

COMMUNITY SERVICE PROJECT

ON

A STUDY ON ONLINE PURCHASES

Submitted By

DUNGA DURGA GANESH

ID NO : 120130803044

Under the Supervision Of

Smt. K.INDIRA

Assistant professor



DEPARTMENT OF COMMERCE

Mrs.A.V.N. DEGREE COLLEGE,VISAKHAPATNAM



Program Book
Community Service Project

**AP STATE COUNCIL OF HIGHER
EDUCATION**
(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

**Program Book
for
Community Service Project**

Name of the Student: D. Durgam Ganesh

Name of the College: MRS. A.V.N DEGIJGE COLLEGE

Registration Number: 120130803044

Period of CSP: 1 Month From: 09/10/22 To: 10/11/22

Name & Address of the Community/Habitation: 17-26-4 KODIPANDALA
VEEDHI, UPPER RGLLIVEDI
VISOOKA PATNAM ANDHRA
PRADESH PIN :- 530001

Program Book for Community Service Project

Name of the Student: D. Durga Ganesh

Name of the College: MRS. A.V.N. DEGRGE COLLEGE

Registration Number: 120130803044

Period of CSP: 1 Month From: 09/10/22 To: 10/11/22

Name & Address of the Community/Habitation: 17-26-4 KODIPANDALA
VEEDHI, UPPER RGLLIVEDI
VISAKHA PATNAM ANDHRA
PRADESH PIN :- 530001


Student's Declaration

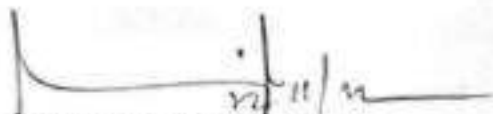
I, ~~D. Anurag Gouda~~ student of C.C.P. Program, Reg. No. 120.13051301 of the Department of ~~Computer Science~~ ... ~~M.S. A.V.N.~~ College do hereby declare that I have completed the mandatory community service from ~~09/10/22~~ to ~~23/11/22~~ in (Name of the Community/Habitation) under the Faculty Guidship of ~~K. Jeebo~~, (Name of the Faculty Guide), Department of ~~Computer Science~~ in ~~M.S. A.V.N.~~ College


D. Anurag Gouda

(Signature and Date)

Endorsements


Faculty Guide 23/11/22


Head of the Department


Principal
PRINCIPAL
Mrs. A.V.N. COLLEGE
VISAKHAPATNAM

Student's Declaration

I, D. Divya Gonsela student of C.C.P. Program, Reg. No. 120.13080304 of the Department of Commerce in Mrs. A.V.N. College do hereby declare that I have completed the mandatory community service from 09/10/22 to 19/11/22 in (Name of the Community/Habitation) under the Faculty Guideship of K. Indu, (Name of the Faculty Guide), Department of Commerce in Mrs. A.V.N. College

D. Divya Gonsela

(Signature and Date)

Endorsements

K. Indu
Faculty Guide 23/11/22

[Signature]
Head of the Department

[Signature]
Principal
PRINCIPAL
Mrs. A.V.N. COLLEGE
VISA KHAPATNAM

Community Service Project Report

Submitted in accordance with the requirement for the degree of B.A.

Name of the College: MRS. A.V.M DEGREE COLLEGE

Department: B.COM

Name of the Faculty Guide: SMT. K.INDIRA

Duration of the CSP: From 01/10/20 To 31/11/20

Name of the Student: DURGA DURGA GANESH

Programme of Study Community Service Project on - ~~Responsive~~ ^{Responsive} Pastors.

Year of Study: 2020-2023

Register Number: 120130803044

Date of Submission:

Certificate from Official of the Community

This is to certify that Datta Gomasia (Name of the Community Service Volunteer) Reg. No. 2013082424 of St. Xavier's College (Name of the College) underwent community service in Kothrud (Name of the Community) from Ka. The. P. O. Do. Pasivendi

The overall performance of the Community Service Volunteer during his/her community service is found to be Good (Satisfactory/Good).


Authorized Signatory with Date and Seal

ACKNOWLEDGEMENTS

The satisfaction that accompanies the successful
in complete without mentioning the people who
made it possible and whose encouragement and
guidance has been a source of inspiration through-
out the course of the project

We are thankful to The Sanctum
Mrs. A.V.N. Degree College" Visakhapatnam,
for giving us the opportunity to fulfill
our aspirations we are take the opportunity to
express our heart felt to our beloved
Principal "Mrs. Simhadri Naidu" for their kind
support in doing this project

We are privileged to express my sincere heart-
felt gratitude to "Mrs. M.J. Prasanna Kumar" Head
of the department, Dept. of Bachelor of Commerce
for giving his continuous support and guidance in
our endeavors.

Also privileged to express my sincere gratitude
to Smt. "K. INDIRA" Mentor,
Assistant Professor In Commerce and for
giving his and guidance in our project

D. Divya Ganesh
Signature of the student

CHAPTER 1: EXECUTIVE SUMMARY

The community service report shall have only a one-page executive summary. It shall include a brief description of the Community and summary of all the activities done by the student in CSP and five or more learning objectives and outcomes.

Community programs can expand the horizons to acquire personal and said assets and the experience the broad range of features of positive in the and I have made a small survey in our community and topic of "online purchase" so the distribution of consumers in online shopping were noticed.

⇒ Some people were interested in quality of behaviours the commodities.

⇒ And some people were interested in price more than quality of the commodity.

⇒ There were some people, who want the best price and also the quality of the commodity.

⇒ Most of the people were choosing online shopping very frequently. Because of easy payment, time saving, good mood, in online etc, are the of the online purchases.

CHAPTER 2: OVERVIEW OF THE COMMUNITY

- About the Community/Village/Habitation including historical profile of the community/habitation, community diversity, traditions, ethics and values.
- Brief note on Socio-Economic conditions of the Community/Habitation.

The place where I done my project is in Tedukuda. Most of the people in this are Middle - Class dining families and also some are rich and poor families. So, in my survey on the topic of online purchases I had noticed the behavior of consumers, each person is differed from another person.

In my community most of the middle class families were doing these online purchases are taken by the middle - families are the also rich families but where poor people were not using the due to unaware of technical and no so financial support.

So, most of the time I spent to my survey because, which poor people house there are no answers for my questions but the only answer is that, financial support to enter into online shopping.







CHAPTER 3: COMMUNITY SERVICE PART

Description of the Activities undertaken in the Community during the Community Service Project. This part could end by reflecting on what kind of values, life skills, and technical skills the student acquired.

In my community service part most of the people preferred to quality commodities and low were price of the commodity and the people who are choosing prices are the most of

who are choosing the quality as first than the price of the commodities comparing to middle-class families than to middle-class families they were choosing online shopping for once (or) twice in a month also more commodities were being purchased by rich families comparing to middle-class families.

ACTIVITY LOG FOR THE FIRST WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	I visited to my area for community service project and the people I visited respond positively.	Learned interaction and communication with others.	
Day - 2	Some of the people didn't respond due to this basic work but few people were responded.	I learnt the skills of preparation & demonstration.	
Day - 3	Today one of the family members asked me about CSP very boldly and then the answered.	I learnt the way of explanation about Topic.	
Day - 4	People rejected for my survey so I visited to another house, and responded.	I learnt to be with patience.	
Day - 5	Today, I visited another colony in Redi Veedhi and family responded to CSP very fairly.	I learnt to speak fairly with others.	
Day - 6	Two houses were selected my survey and the 2nd house responded to me some what better.	I learnt to be strong when I got rejected.	

WEEKLY REPORT

WEEK - 1 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

PRICE, QUALITY ON ONLINE PURCHASES
I visited to my area community service project and the people I visited responded greatly.

Some of the people didn't respond due to their office work, but few people were responded better.






Today one of the family members asked me about CSP versus biotech and then he answered to my questions.

People objected to answering to my survey questions so, I visited to another house, and responded.

to community service project very

family. Two houses were objected my survey and the 3rd house responded to me somewhat better and finally I had completed my first week survey project.

ACTIVITY LOG FOR THE SECOND WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Today, one of the family members asked me about Csp very and then he responds.	I learnt to give proper explanation to others.	
Day - 2	So many houses reject but answer to my survey and finally one house responded	I learnt to be loyal from the responded house.	
Day - 3	I visited more than members in a family to get the answer	I brought the large matters to ask the date	
Day - 4	Many families rejected, last but not the least one was responded.	I come to know the plumber very clearly	
Day - 5	They were not interested in online shopping and olding shopping	more usage of technology in changes	
Day - 6	Today, one of family has responded with great	I learned the skills I can use with others.	Teja

WEEKLY REPORT

WEEK - 2 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

"CONSUMER'S SATISFACTION ON SHOPPING"




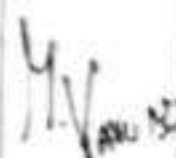


Today one of the banner member asked me about consumer service project very briefly and then he responded

So, many houses rejected both answering to my survey and finally one house responded

I visited more than 4 members in a family to get the more accurate answers. many of families rejected my survey.

Some more families were not interested in online shopping and they only offline shopping. The reason was they can see the product purchases. These are the activities done in my 2nd week survey.

