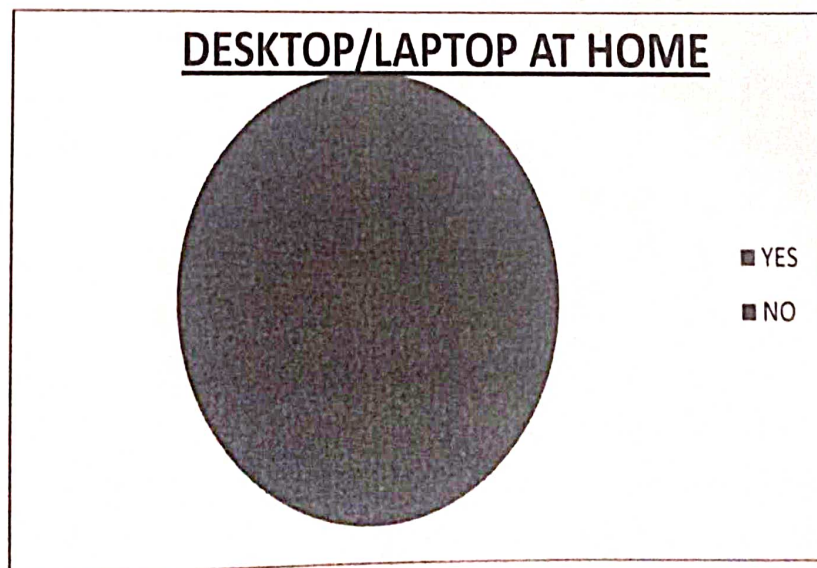
COMPUTER AWARENESS IN THE AREA

ONLY FOR TELEPHONE	FEATURED PHONES	SMART PHONES	COMPUTER KNOWLEDGE	INTERNET AWARENESS
38	27	34	1	20



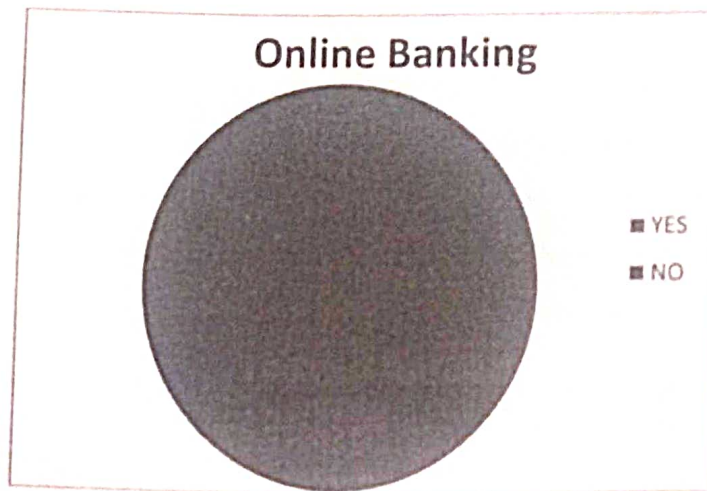
DESKTOP/LAPTOP AT HOME

Yes	No
0	25



Online Banking

YES	NO
25	0



Project Specifications

Gps map camera

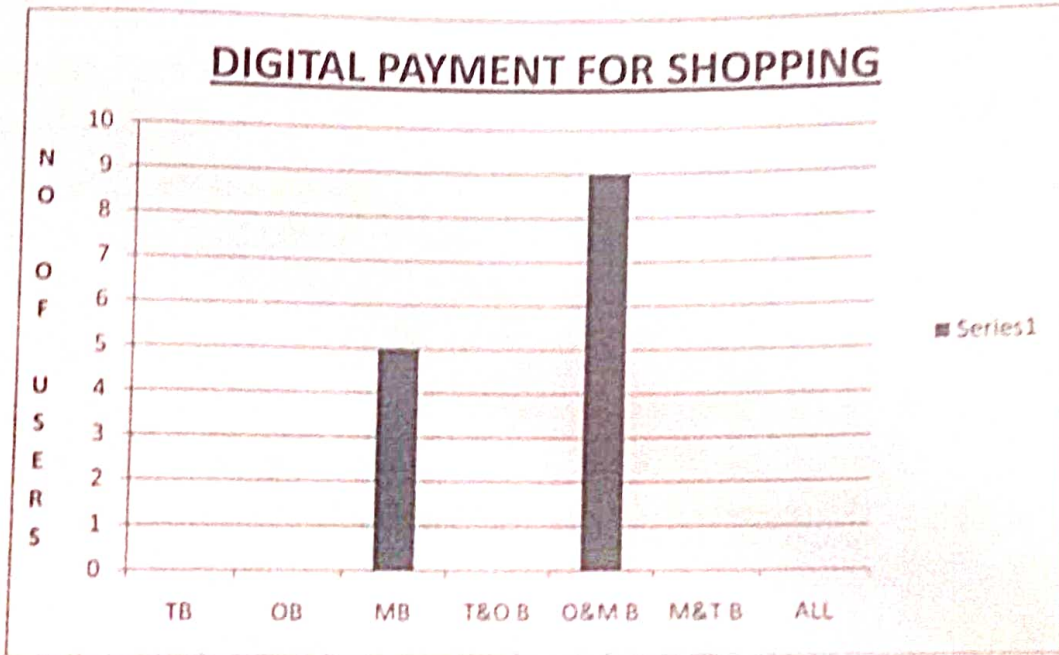
Word editing tool

Google forms

→ Awareness programme at village.

