

A Survey on Digital Literacy

Siddhesh T. Malkar¹, Deelip A. Patil²

¹MSC IT Part 1, Sant Rawool Maharaj Mahavidyala, Kudal

²Assistant Professor, Information Technology, Sant Rawool Maharaj Mahavidyala, Kudal

Abstract – Literacy is an ability of humans to read and write. Illiterate society can't do progress. In today's modern world there is need of digital literacy, which is more than just reading and writing ability. Making use of Information technology is becoming need of today's world.

This survey is conducted mostly in rural areas. As we know that literacy rate is lower in rural area of India than cities. Same situation can be considered in digital literacy as well. We have conducted this survey to find out how much percentage of people are digitally aware. We have considered various factors like gender, age group, occupation etc. to find out how these factors are affecting on digital literacy.

People in this new era of digitalization needs to adopt new methods of communication, transactions and knowledge. Digital literacy will help us to achieve it.

Key Words: Literacy, Information Technology, Digitalization, Survey

1. INTRODUCTION

In this modern era no one can deny the importance of digital literacy. Everything is getting digitalized. It is important to learn digital methods. World has realized importance of it during pandemic, where many of things becomes easy to complete from home itself using digital methods.

Spreading digital awareness is an important thing for digital literacy. Lack of educational facilities can lead to lower literacy rate. There should be a role of people who are already digitally aware to spread digital awareness.

In this survey, we have collected information from people about various things which are important in digital literacy. We have tried to include people from different backgrounds like farmers, employees, students etc. so that survey will be unbiased.

2. Surveys

We conducted a survey to look how much people are digitally aware. A questioner was send to 31 people. We exploit a random technique to succeed in at responders. We send samples a mail require to be part of survey. Some of queries which are asked in survey are given below

1. Choose your age group.
 - a. 12-18
 - b. 18-25
 - c. 25-35
 - d. 35-50
 - e. 50-65
 - f. 65+
2. What is your gender?
 - a. Male
 - b. Female
3. What is your current profile?
 - a. Government employee
 - b. Private employee
 - c. Businessman
 - d. Farmer
 - e. Unemployed
 - f. other
4. Do you have your email account?
 - a. yes
 - b. no
5. How well you can use mobile, computer and internet?
 - a. I don't use them
 - b. mobile
 - c. mobile + internet
 - d. mobile + computer + internet
6. How many times you do online shopping in a year?
 - a. Never
 - b. 1-2
 - c. 3-5
 - d. 6-10
 - e. 11-20
 - f. 20+
7. How do you pay bills?
 - a. offline
 - b. online
8. Which method do you prefer to transfer money?
 - a. offline methods
 - b. UPI
 - c. debit/credit card
 - d. net banking
 - e. other

9. What methods do you prefer to get knowledge?

- a. library/reading books
- b. youtube
- c. wikipedia/other websites
- d. other

10. Which social media apps/websites do you use mostly?

- a. Whatsapp
- b. facebook
- c. instagram
- d. None

11. Would you like to learn and use new digital methods?

- a. Yes
- b. No

3. QUESTIONARY & ANALYSIS

3.1 Age group

From Question 1, I attempted to obtain the information about the age of respondents. About (19.4%) people are from 18-25 age group. About (19.4%) people are from 35-50 age group. About (16.1%) people are from 50-65 age group. About (16.1%) people are from 25-35 age group.

About (16.1%) people are from 12-18 age group. About (12.9%) people are over the age of 65. Here I have tried to include people from all age groups. Refer the figure 1.

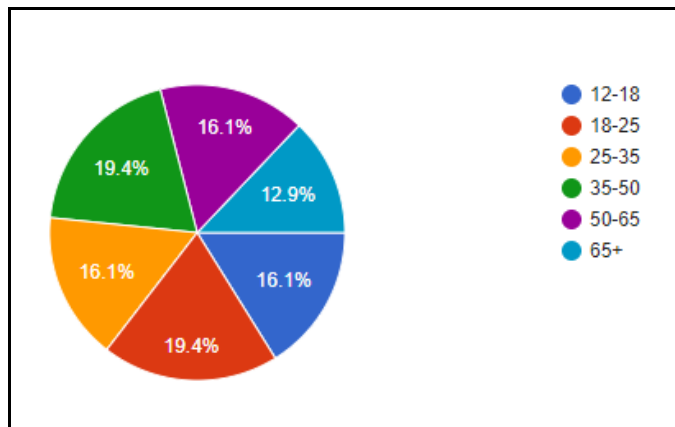


Fig 1:- Age group

3.2 Gender

From Question 2, I attempted to obtain the information about gender. I have included nearly equal number of males and females. About (53.3%) people are Male. About (46.7%) people are Female. Refer the figure 2.

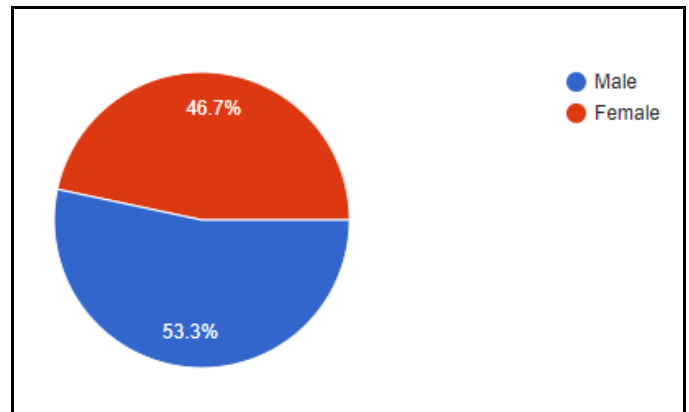


Fig 2:- Gender

3.3 Current profile

From Question 3, I attempted to obtain the information about the profile of respondents. About (25.8%) people are Farmers. About (12.9%) people are Businessmen. About (12.9%) people are Government employees. About (12.9%) people are Students. About (12.9%) people are Unemployed. About (16.1%) people are Private employees. About (6.5%) people are retired. Refer the figure 3.

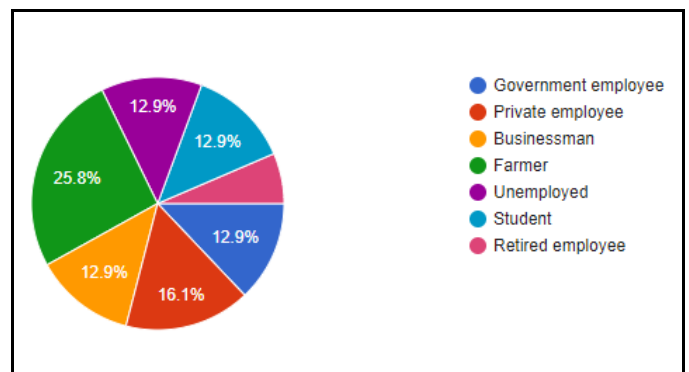


Fig 3:- Current profile

3.4 Email account

From Question 4, I attempted to obtain the information if people have their email account. About (63.6%) people have email account. About (36.4%) don't have email account. Refer the figure 4.