ACTIVITY LOG FOR THE SECOND WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	I visited more than 8 members in a family to get accurate answers	Trying hard even getting accurate answers	
Day - 2	They were interested only in online shopping and not interested in offline shopping.	I point the benedict of	
Day - 3	Today one of the family has responded to me with great care.	I posted the given by that family.	
Day - 4	Today only one member one has responded with great honor	Showing my guarantee out without	
Day - 5	Today only done brainstorming to me	Thanking to him for your ideas.	
Day - 6	I visited to a new customer again in the family response.	I liked their comes over to me and to my hand work	

WEEKLY REPORT

WEEK - 2 (From Dt..... to Dt.....)

Objective of the Activity Done:

"REASONS FOR ONLINE SHOPPING"

Detailed Report:

In this week 4 I had prepared a few questions on online purchases which are related to online purchases such as the number of times that people are doing online shopping.

So, after my computation of asking my actual questions which are those in my questions then I had asked about the treatment purchase on online.

In this week-4, on day 1, they were interested only in online shopping and not interested in offline.

On day 5, many has not responded but finally one family had a great response on day 4. They were not in not on day '5' and '6' are not responded.

and some are badly asked "ESP" and then had a great response.

ACTIVITY LOG FOR THE THIRD WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	They were interested only in online and not offline shopping.	I point the benefits. The technology.	<u>Chandra</u>
Day - 2	Today only one member that too without to my questions.	Thanking to him for showing concern me	<u>B. Dinesh</u>
Day - 3	Many of families reject but finally one house has great respond	I come to know the problem very clearly.	<u>Madhavi</u>
Day - 4	They were not intrest in online shopping and in offline	more to know the problem very clear.	<u>K. Pradeep</u>
Day - 5	Today, one of family asked about CSP and then to any questions	I point the way of explain about topic	<u>Ravi</u>
Day - 6	3 hours were over. My survey and finally one house great me	I point to be doing when I got satisfaction	<u>Praveen</u>

WEEKLY REPORT

WEEK - 3 (From Dt..... to Dt.....)

Objective of the Activity Done:

FREQUENT PURCHASE on online.

Detailed Report:

In this week-4, I had prepared a questionnaire on online purchases which are related to online purchase such as the number of times that people are doing online shopping.

In this week-4, on day 1 day they were interested only in online shopping and not in offline shopping.

on day '2' only one member has responded that too without interest from my questions.

on day 5 and 6, some are not some part and some are boldly asked about "CSP" and they had a great response.

ACTIVITY LOG FOR THE FOURTH WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Some people in a family didn't respond to work and others socially.	I understood the meaning of this work	<i>[Signature]</i>
Day - 2	Today, I visited another new colony in my area and lay	I'm required to this rapidly thousands me	<i>[Signature]</i>
Day - 3	I visited more than 4 members in a family for accurate answers	I brought the large rat to ask them	<i>[Signature]</i>
Day - 4	Today everyone in a family has responded with great care	I learnt the beauty given by their song	<i>[Signature]</i>
Day - 5	Everyone in a family answers me very outside.	I showed my gratitude to them for their attention	<i>[Signature]</i>
Day - 6	Today no one in a family was using online shopping.	I learnt to avoid chains for visitide	<i>[Signature]</i>

WEEKLY REPORT

WEEK - 5 (From Dt..... to Dt.....)

Objective of the Activity Done:

More QUALITY PRODUCTS ON ONLINE

Detailed Report:

In This week r, I had created some most questions on the topic of quality products.

on online but before this, I had completed one has responded greatly

on day 2, I visited another colony in my community area and everyone has responded greatly with taking.

on day 3 I visited more than 4 members in a family, got good answers on day

on day 5, everyone in a family answers very urgently because they were going outside.

And final day of the survey on day 6, they answered me that, one in their family was using online shopping and they were educated family only

CHAPTER 5: OUTCOMES DESCRIPTION

Details of the Socio-Economic Survey of the Village/Habitation. Attach the questionnaire prepared for the survey.

My survey was done on each and every house both project puripachas some are too in their and some are too rich and well off and some are middle-class families.

They are too poor and can't live like everyone forbids they are not having food and money to survive like other. So, these kind of didn't answered project

Because, they don't even know how to use mobile phones also, and my topic is a These are the details, which I was noticed in my area when I went to Community service project

Short-term and long term action plan for possible solutions for the problems identified and that could be recommended to the concerned authorities for implementation.

* SHORT-TERM ACTION PLANS:-

1. Every family should be provided award on of online shopping.
2. Every family should change their ideologies and and on the product receiving thought online.
3. There were many uneducated families in my community area so they must come to know about the come to know about the usage of online shopping.

* LONG-TERM ACTION PLANS

1. There should be separated course on life skills
2. There should be separated course on personality development
3. every family should have to involved in small scale industries, and they must be aware of it.

Description of the Community awareness programme/s conducted w.r.t the problems and their outcomes.

I learned to many classes in the process of community service conducted by my college management.

I learned to give proper explanation on practical topic to others.

I learned the new way of interacting with others and community and get to know the problems they were facing.

Stay with patients when others are not answering to my community service project question.

I got the feedback from my community area people, that usage of mobile technology is changing and not at all good, and also it makes the people becoming lazier.

Report of the mini-project work done in the related subject w.r.t the habitation/village.

A mini-project work in the related subject w.r.t the habitation/village. (For ex., a student of Botany may do a project on Organic Farming or Horticulture or usage of biofertilizers or biopesticides or effect of the inorganic pesticides, etc. A student of Zoology may do a project on Aquaculture practices or animal husbandry or poultry or health and hygiene or Blood group analysis or survey on the Hypertension or survey on the prevalence of diabetes, etc.

The Report shall be limited to 6 pages.

Student Self-Evaluation for the Community Service Project

Student Name: D. Divya Ganesh

Registration No: 120130867044

Period of CSP: From 19/10/22 To: 19/11/22

Date of Evaluation:

Name of the Person in-charge:

Address with mobile number: 22-101-1, TOWN KOTHE ROAD, VSP-530001

Please rate your performance in the following areas:

Rating Scale: 1 is lowest and 5 is highest rank

1) Oral communication	1	2	3	4	5
2) Written communication	1	2	3	4	5
3) Proactiveness	1	2	3	4	5
4) Interaction ability with community	1	2	3	4	5
5) Positive Attitude	1	2	3	4	5
6) Self-confidence	1	2	3	4	5
7) Ability to learn	1	2	3	4	5
8) Work Plan and organization	1	2	3	4	5
9) Professionalism	1	2	3	4	5
10) Creativity	1	2	3	4	5
11) Quality of work done	1	2	3	4	5
12) Time Management	1	2	3	4	5
13) Understanding the Community	1	2	3	4	5
14) Achievement of Desired Outcomes	1	2	3	4	5
15) OVERALL PERFORMANCE	1	2	3	4	5

Date:

Signature of the Student

Evaluation by the Person in-charge in the Community/Habitation

Student Name: D. Divyanshu Ganshik

Registration No: 120120803044

Period of CSP: From 9/10/22 To 19/11/22

Date of Evaluation:

Name of the Person in-charge:

Address with mobile number: 22-101-1, TANNIKOTHA ROAD, VSP-530001

Please rate the student's performance in the following areas:

Please note that your evaluation shall be done independent of the Student's self-evaluation

Rating Scale: 1 is lowest and 5 is highest rank

1) Oral communication	1	2	3	4	5
2) Written communication	1	2	3	4	5
3) Proactiveness	1	2	3	4	5
4) Interaction ability with community	1	2	3	4	5
5) Positive Attitude	1	2	3	4	5
6) Self-confidence	1	2	3	4	5
7) Ability to learn	1	2	3	4	5
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11) Quality of work done	1	2	3	4	5
12) Time Management	1	2	3	4	5
13) Understanding the Community	1	2	3	4	5
14) Achievement of Desired Outcomes	1	2	3	4	5
15) OVERALL PERFORMANCE	1	2	3	4	5

Signature of the Supervisor

Date:

Questionnaire

1. Which platform do you prefer for the shopping ?
(A) Online (B) Retail
2. How often do you go shopping on an average ?
(A) Regularly (B) Once in week
(C) Monthly (D) Occasionally
3. Are you as a consumer, exposed to products on the internet that you Typically wouldn't have seen in a local store ?
(A) Yes (B) No
4. Do you trust online shopping ?
(A) Yes (B) No
5. Do social networking advertisements influence you on any purchase ?
(A) Yes (B) No
6. Then price is important when you shopping online ?
(A) Agree (B) Neutral
(C) Disagree
7. The speed of delivery is important to you ?
(A) Strongly agree (B) Agree
(C) Disagree
8. Online shopping is as secure as traditional shopping ?
(A) Yes (B) No

9. The service quality of the seller is important ?

- (A) Strongly agree (B) Agree
(C) Neutral (D) Disagree

10. Why are you choosing shop online ?

- (A) Time saving (B) Low price
(C) Product variety (D) Others

11. The info given about the products and services on the internet is sufficient ?

- (A) Strongly agree (B) Agree
(C) Indifferent (D) Disagree

12. Which e-Commerce website do you use for online shopping ?

- (A) Amazon (B) E-Bay
(C) Flipkart (D) Myntra
(E) Alibaba (F) Others

13. If the product has the same price both in shops and on the internet, where do you prefer to buy ?

- (A) Offline (B) Online

14. Please tick the top 3 reasons why you choose offline shopping ?

- prefer to touch the product
 instant gratification
 better return policy
 so end quantity time with friends and spend