DIGITAL PAYMENT FOR ONLINE SHOPPING AWARENESS

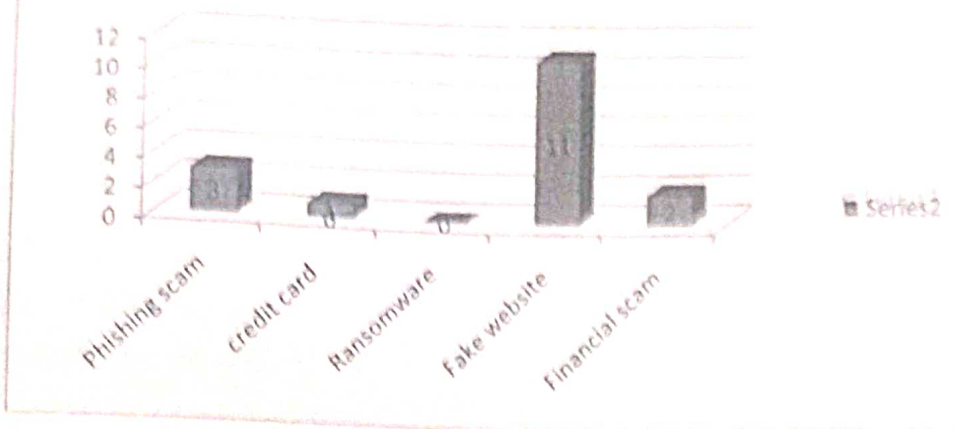
TELEPHONE BANKING	ONLINE BANKING	MOBILE BANKING	TELEPHONE AND ONLINE BANKING	ONLINE AND MOBILE BANKING	MOBILE AND TELEPHONE BANKING	ALL
0	0	5	0	9	0	0



DIGITAL TRANSACTION FRAUD AWARENESS

Phishing scam	credit card fraud	Ransomware	Fake website	Financial scam
3	1	0	11	2

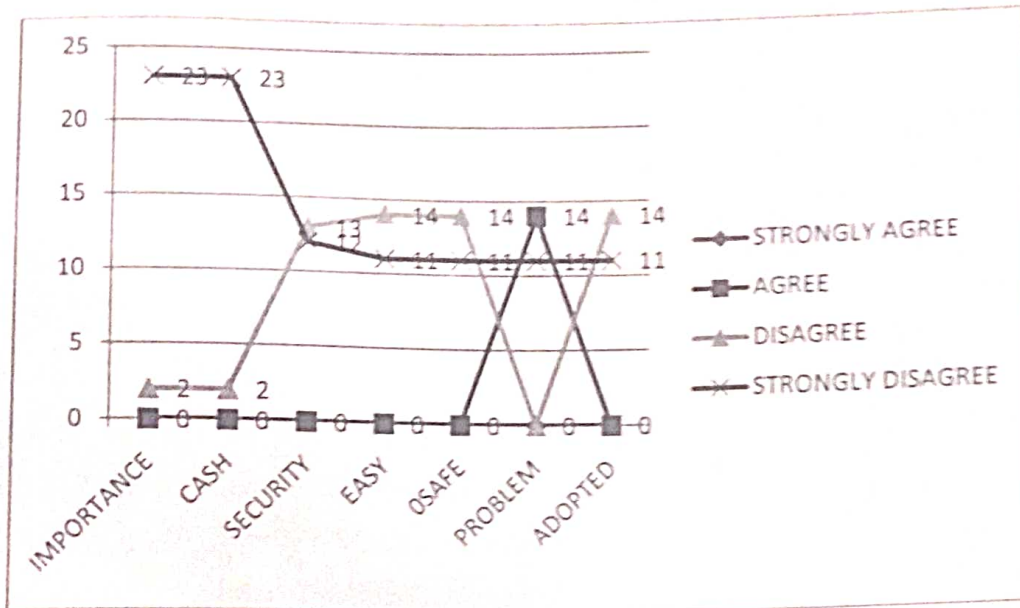
DIGITAL TRANSACTION FRAUD AWARENESS



E-PAYMENT SYSTEM AWARENESS

QUESTION	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE
IMPORTANCE	0	0	2	
CASH	0	0	2	
SECURITY	0	0	13	
EASY	0	0	14	
DSAFE	0	0	14	
PROBLEM	0	14	0	
ADOPTED	0	0	14	

E-PAYMENT SYSTEM AWARENESS



Survey Photos:



