



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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(213129011)

Under the Guidance of
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DECLARATION

I Hereby declare that the project work entitled 'ONLINE PURCHASES' submitted MANGALAPURI SASIKIRAN, B.Sc (MPCS) 1st year/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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CERTIFIED THAT THIS IS THE BONAFIDE RECORD OF COMMUNITY SERVICE PROJECT (CSP) WORK DONE IN ONLINE PURCHASES AT GRIDDALURU, SYDDAPURIAM MANDAL, NELLORE DISTRICT BY THE CANDIDATE ERAGARAJU TEJASREE, B.SC I YEAR/ 2ND SEMESTER, SKR GDC, GUDUR DURING THE YEAR 2021-2022


Mentor


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Submitted for the Community Service Project in ONLINE PURCHASES at Griddalur, Syddapuram Mandal, Nellore Dist.

Valued by

1. 
2. G. Thirai.

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

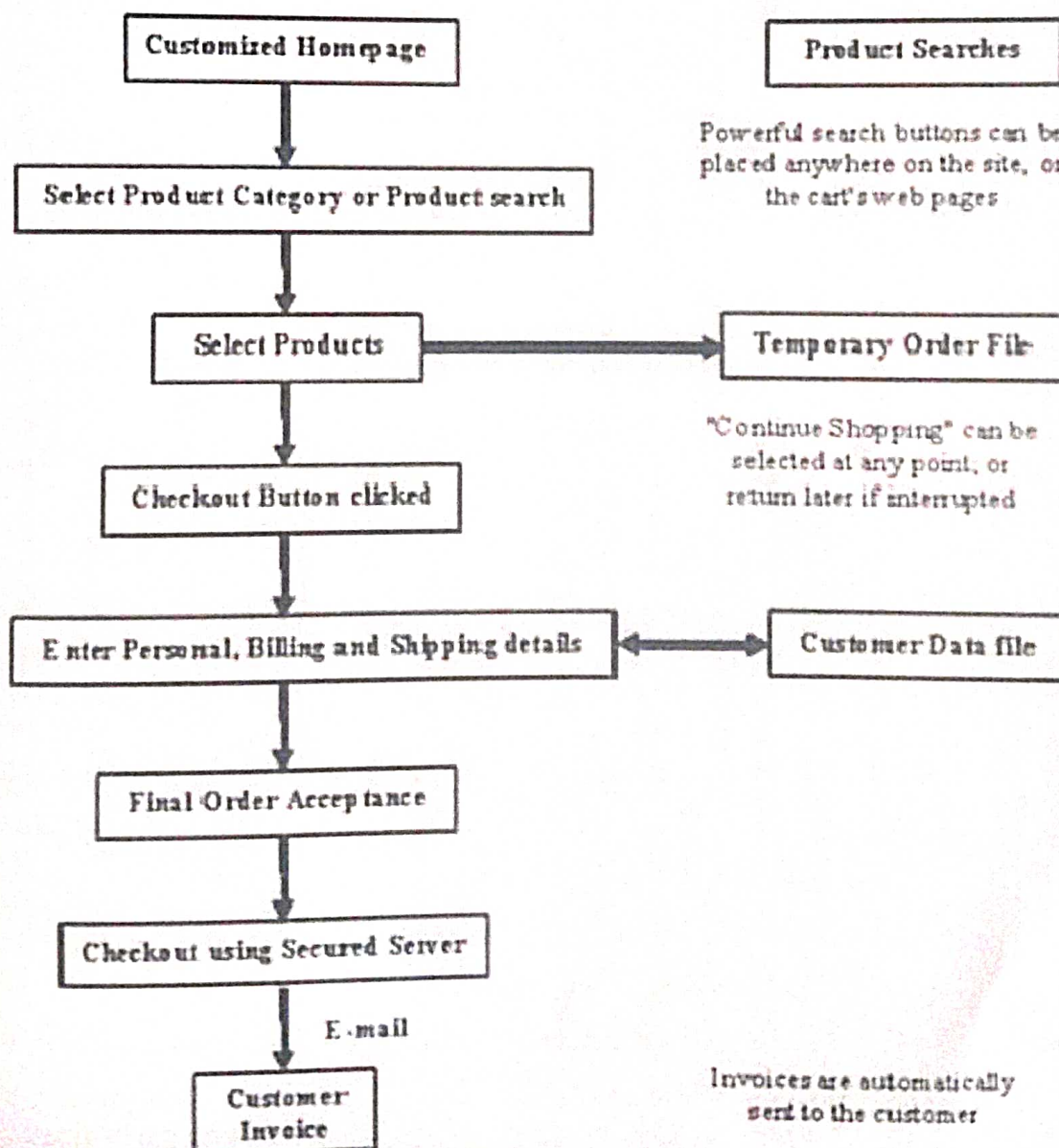
Online Payment Methods:

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

Offline Payment Methods

- Paia 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.

Below is the questionnaire format :

NAME: 5/28/94

Qualification

Your answer

Category

☐ OC

☐ BC

☐ SC

☐ ST

Occupation

Your answer

Annual Income

Your answer

Do you have Access to Mobile?? If yes, specify how many the family

Your answer

14023, 9-2019a

CCP an Online Repository

Which one takes less time to Shop?

☐ Online Shopping

☐ Offline Shopping

Which one provides better offers / Discounts?

☐ Online Shopping

☐ Offline Shopping

Online Shopping is accurate than Offline Shopping?

☐ Always

☐ Frequently

☐ Sometimes

☐ Never

What will you prefer for online or offline shopping?

☐ Interact Banking

☐ Credit/ Debit Cards

☐ Cash on Delivery

☐ QR Payments

How often do you use online shopping?

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often

Which products do you buy most frequently online?

- ☐ Clothes
- ☒ Beauty Products
- ☐ Electronic Gadgets
- ☐ Home Goods

Which online shopping platform do you prefer most for online shopping?

- ☐ Amazon
- ☒ Flipkart
- ☐ Myntra
- ☐ UrbanLadder

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?

- ☐ Better price
- ☐ Better service
- ☐ Easier to purchase
- ☐ Convenience

Did you get satisfied with delivery/changes when purchased online?

- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Not satisfied

How often do you use online shopping?

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often

Which products do you buy most frequently online?

- ☐ Clothes
- ☐ Beauty Products
- ☐ Electronic Gadgets
- ☐ Home Goods

Which online shopping platform do you prefer most for online shopping?

- ☐ Amazon
- ☐ Flipkart
- ☐ Myntra
- ☐ UrbanLadder

Did you receive your product within the given timeline?

- ☐ Yes
- ☐ No
- ☐ Not

How helpful was the customer support staff?

Excellent

Good

Average

Not helpful

Better price

Better service

Easier to purchase

Convenience

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 – 03
Frequently – 01
Sometimes – 16
Never - 00

Q3. Do you prefer to purchase clothes online?

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

Q4. Do you like to purchase electronics over online?

Always – 01
Frequently – 00
Sometimes – 16
Never - 03

Q5. According to you which one is easier?

online shopping-20
offline shopping-00

Q6. Which one takes less time to shop?

Online shopping-19
Offline shopping-01

Q7. Which one provides better offers /discounts?

Online shopping-16
Offline shopping-04

Q8. Online shopping is accurate than offline shopping?

Always – 03
Frequently – 01
Sometimes – 16
Never - 00

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

Internet banking-01
Credit/debit cards-01
Cash on delivery-15
UPI payments-03

Q10.payment failures occur while making a payment?

Always – 02
Frequently – 00
Sometimes – 18
Never – 00

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

Clothes-05
Beauty products-02
Electronic gadgets-05
Kitchen needs-03

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

Amazon-03
Filpkart-05
Meesho-05
Other names-02

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

Once-05
Twice-11
Thrice-04
Morethan thrice-00

Q14.how would you rate your overall shopping experience?