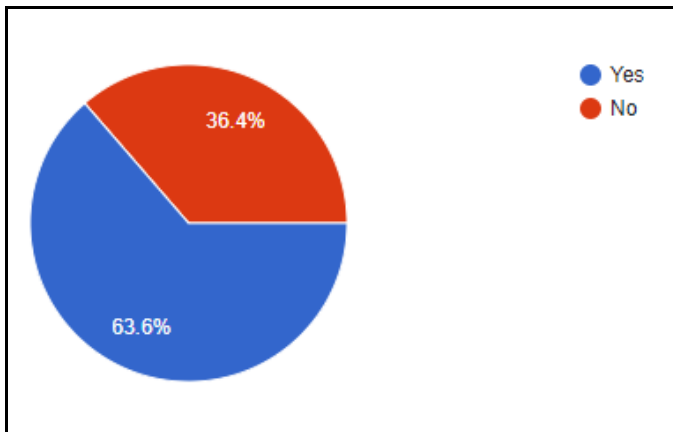


Fig 4:- Email account

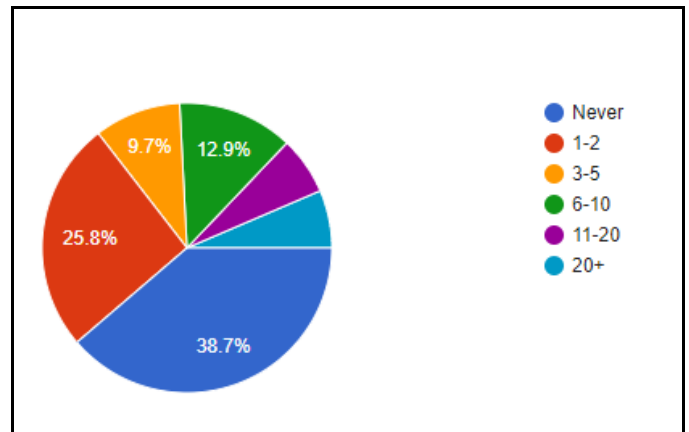


Fig 6:- Online shopping

3.5 Use of mobile, computer and internet

From Question 5, I attempted to obtain the information if people can use mobile, computer and internet. About (45.2%) people can use all mobile, computer, and internet. About (22.6%) people use only mobile. About (16.1%) people use mobile and internet. About (16.1%) people don't use any of these devices. Refer the figure 5.

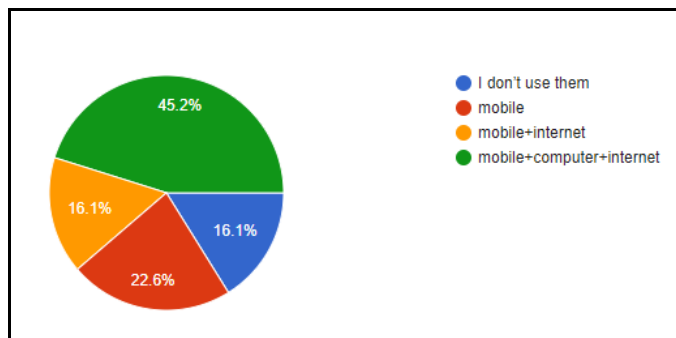


Fig 5:- Use of mobile, computer and internet

3.6 Online shopping

From Question 6, I attempted to obtain the information if people do online shopping or not. If they do, how many times in a year they do online shopping. About (38.7%) people never did online shopping. About (25.8%) people do online shopping 1-2 times in a year. About (12.9%) people do online shopping 6-10 times in a year. About (9.7%) people do online shopping 3-5 times in a year. About (6.5%) people do online shopping 11-20 times in a year. About (6.5%) people do online shopping more than 20 times in a year. Refer the figure 6.

3.7 Bill payments

From Question 7, I attempted to obtain the information about how people pay their bills. About (51.6%) people pay bills offline. About (48.4%) people pay bills online. Refer the figure 7.

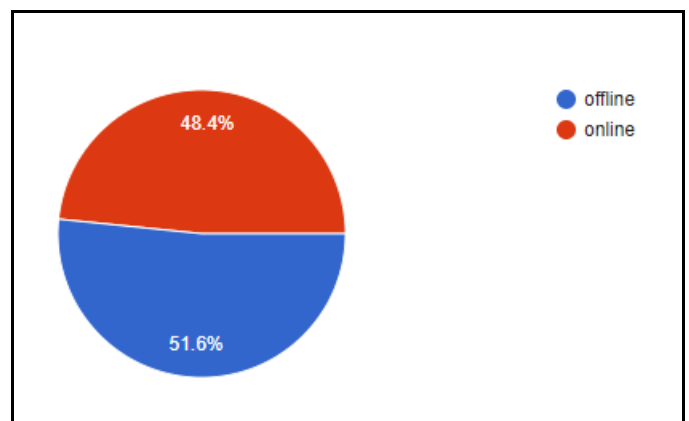


Fig 7:- Bill payment

3.8 Money Transfer

From Question 8, I attempted to obtain the information about how people transfer money. About (41.9%) people use offline methods. About (25.8%) people use credit or debit card. About (19.4%) people use UPI. About (12.9%) people use netbanking. Refer the figure 8.

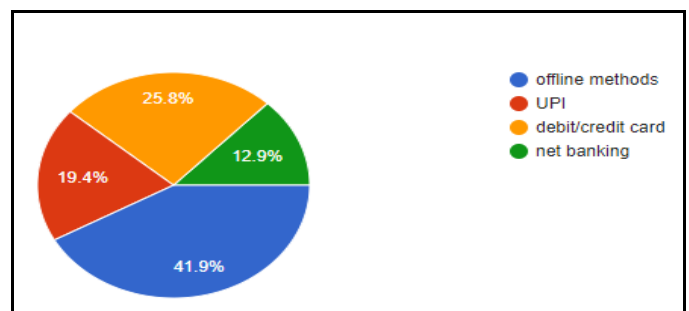


Fig 8:- Money transfer

3.9 Gaining knowledge

From Question 9, I attempted to obtain the information about how people gain knowledge. About (45.2%) people use youtube. About (35.5%) people use library and books. About (12.9%) people use wikipedia and other websites. About (3.2%) people use TV and newspaper. Refer the figure 9.