Excellent-16
Average-04
Poor-00

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

Super-14
Satisfied-05
Average-01
Poor quality-00

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

Very safe-01
Okay.safe-19
Neutral-00

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

Yes-18
No-02

Q18.how helpful was the customer support staff?

Excellent-05
Good-12
Average-02
Not helpful-05

Q19.how do you prefer online purchases?

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

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

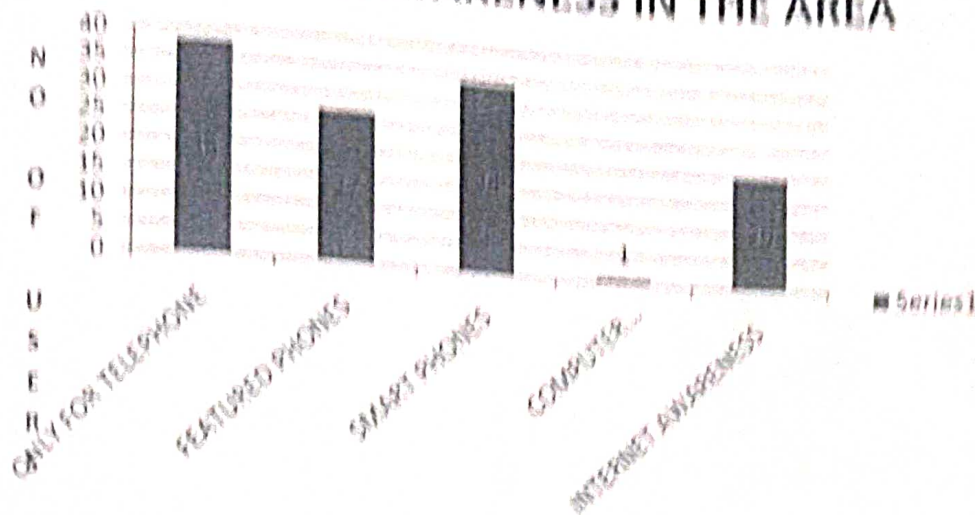
Satisfied-15
Responsible-05
Not satisfied-00

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

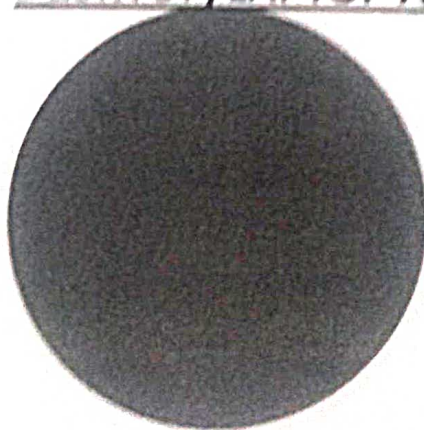
COMPUTER AWARENESS IN THE AREA



DESKTOP/LAPTOP AT HOME

Yes	No
0	25

DESKTOP/LAPTOP AT HOME

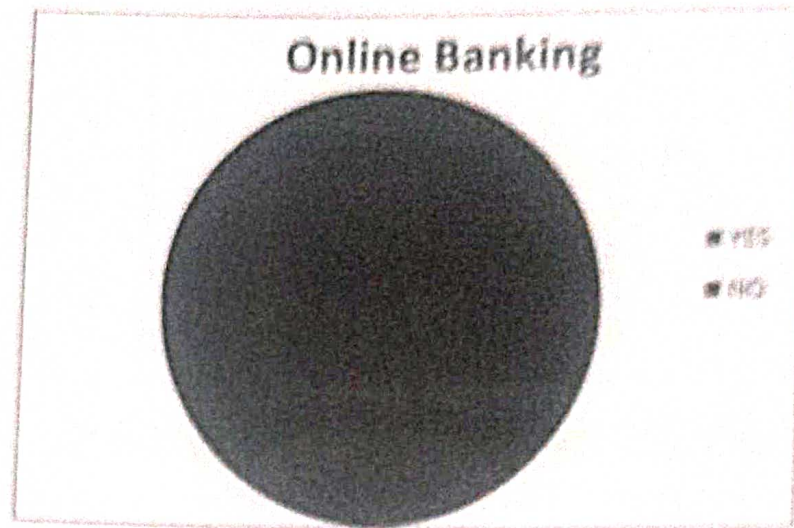


■ YES

■ NO

Online Banking

YES	NO
25	0



Project Specifications

Gps map Camera

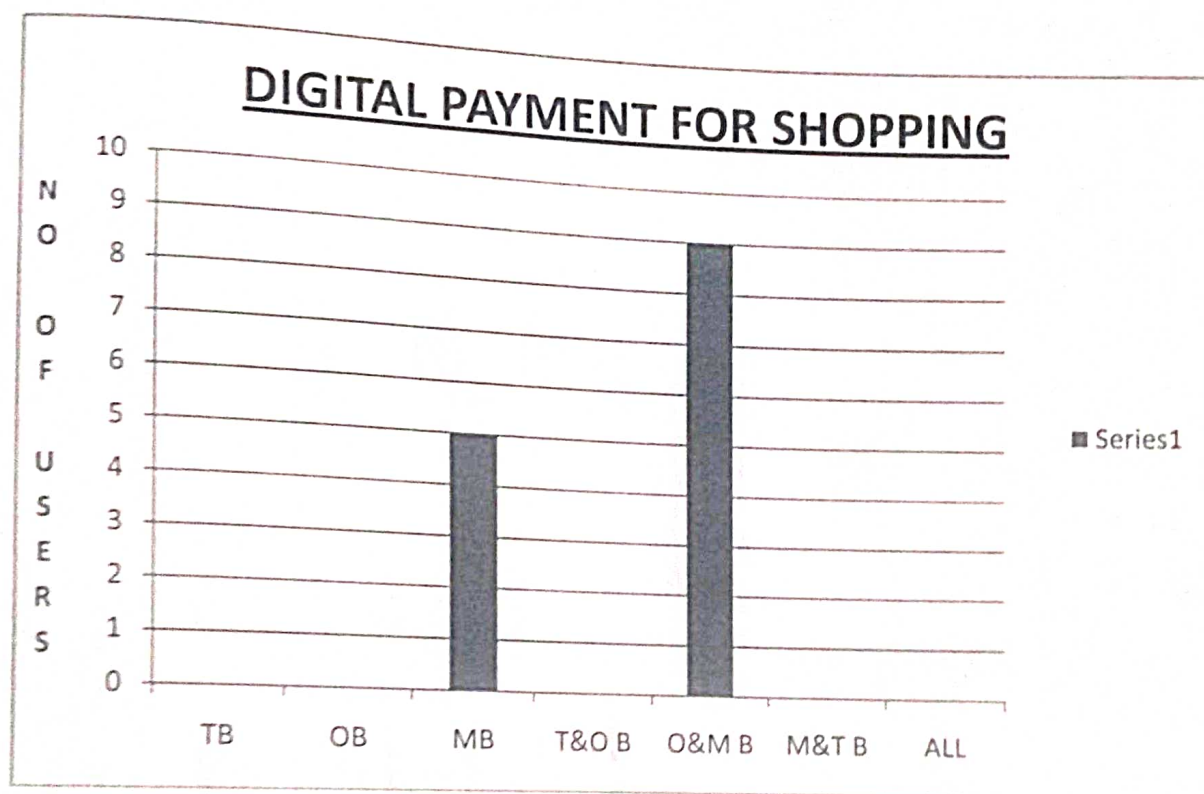
Word editing tool

Google forms

Awareness programme at village

DIGITAL PAYMENT FOR ONLINE SHOPPING AWARENESS

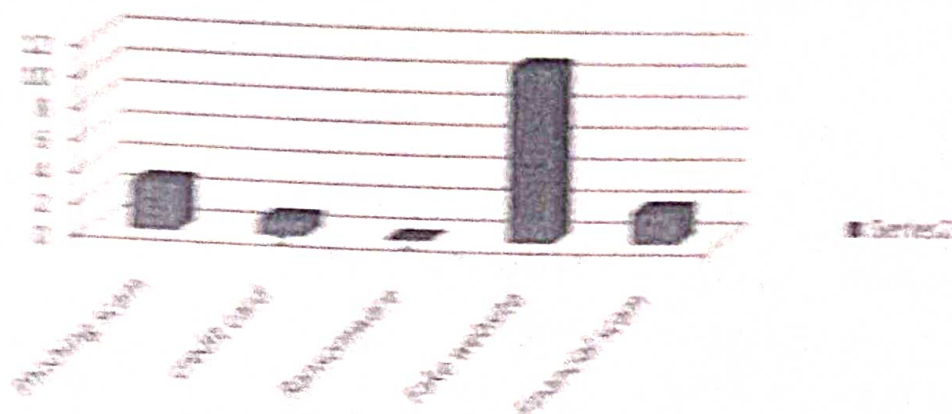