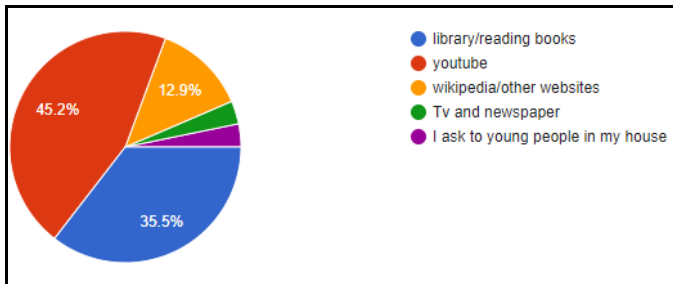


Fig 9:- Methods to gain knowledge

3.10 Use of social media

From Question 10, I attempted to obtain the information about which platforms of social media people use. About (35.5%) people don't use any social media. About (29%) people use facebook. About (19.4%) people whatsapp. About (16.1%) people use instagram. Refer the figure 10.

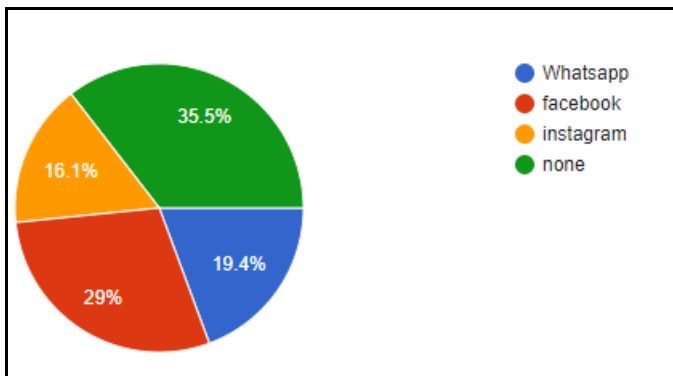


Fig 10:- Use of social media

3.11 Interest in learning new digital methods

From Question 11, I attempted to obtain the information if people would like to learn new digital methods. About (87.1%) people would like to learn new methods. About (12.9%) are not interested in learning new methods. Refer the figure 11.

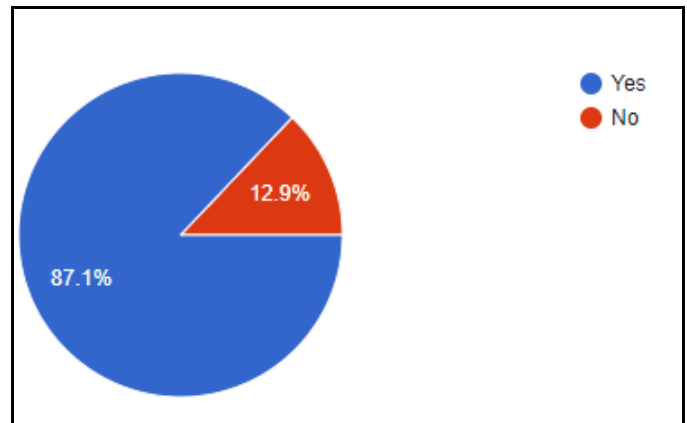


Fig 11:- Interest in new methods

4. CONCLUSION

From this survey we can conclude that there is need of digital literacy in India especially in rural areas, where people are preferring offline methods in money transfer, bill payments and education. People in this survey were mostly from rural area. From this survey we found out that many people use offline methods for payments and money transfer. Many people don't use email and social media platforms. So there is need of taking initiatives from educated people to spread digital awareness. Interestingly in this survey most of the people are ready to learn new age digital methods, which means that people know that there is need of learning digital technologies which is beneficial for the digital india.

REFERENCES

- [1] https://en.wikipedia.org/wiki/Digital_literacy
- [2] <https://www.elcomblus.com/the-role-of-digital-literacy-in-the-society/>
- [3] <https://www.unicef.org/globalinsight/documents/digital-literacy-children-10-things-know>

BIOGRAPHIES



M.Sc. Information Technology, Part - I, Sant Rawool Maharaj Mahavidyalaya, Kudal.