TELEPHONE BANKING	ONLINE BANKING	MOBILE BANKING	TELEPHONE AND ONLINE BANKING	ONLINE AND MOBILE BANKING	MOBILE AND TELEPHONE BANKING	ALL
0	0	5	0	9	0	0



DIGITAL TRANSACTION FRAUD AWARENESS

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

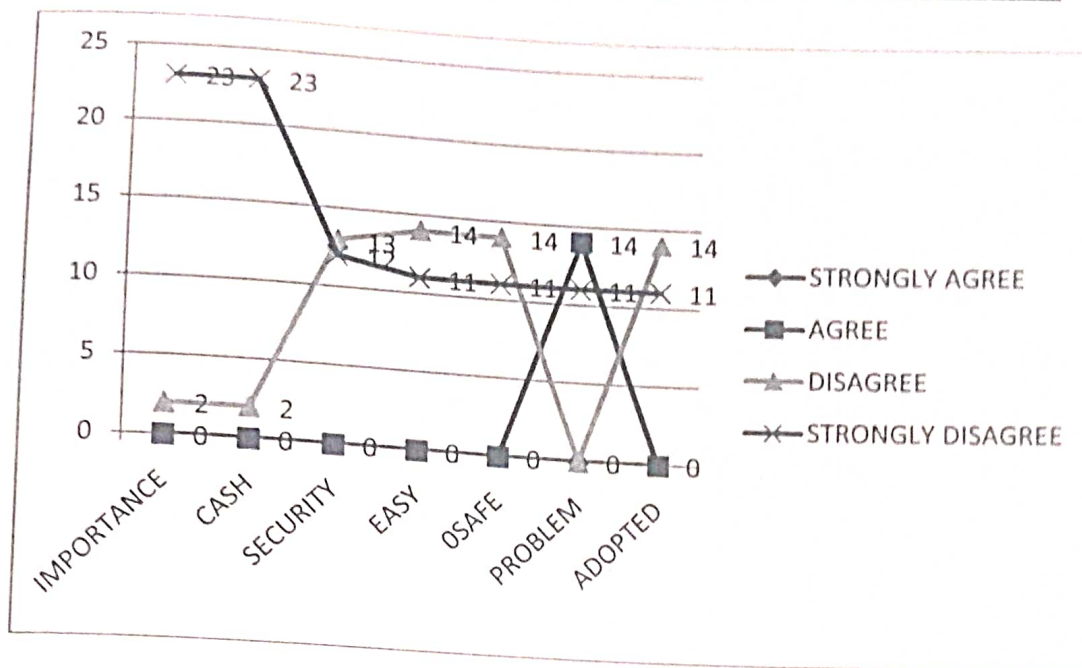
DIGITAL TRANSACTION FRAUD AWARENESS



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	
SAFE	0	0	14	
PROBLEM	0	14	0	
ADOPTED	0	0	14	

E-PAYMENT SYSTEM AWARENESS



Survey Photos:

