

# CHAPTER I

## INTRODUCTION

This introductory chapter presents a background on which the study is set, After that, the following section present the problem statement, objectives of the study, its significance and the sections concludes with a brief discussion on the limitation of the study.

### **1.1 Background**

Nepal is nestled in the vast and towering Himalayan mountain range. People come here to get away from the urban rush from around the world: Sydney to Seattle, New Delhi to New-York, and Cape Town to Cape Verde. Despite being a relatively poor economy, telecommunication services in parts of urban Nepal are comparable with the rest of the world. It is even strange to hear about a pioneering initiative which even brought e-mail access to the Everest Base Camp (Upadhaya, 2004). With its enormous geographic and topographical diversity, Nepal is a country where wireless communications is more viable than in other parts of the world. Thus, wireless technologies form the backbone of all major telecommunications services in the country.

Nepal entered the era of telecommunications over four decades ago. The general public was provided with access to telephones in 1955 with the establishment of a 300 line manual Cross Bar (CB) exchange. The Department of Telecommunication and Nepal Telecommunication Corporation (NTC) were established in years 1959 and 1975 respectively. Although, there are private sector telecommunication companies, which have been emerging in the recent decade, NTC was the only provider of telecom facilities (basic as well as international links) and is still the leading telecom facility provider with about 310000 subscriber lines including mobile facility through its 130 exchanges established throughout the country. The installed capacity of all these exchanges is 295827 lines and there are 277684 is waiting (Upadhaya, 2004). The emergence of private companies and extension of NTC capacity was also due to the diversification of telecommunication service specially for accessing to the internet

and e-mail. Hence, Nepal's telecommunications sector is making a great leap forward breaking out of decades of long stagnant way of services. Due to competition, tariffs have gone down drastically, and new services are constantly being launched which resulted into more and more people being connected to basic telephone and mobile services. Moreover, mobile phones that were a prerogative of the rich and powerful until some years ago have become a part of life for the general public, from porters to farmers(Nepali customers are enjoying one of the cheapest cell phone services in the world).

The stupendous boom in the use of mobile phone has also spurred economic growth as they have allowed laborers, farmers and others to link up with the mainstream economy thereby contributing to the market more competitive which is termed as 'a silent revolution'( The Kathmandu Post Wednesday 14 March 2008). A study done by the London Business School (cited in *ibid.*) showed that an extra 10 mobile phones per 100 people in a typical developing country leads to an additional 0.59% points of growth in GDP per person. Based on this finding, the surge in the number of cell phone users in Nepal from 90000 in 2004 to nearly 2 million by 2008 must have contributed a lot to the faltering economy. The liberalization in telecommunications has been gaining momentums exponentially.

Experts credit the entry of private parties for the take-off in Nepal's telecommunications sector (NTC, 2006). The public has benefited from cheaper and improved services as a result. The charges for receiving phone calls have been eliminated and long distance rates have been slashed like anything. Code Division Multiple Access (CDMA) technology, 3G mobile and optical fiber based information highway have been brought into Nepal's telecommunications sector. Most importantly, tariffs have gone down drastically. For instance: the rate of call for on post paid mobile service was Rs.8 per minute when the service was introduced, which has now gone down to Rs.2.50 per minute. The number of Village Development Committees (VDCs) with telephone connections has reached 3200 in 2007 from 2200 three years ago (NTC, 2007).

Despite the massive advances, it is not like it has been smooth sailing for the telecom industry. Because of poor infrastructure like erratic power supply and lack of roads, Nepal's phone companies have not been able to expand their network as fast as they

would like to. The quality of the service provided by NTC, which is the largest slice of the telecom pie, is poor. The difficulties in getting through have been a source of annoyance for its customers. Moreover, it has not been able to meet the soaring demand for new connections. The company would have a rush with the installation of an additional 3.5 million mobile connections, set up a next generation network and expand the capacity of its CDMA service to one million lines in order to be able to provide timely and better service. Likewise, the company needs to upgrade its backbone network to improve the quality of its service.

Notwithstanding the steep growth in the number of phone subscribers, it is still small compared to the neighborhood. For example: India's tele-density is around 22; whereas the figure for Nepal is just about 10. The principal reason behind the overwhelming success in India is the entry of private players. Unfortunately, we have not been able to create the proper atmosphere for private parties to want to join the phone business. Nepal's achievement is still remarkable; the development of telecommunication is also determined by infrastructure and economic progress so that people have money to use it. Nepal has lagged behind because these factors are not present however compared to the development happening in other areas, Nepal's telecom industry has made terrific progress.

The 10 years' conflict that started in 1996 held back the growth of telecommunications and kept it confined to the urban areas. The government, for its part, shut down mobile phones for months citing security reasons. Moreover, it did not allow the service to be extended to the countryside, thereby stifling its development. If it had not been for the insurgency the telecom sector would have been far ahead from where it is now.

With the ending of the conflict and changing life-styles the use of cell phone could grow even faster. Foreign companies too are showing an interest in entering the Nepal market, customers can hope that the fresh competition and lunch of new-value added services will bring visible improvements in the quality of service.

While many places are still waiting for the expansion of mobile based services, most of Nepal's urban centers are now using this facility for more than 5 years. In this context, mobile has become not only a medium of economic mainstreaming as stated

above, but also it has brought about changes in the social networking resulting into the emergence of a kind of culture. While adults and professionals use it more economically and professionally, there is growing mass of student or unemployed teenagers who might be using it for other purposes too which might attract research interest.

## **1.2 Problem Statement**

Since the mobile communication of Nepal is gradually increasing in number of user in recent years and its popularity is also increasing. Mobile communication is cited as an industry that can assist in generating national income and improve the economic condition of a country. It is equally contributing to raise the quality of life. The focuses of change are many and varied, communication being just one of such factors. It is rather difficult to isolate communication's precise influence from that of other features of emerging globalization, such as development in telecommunications, email, and internet and transport technology (NTC, 2007).

Nepal has indeed realized the importance of communication as a vital development resource as reflected in the adoption of a national communication scheme in 1971 which emphasizes on the central theme: *communication for development*. The achievements of the planned efforts were made, however, limited to the streamlining of the institution related to communication including the establishment of a separate Ministry of Communication. The network that has since developed in telecommunication, news service, broadcasting, films and postal services have mostly benefited in the urban centers. For poorly conscious society, communication plays a vital role in developing those village communities. It is evident that rural areas of developing country need better communication for their development. Agricultural productivity of Nepal is very low due to the lack of scientific knowledge of farming. Communication directly and indirectly helps promote the agriculture sector, industrial area and elevates the consciousness of people, which shapes the human attitude (Khanal, 1989).

Modern communication serves the function very similar to those fulfilled by traditional media in primitive societies, and in some developing countries today, communication theories generally identify three major function; surveillance of the

environment, interpretation of the information and prescription for conduct, and the transmission of heritage (Borden, 1971).

Information, consensus, advertising, entertainment and development are main five functions of the communication. However, it does not serve all those functions for all users. Besides, there are also other functions i.e. socialization, motivation, education, cultural promotion, integration, knowledge, modernization, etc which are also to be focused. Whatever function it serves, communication will continue dominate everyday life of human being. In this sense what function communication serves depends on the how and when the users use it.

Cell (mobile) phone as a means of communication has now emerged as one of the popular, powerful and effective tools in disseminating new ideas for mass motivation and education in places where the service is available. In Nepal, mobile phone service was first introduced by the NTC just 8 years back. At present, cell phone service is being exploited by several thousand people everyday. The numbers of users of cell phone has been increasing with the expansion of its programs. Cell phone is becoming popular throughout country and it is now being used by people of diverse age group and profession and for different functions especially in urban areas.

Kirtipur, a municipality lying next to the capital city of Nepal, has come within the network of mobile technology since its introduction in Nepal. As discussed above, no study has been carried out concerning the impact and uses of this technology so far in the setting of Kirtipur. Since the cell phone as a means of communication is said to contribute towards changes in social/cultural life of the people, it is a likely area of anthropological study. Moreover, there are no studies so far in this setting which explore the impact and purpose of mobile technology among school-going teenagers (aged between 13-19). In this background, the present study is set to answer the following research questions.

1. What are the major causes of increasing popularity of cell phone?
2. What are its impacts in their in society and culture?
3. How extensively or for what purposes are cell phones being used?
4. How do teenagers perceive cell phone
5. What are the negative impacts of cell phone in their day to day life?

### **1.3 Objectives of the Study**

The overall objective of the research is to assess “The Use of Cell Phone in Everyday Life among Teenagers in Kirtipur Municipality, Kathmandu.”

The specific objectives are:

1. To document the teenagers views and opinions towards the use of cell phone in their everyday life.
2. To find out the reasons behind the use of cell phone by teenagers of Kirtipur; and
3. To assess the impact of cell phone on teenagers' work and life.

### **1.4 Significance of the Study**

In the present world, technological advancement is given credit for changes and modification in all aspects of human life. Moreover, the advancement in the field of Information Technology (IT) and mobile technology has been bringing about unpredictable changes in human lifestyle and access to information. In spite of being a developing economy, people in Nepal’s urban centers are being able to consume the latest developments in the field of information and communication.

Although it might seem rather unusual to concentrate on the impact of such latest technologies in the rural parts of Nepal, it has already been late to study and identify the impact of such advancements in the everyday life of the people in cities in Kathmandu and in some outlying districts. On the other hand, the government has also understood the importance of communication is encouraging the state owned and private telecom companies to expand their services even to the remote rural location in the country. In this context, it is essential that we need to study the impact brought about by the technology not only in the economic front, but also in their lifestyle and culture. The present study rightly addresses such issues and can rightly analyze the possible impact it might have in areas where the technology is being advanced while documenting the cultural impact and changed lifestyle of youths due to the consumption of mobile services.

This study analyzes some of the factors arising mobile culture. This factor is dependency of communication. This research will explore the significance of mobile

culture, use of cell phone in everyday life among teenagers and its impact in society/culture.

### **1.5 Limitations of the Study**

This research mainly focuses on using behavior of cell phone in everyday life by the teenagers, who are the real user of mobile phone. In this research teenagers group were considered as homogenous group although, age wise classification was done while presenting data; it focused on the socio/cultural change brought by the use of cell phone. As the registration for cell phone use is made easy and relaxed, it is difficult to identify from the record of network providers who the real phone user was. Because of this complexity, a list of households was prepared in consultation with the local leaders as well by making door to door visit. However, there are some limitations to the present study which can be highlighted as:

1. The study has been conducted primarily for the partial fulfillment of M.A. degree of Sociology/Anthropology.
2. The study is limited to the teenagers of Kirtipur Municipality, Kathmandu, owing to time and resource constraints.
3. The study is conducted with cell phone-owners only. Therefore, it may be difficult to generalize the findings to teenager not owning cell phone; and
4. The assessment is limited to the information gathered only from teenagers who use cell phone.

## CHAPTER II

### LITERATURE REVIEW

This chapter tries to cover major issues that are related to communication and also tries to establish link between communication and aspects of sociology/anthropology so as to justify that communication can act as an agent for socio-cultural change. It also provides a glimpse of the related literature that is consulted for the purpose of this study and to obtain a better idea about the topic of research.

#### **2.1 Definitions of Communication**

The term *communication* has been defined from the various perspectives. In the context of the present study, the following definitions are worth mentioning.

1. Communication as defined by Faules and Alexander (1978:5) is a “symbolic behavior which results in various degrees of shared meanings and values between participants”.
2. According to Sereno and Mortensen (1970), communication is taken as the process transmitting stimuli by an individual (usual verbal symbols) to bring change in the behavior of other individual (communicates).
3. Sapir (1937 cited in Lurstep, 1989:2) defines the term *communication* from two perspectives i.e. explicit and implicit, where the explicit communication is used in the conventional sense as the use of language and to establish common understanding among people. On the other hand, “implicit communication is intuitive interpretation of the relatively unconscious symbolism of gestures and unconscious assimilation of ideas and behavior of one’s culture” (ibid.); and
4. George Lumberge, (1972) defines communication as interaction using signs and symbols where the symbol can be gesture, pictorial, plastic verbal or any other which operates as stimuli to behavior that would not be evoked by a symbol itself in the absence of special conditionings of the persons who respond. Communication, thus, is a form of interaction which takes place through symbols.



In the present study, the researcher has taken *communication* as a means of exchanging or sharing ideas among or between people by use of technology especially through the use of mobile telephone.

## **2.2 History of Communication**

Communication is a learned skill. Most people are born with the physical ability to talk but we must learn to speak well and communicate effectively. Speaking, listening, and our ability to understand verbal and non verbal meanings are skills we develop in various ways. We learn basic communication skills by observing other people and modeling our behaviors based on what we see. We also are taught some communication skills directly through education, and by practicing those skills and having them evaluated.

Communication as an academic discipline related to all the ways we communicate, so it embraces a large body of study and knowledge. The communication discipline includes both verbal and nonverbal messages. A body of scholarship all about communication is presented and explained in textbooks, electronic publications and academic journals. In the journals, researchers report the results of studies that are the basis for an ever expanding understanding of how we all communicate.

Communication teachers and scholars in 1995 developed a definition of the field of communication to clarify it as a discipline for the public, that definition is now used by the U.S. department of education in its national publication, classification of instructional programs, 2000. The field of communication focuses on how people use messages to generate meanings within and across various contexts, cultures, channels, and media. The field promotes the effective and ethical practice of human communication.

The ability to speak clearly, eloquently and effectively has been recognized as the hallmark of educated person since the beginning of recorded history. Systematic comment on communication goes back at least as far as the precepts of kagemni and ptah-hopote (3200-2800 BC) under the label “rhetoric” the study of the theory and practice of communication was central concern of Greek, Roman, Medieval, Renaissance, and early modern education. In the United States, rhetorical training has been a part of formal education since Harvard’s founding in 1636.

Today, communication and its study are especially relevant. In the 21<sup>st</sup> century, contemporary society is increasingly diverse and communication is more complex. Modern day communication studies are keeping up with and, in most cases, staying ahead of the curve. Educators and researchers in the discipline are focusing their work and their causes on the challenges of communicating in a diverse and often computer mediated society. Many are also stressing on the role of communication and citizenship in the civil and democratic society. Frequently, the communication discipline is referred to as the engaged discipline, as a result of teachers and students participation in service learning projects and researcher's concern for community based research on critical social issues.

What was once seen as the field of speech and rhetoric is now the discipline of communication that includes communication in the workplace, in families, in mass media, and in advertising, to name a few. Contemporary students of communication draw on theories and practices common in the field of anthropology, psychology, sociology, linguistics, semiotics and rhetoric. Students in broadcast communication make use of work in computer engineering for web development and streaming video and audio. Communication as a discipline now includes interpersonal, small group, organizational, interpersonal, small group, organizational, intercultural and international, public, mass and mediated communication. The study of communication considers how people communicate as individuals, in society and in various cultures.

### **2.2.1 The History of Telecommunication in Nepal**

In less than a century of Nepal's telecommunication history, it has seen great much advancement especially towards the last two decades. Nepal entered the era of telephone in 1913 with the first telephone lines set up in Kathmandu (NTC, 2007) which was limited to the use of the then Rana rulers and it took another 42 years for telephone lines to come to the access of general public. However, this tendency started changing after the political transformation of 1960. The capacity of telephone service was expanded and it was spread all over the country by 1987 when ISD service commenced for the first time (ibid.). The revolutionization of the telecommunication service actually started in 1990s with the establishment of optical fiber network and digitalization of services. It is in the last 10-15 years period that

massive advancement has taken place in this sector especially after the introduction of mobile service in 1999. Since then, Nepal has seen tremendous diversification of telecom services including the emergence of private telecom companies contributing further towards making the service more competitive and diversified.

### **2.3 Communication and Anthropology**

In a simple term, communication is a way of sending meaningful messages from one person to another. This seemingly simple orientation to communication implies all the essential elements as discussed in the definitions afore. Firstly, it presupposes a communicator and a receiver. Secondly, there is a relationship of mutual awareness between them, or a kind of orientation of one to another. Thirdly, it implies an intension, especially on the part of the communicator, an external referent-what the message is about, a common language and some sharing of experience.

From social and cultural perspectives, communication is an essential element so much so that it is often taken in anthropological theory to be a paradigm of all culture and of all social organization.

Seymour-smith (1986) identifies different forms of communication: verbal or linguistic; paralinguistic, or non-linguistic. Of those forms, models derived or adopted from linguistics have been extremely influential in the formation of anthropological models of cultural and social organization. Paralinguistic communication, which accompanies language and provides extra messages about it, has also been a focus of interest in anthropological linguistics and in the ethnography of speaking. The study of non-verbal or non-linguistic communication has been pursued in various areas of anthropological enquiry; however, symbolic anthropology and the fields of kinesics and proxemics have studied them more extensively (ibid, 1986).

Communication among animal species is characterized mainly by the use of signs and signals, while human communication is distinguished by its extensive use of symbols, which allows the communicative system a far greater complexity and independence. The evolution of human linguistics and symbolizing ability are functionally linked to the evolution of cultural and social systems depending on constant and complex communicative acts. Levi-Strauss (1969) links the idea of communication by the word with the basic structures of reciprocity and exchange which are central to human

society. He, thus, examines systems of exchange and circulation of goods or preventatives, and of women, as system of communication between social groups.

Another approach to the study of communication in society focuses on the relationship between communication and ideology and the manner in which communicative acts convey ideological messages. The issue of who controls the means of communication in society therefore becomes an important one. Goody (1958), in his studies of literacy and the evolution from 'primitive' to 'advanced' societies has emphasized the role played by changes in the technology and means of communication.

Communication research has grown into a vast academic enterprise. It is concerned with the study of communication processes at all levels especially explication and testing of models that explain the processes and outcomes of communication. Human communication research is devoted to advancing knowledge and understanding about human symbolic transactions and so on. But the investigation of human behavior grasping at clues distributed by linguists, mathematicians, and information theorists, scholars in media studies began to explore the idea of 'communication theory', gradually evolved into a major research discipline and that human communication is becoming an integrated scientific discipline.

The cultural studies approach focuses on the general relations between the social order of a society and the totality of symbolic forms through which its meaning is explicated and expressed, in short its culture. Whilst they acknowledge the centrality of the mass media in relaying social meanings in modern societies therefore, supporters of this approach stress the need to situate the media in the context of the culture as a whole. Hence, in addition to analyzing mass communications, cultural studies also deal with the traditional forms of symbolization embedded in art, literature, and religion, and with everyday expressive forms such as conversation, clothing, and bodily gestures. Hence, it provides a coherent framework within which to relate the various levels of the mass communications process to each other and to central dimensions of social structure and social process.

As anthropology concerns the study of human being in totality, changes in their behavior and the agents that contribute to such changes, cell phone has emerged as an important agent of change in society. While there have been changes in individual

mobility, political system, economy and business, education, health, etc. the mobile technology also has come up as a revolution contributing towards enhancements in all those aspects. Although, cell phone has become a part and parcel of day to day life of many urban people, there is not a systematic study on how this technology has contributed in bringing about modification in their socio-economic or cultural behavior. This study is significant in the sense that it attempts to explore the impact of the mobile technology which is nowadays being widely used by teenagers and students studying up to higher secondary levels.

## **2.4 Communication and Social/Cultural Change**

Man is a social animal. He depends on many others for the fulfillment of his daily needs and requirements. Communication is an inevitable mean of survival of human being. Oral communication has always been central in our life. Social beings need constant sharing of experience with one another (Ahuja, 1982).

Communication, being a dynamic interpersonal process is never-ending. It is dynamic in the sense that it happens under ever changing behavior of people. In simple terms, communication means transmission of thought, an instruction, an idea, a feeling from one person to another to establish common understanding. This can be established through verbal, written or visual symbols. Thus communication has truly been identified as a basic instinct of human beings. In fact, it is a social, economic, political and cultural need. It is social for the manipulation of social and individual needs and wants. Communication is, therefore, an act of transmitting ideas and attitudes for one person to another (McGamy, 1975).

As individual, social and cultural freedom increases, social conflict also increases and as freedom diminishes, conflict decreases. Underdeveloped or traditional societies have very little conflict; traditional and early modern societies have the most, and late modern societies have almost none (Ahuja, 1982). The social conflict cycle is therefore, highly correlated to the general political cycle.

In traditional societies conflict (friction) is mainly within the autocratic of elite leadership group; communication, then is of a personal nature, designed to inform the active agents in governmental, military and institutional hierarchies, and to stabilize society. Since there are no true means of communication designed to bring the people

into a sharing of policy, conflict exists principally among competing elite persons who might be competing for power. In transition of society, on the other hand, there is livelihood of considerable political power conflict, class conflict, conflict between parties and institution conflict. Communication becomes less supportive and monolithic and increasingly becomes more competitive, ideological and pluralistic in such case. Communication is considered a political weapon or tool – a way to gain power for some and dissipate competing and conflicting power for others. In the later phase of this stage, libertarianism develops and the cell phone user themselves have maximum self-determinism. Competition and pluralism grows. Government control decreases, individual freedom expands and governmental democracy dominates. The service provider of cell phone spread their general information to medium size and large populations (Borden, 1971).

Actually in a modern society, there are two main phases of development. A kind of early phase where individual and media freedom is still extolled; where ideological conflict among factions, classes and parties is widespread; where the communication network increases dissonance and provides a catalyst for change and a pluralism of news and views to all citizens. Then, there is a later phase flowing into authoritarianism and finally totalitarianism where conflict is discouraged (or banned). Even then, there may be little conflict among political faction and strong leaders and where communication means are mainly used for internal social control and external propaganda. The overall purpose of the communication is to stabilize and direct society and to propagandize other societies.

As the society and culture becomes more affluent, chances increase for its general process into new philosophical frontiers of democracy and press libertarianism. Growth and decline of societal prosperity is closely related to democracy and freedom. Huzley makes this point when he says that liberalism flourishes in an atmosphere of prosperity and declining prosperity makes it necessary for the government to intervene ever more frequently and drastically in the affairs of its subjects (Ahuja, 1982).

## **2.5 The Anthropology of Communication**

One possible approach to the study of communication is offered by the tradition of ethnographic research that has arisen within media studies. Countless pages have been filled in recent years attempting to define exactly what is media ethnography. It is probably best to describe media studies ethnography not as a precise set of methodological approaches to media studies, rather in more general terms as simply a label for the shift in research trends away from positivistic theoretical approaches rooted in a variety of theoretical traditions that require wider use of qualitative techniques. “Media studies have been transformed during the past three decades by the recognition that consumption of media messages has to be understood and interpreted as a practical activity and hermeneutic process” (Thompson, 1995:39-40) before any assumptions about the effects of media upon audiences, whether intended or unintended by producers, can be made. This reorganization has prompted the increasing adoption of qualitative methodologies to gain some sort of access to the subjective experience of media consumption (Morley: 1995).

Communication studies ethnography which is not ethnography as commonly understood. Within the paradigms of anthropological research inspired by Malinowski and the traditions of ethnography that he founded, because communication studies, by its very nature, tends to “reify and over privilege the role of media and need(s) to take on anthropology’s broader conception of ethnography” (Hughes-Freeland, 1998:22 )

If the aim of anthropological ethnography has been to develop a broadly holistic view of a society and its culture, to exhaustively document the way of life of a people, then clearly much communication studies ethnography does not measure up to the standards of anthropological research (Nightingale 1993).

A more complete anthropological approach within communication ethnography that avoids the simplistic approach to ethnographic research described above which acknowledges that the production, distribution and consumption of communication take place within “particular performative local contexts” (Hughes-Freeland, 1998:22) which both structure and are structured by the agency of the participants. Communication ethnography has, therefore, in recent years concentrated on the role

of media in domestic or family contexts (Lull 1988; Silverstone and Hirsch 1992), the national cultures (Miller 1990; Morley and Robins 1995) and, of course, so called fourth world communities through the indigenous media studies that are the focus of this research. This methodological turn is linked to an attempt to theories more clearly the extent to which ‘homes’ or more generally the diverse institutional sites where communication practices are situated from the locus of the articulation of many dimensions of social and political discourse. According to Morley (1992:276) “the objective (of communication studies research) from this point of view, is not to substitute the one (micro-) level of analysis for the other (macro-) level, but rather to integrate the analysis of the “broader questions” of ideology power and politics (what [Stuart] Hall has described as the ‘vertical’ dimension of communications, in Halls terms). It is not a question, finally, of understanding simply cell phone ideological (or representational) role, or simply its ritual (or social organizing) functions, or the process of its domestic (and more broadly social) consumption. It is a question of how to understand all these issues (or dimensions) in relation to each other.”

Ang (1996:66) has referred to this approach as “radical conceptualism”, a position summarized by Hirsch (1998:220) as “studying the embedded ness of communication and related media in the everyday contexts of domestic and social life” but this approach also informs George Marcus’s (1986:166) criticism of anthropological studies that have not generally represented the ways in which closely observed cultural worlds are embedded in larger, more impersonal systems” (emphasis added). The central methodological and theoretical problem therefore becomes that of understanding the relationship that exists between the personal contexts of every day experience and the impersonal system, the structuring contexts, within which such experience is embedded (Wilmore, 2004).

## **2.6 The Theory of Symbolic Interactionism**

The theoretical framework provided by symbolic interactionism departs from the assumption that culture and society are based on social interaction where people actively construct their everyday reality. The interaction is symbolic: it is based on sign and meanings, and social interactions produce shared meanings. It is important to examine these signs and meanings and the forms of interaction that young people use to produce their everyday lives.



The symbolic interactionist framework rests on three root assumptions: Blumer states that human beings' action towards things are based on the meaning that those things have for them (Blumer, cited in Denzin, 1992). Denzin goes on to conclude that the meaning of things arise from the process of social interaction and that meaning are modified through an interpretive process, which evolves self-reflective individuals symbolically interacting with one another (Denzin, 1992).

Symbolic interactionism presumes that the most fundamental form of interaction is face to – face between people. According to Mead (1972) a person's identity is completed in interaction with significant other, most often with other human beings. People learn to adapt their behavior to their environment by adapting the role of the other. In the presentation of self in everyday life (1990) Goffman stresses the importance of interaction in social process and places special emphasis on how people represent themselves as acceptable personae. According to him, the interaction is guided by a “frame” that defines the signs and forms of interaction possible in that situation. We consider the mobile communication of teenagers to be what Goffman terms as “Mobile Culture”.

In his discussion on the practices and methods of presenting self in interaction situations Goffman differentiates between embodied and disembodied information. In his classification, embodied information constitutes information that is conveyed when the body is present in the activity, whereas disembodied messages are received from “distant bodies” in the form of letters, for example (Goffman, 1974:14-15). Goffman does not shift the concept of disembodied information to the centre of his analysis. Yet, it is interesting to ask: what are the consequences of traditional face –to –face interaction turning in to mediate communication? For example, one can raise a question on the nature of the interaction situation in the case of young peoples text based communication, where on crucial form of interaction – in Meads terms, a “conversation of gestures”- has been filtered out.

We can ask from the symbolic interactionism standpoint: what is the significance of communication through new media technologies for young people? And how does this mediated communication reconstitute their relationships to their families and peer groups? How can we analyze these new forms of social interaction? Why is “faceless” communication, such as SMS, Chat and IRC, especially popular among teenagers? How do young people position themselves in relation to technology, and what presentations of gender can we read from these position.

## CHAPTER III

### RESEARCH METHOD

In this section, there is the detailed description of the process of data collection and how the collected data was analyzed. The section begins with the brief introduction to the design of the present study and then goes on to present the overview of the initial field work experience along with the population and sample and how they were selected followed by the description of sampling procedure and how the data was collected and its limitations.

In presenting and analyzing the data for the purpose of fulfilling those objectives, the age and sex variables of the teenagers will be taken into consideration. While the principal aims of the study are the ones mentioned above, this study also attempts to offer line for further research.

#### **3.1 Research Design**

Srinivas et. al. (1979) highlight that the terms *anthropology* and *sociology* are both inclusive of each other that *anthropology* means social anthropology which includes sociology. Similarly, the term *sociology* includes social anthropology. Hence, the field of sociological or anthropological study refers to the community of human beings under study. The researcher goes to the people selected for study, settles down in the community, observes the social and cultural life, listens to their conversations, visits their homes, attends their rituals, observes their customary behaviors, questions them about their traditions and he probes the way of life of the people to attain a rounded view of culture or to analyze some of its special aspects. But it should be remembered that culture itself is interpretation. The ‘facts’ of an anthropological study are themselves interpretations. The base line data are already culturally mediated by people whose culture is explored by anthropologists. Facts are made, and the facts we interpret are made and remade. Therefore, they can not be ‘collected’ as if they were rocks, picked up and analyzed in a laboratory.

A research model or design represents a compromise dictated by mainly practical considerations. Research design is a research plan providing guidelines to researcher

to get answers of the research questions and help to control experimental, extraneous and error variances of a particular research problem (Kerlinger, 1986).

This research explores the impact on the socio-cultural behavior of the teenage students by the use of cell phone. The result basically uses the descriptive ethnography quantitative research design with some element of qualitative data.

### **3.2 The Field Work Experience**

Once the theoretical problem has been identified, the area of study or simply field-area is chosen. For the purpose of this work, the Kirtipur Municipality of Kathmandu district was chosen and an intensive study of two 10+2 colleges was carried out. For preparing the research design some well known literatures about mass media communication and communication were studied along with the sociological and anthropological writings on communication and every day life. In the course of field work the researchers has tried to understand their social life and culture from an insider's perspective. Language did not pose any problem because respondents could express well in Nepali Language and the researcher himself could understand well.

On the first day of field work, I talked to the head of municipality of Kirtipur to obtain a permission to work in the municipality. He then talked to the principals of two 10+2 schools for permission to go to the classrooms and administer a questionnaire. They were happy to help researchers after he convinced them of the purpose and objectives of my research. They were also assured that the research data would not be used otherwise except for the use of the research wok. Although, he told that he could keep their identity as anonymous, they were happy for their identities to be released in the report. This way, rapport was established which made it easy for the researcher to initiate actual field work.

Now, after having said a few lines about the importance of field work and the logical and systematized techniques or tools employed in caring out the social anthropological research, we move to evaluate the various tools and techniques applied to the present research, their relevance and limitation in application to this particular domain (cell phone and every day life among teenager of Kirtipur) of social phenomena. It is obvious that no single scientific technique in gathering and analyzing the complex data of social phenomena would suffice. So, the research

studies generally utilize a variety of techniques in the study of particular cultural institutions. This is the principle of multi-instrument research (Pelto, 1970). The anthropologists thus need to have a number of different research tools in his *field kit*. In fact, the field worker is his own principle research instrument and the various methods of investigation are alternative techniques for objectifying and standardizing the field-worker's perceptions. The research tools to be discussed in the succeeding pages are the most frequently encountered techniques of social anthropological investigation. In fact, there are no ready-made instruments in social sciences, so, the field worker is required to adopt these techniques which prove relevant and fit to the requirements of local socio-cultural scene. Here in conduction research on a social phenomenon like communication and development, mentioning of all the important research tools would be made but only those would be explained in details which have relevance and feasibility to the study of communication and development.

### **3.3 Study Area: General Overview**

The study was undertaken in Kirtipur municipality of Kathmandu. Kathmandu district is a mid-hill district of Nepal. Kirtipur is a municipality attached to Kathmandu metropolitan city. There is the central campus of the Nepal's largest university which means that this town is resided by academicians and professionals i.e. post-graduate students and teachers. Similarly, Kirtipur has access to all the resources and facilities that are available to the people in Kathmandu city. There are many secondary and higher secondary institutions in this municipality, as a result most of the school going youths join those institutions.

Kirtipur is also well known for its historical background that the community residing here has their own unique cultures, rituals, language and lifestyle. Study of the impact of mobile technology in those aspects of the present day Kirtipur was thought to be markedly visible, at least in the case of the school going youths.

### **3.4 Selection of the Sample (Field and Population)**

The two 10 +2 schools (viz. Shahid Smarak College & Mangal Multiple Campus) of Kirtipur municipality were selected for the study through the process of random sampling method. It was both for the purpose and the convenience of the researcher. Identification of the teenagers who used the principal respondents for the research was

done by consulting the students' record at school which meant that the students between the ages 13-19 were considered teenagers. Initially, it was identified that there were 120 students using mobile phones of the total 250 students studying in both the schools. In contacting those 120 teenagers in two separate groups (in their own respective schools) and convincing them to help in the researcher's research work, 26 of them opted not to take part in the research. As the respondents were free not to participate in the research if they are not willing, only 94 teenagers (students) who were willing to provide their response became the population of present study. The data from those students were collected between June, 2008 and August, 2008.

Similarly, other sources of data were 20 key informants of the Kirtipur Municipality who come from diverse background related to teenage students or cell phone service. Out of 20 informants there were equal numbers of parents, service providers, mobile shopkeepers and academicians (along with teachers).

### **3.5 Tools and Techniques of Data Collection**

The data were collected from 94 teenage students and 20 key informants. The teenagers were administered a researcher designed semi-open questionnaire whereas the key informants were interviewed through a structured questionnaire. Moreover, observation of the sample site as well as of the teenagers while using the cell phone was made which oriented the researcher toward the research topic.

#### **3.5.1 The Design of Questionnaire**

The questionnaires were designed after a survey of literature based on cell phone communication and data collection methodology. The researcher initially prepared a draft questionnaire with 28 items for the teenagers and a 14 draft interview questions for key informant.

#### **3.5.2 Piloting**

The draft questionnaire for the students was piloted among 12 MA (Anthropology) students studying at University Campus, TU, Kirtipur in early April. After the feedback and suggestions of those respondents on the questionnaire, four of the questionnaire items which were found irrelevant or overlapping with the other items were eliminated. As a result the final questionnaire included only 24 items.

### **3.6 Analysis of the Data**

The data that collected through the administration of the questionnaire to the teenage students were tabulated and analyzed quantitatively following statistical descriptive procedure. On the other hand, the data collected from key informants through structured interview were analyzed and were integrated in the discussion section when felt relevant for their critical comments.

### **3.7 Limitation of the Data Analysis**

The data collected from the respondents were based on their personal and subjective interpretation of the questionnaire. On the other hand, the responses were classified on the classification made by the researcher of this study. Although, there was not any sort of individual bias on the part of the researcher while classifying the students' responses to the questionnaire and selecting the critical remarks of the key informants, they might still suffer from some subjective judgments both on the part of the researcher and the informant.

## **CHAPTER IV**

### **THE SOCIO-CULTURAL, ECONOMIC AND DEMOGRAPHIC FEATURES OF THE TEENAGERS OF KIRTIPUR MUNICIPALITY**

In this chapter, there is the detailed description of the social hierarchy of the study area, religion, language, educational status etc. followed by sampled teenager's social and economic status, caste/ethnicity descriptions. The section begins with the brief introduction of the social and economic status of respondents and holistic description about their caste/ethnicity and their income sources.

According to Dictionary of Sociology (Scott, 1999), a closed social stratum based on heredity determines its members' prestige, occupation, place of residence, and social relationships. The castes of a society form a hierarchy of superior subordinate ranks and relationships that is justified by religion, law and magic. Each caste is endogamous, and social relations between members of different castes are severely limited and formalized. Some prefer to restrict the term to refer only to the traditional system of stratification in India.

The 2001 Census in Nepal identified 103 social groups based on caste, ethnicity, religion, and language. Caste groups accounted for 57.5 percent of the population, Janajatis for 37.2 percent, religious minorities for 4.3 percent, and other groups for the remaining 1 percent. These large numbers of social groups make diverse the composition of Nepali society. In the study area too, there exists different sorts of diversities-social-cultural, economic etc.

#### **4.1 Social-cultural and Economic Status of the Study Area**

The total population of the Kirtipur municipality is 36789 (51.21% male and 49.79% females). This municipality has witnessed and experienced rapid urbanization in the recent days. The people of Kirtipur are the historical people. They belong to rich caste/ethnic categories. Social hierarchy of this study area is different in their own caste group. For example, Guvaju to Chame/Pode, they have different social responsibilities. In Newar community, they have various sub-caste and all castes have their own social responsibility. There exists the division of labor in this study area. So as a whole, social hierarchy of study area is determined by caste and sub-castes.

Lower castes are in the minor category of caste-based discrimination and are deprived from all the access. In gender hierarchy, men are in higher position than women but it does not show high tendency between men and women.

#### **4.1.2 Religion and Language**

Religion and Language are the key components of socio-cultural status of a society. It determines the socio-cultural strata of any society. Most of the people of the study area follow Hindu religion although Buddhism has also spread gradually in the study area. The majority of population is from the Newar community and they speak their own mother tongue and use it as their common language. Besides, Nepali was used as a common language in other castes. A report from Municipality of Kritipur presents the following details about the religion and language of study area. Total percent of Hindu people on the study area were 67.5%, total percent of Buddhist people on study area were 32% and others were 0.5%.

#### **4.1.3 Educational Status**

Education plays an important role in the overall economic as well as social upliftment and betterment of life. Education has been regarded as a vehicle of change and development. However, in Nepal, due to traditional value system prevalent in the society and gender discrimination at homes, most women and girls have been deprived of educational opportunities. But in study area all had access to study secondary and higher secondary level. Rich guardians admitted their children to the private school and colleges others admitted to the government school. There is no any gender discrimination in the study area girls and boys both have equal access to education.

#### **4.1.4 Economic Structure**

Agriculture was the main source of livelihood in the study site, income from rented house was another source of livelihood, and likewise foreign employment, business and some government job were also the main sources of family income. The economy of the study area consisted predominantly agriculture, business and government service. Agriculture and livestock rearing has been commercialized yet in study area. People completely depend on income from business and the agriculture products. Besides few of them were involved in foreign employment and government services.



Although agriculture were the main base of the municipality's economy, some additional occupations were also carried out as additional occupation. The major alternative occupations were business, renting house and wage labor. Wage labor, service and other mixed occupations were also adopted.

## **4.2 Socio-Cultural Structure of the Sampled Population**

94 teenagers of two 10 +2 schools (viz. Shahid Smarak College & Mangal Multiple Campus) of Kirtipur municipality were selected for the study. Here, the socio-cultural and economic status of the sampled teenagers has been presented in the following ways.

### **4.2.1 Age and Sex Structure of Respondents**

The sampled population was 94 teens (where female teens were 49 and male teens were 45). Here the numbers of female were more than male. The highest number of respondents belong to the age group of 16 years and the lowest number of respondents belong to the age group of 13 years.

### **4.2.2 Caste/Ethnicity Composition of Respondents**

It was observed that people of different caste/ethnic groups have tendency to live in cluster of their own community but the higher majority of the population of the research area were *Maharjan* from the Newar community. However, the population shows that the people from different groups were also found to be living together in the study area. Low caste (one of the untouchable caste in Newar) people were found to be the most deprived community group in the area. Low caste and so called untouchable community in Nepal by higher caste are the victims of caste based discrimination for centuries.

The number of households of Newars was found more then the other caste based on their total population. There were very few Brahmins and other caste than the Newer in the study area.

### **4.2.3 Family and Housing Structure**

Along with the wave of modernization and urbanization, the traditional family system and housing structure has been changing in its shape and size. The traditional joint

family system is gradually changing into nuclear family and traditional houses are changing into permanent buildings.

Among 94 sampled respondents 81% of respondent families were nuclear and only 19% were joint families. It was because the property and land was divided among the sons and they lived separately creating more number of nuclear families and for women to be involved in earning activities nuclear family was more favorable than joint. Similarly, most of the respondent's family lived in cemented roof houses but there were also some traditional houses which were made by Tile.

#### **4.2.4 Occupational structure of the Respondents.**

Economic aspect is one of the most important aspects, which determines the social and other aspects of an individual. If an individual is financially independent the society respects him/her. Social status positively co-relates with the level of economic independence. Here, different variables have been analyzed in assessing the economic aspects of the respondent.

This study shows most of the respondents and their family members involved in agricultural sector in the form of farming. Since the area is in the near of capital city Kathmandu business and other secondary job was also the major occupation of the teenagers parents. Wage labor, service and other mixed occupations were also adopted. Following are the major occupation of the people of study area.

- ) Business includes teashop, hotels, retail shops etc.
- ) Agriculture includes farming and product cash crops.
- ) Others include wage laboring, government services and foreign employment.

## **CHAPTER V**

### **TEENAGERS ' VIEWS AND OPINIONS TOWARDS THE USE OF CELL PHONE IN EVERYDAY LIFE**

In this chapter, data collected from the teenager respondents with concerns the aspects of cell phone namely views and opinions are presented on different ways. The data are presented both descriptively and numerically.

The main aim of this study is to look into the mobile communication culture of teenagers and related communication patterns in connection with the use of other new media. According to Drotner (2000), young people's relationships to the media should be studied in the light of the interrelatedness of different media: '[The] "multi-media generation" applies a wide range of media and often uses them together spurring new forms of reception' (p.167). Drotner goes on to state aptly that for the youth of today, new media are not really new. New media constitute a significant factor in young people's experience of their generation. The multimedia generation differs from the previous media. The function of mobile communication for young people has different conventions and the playing of mobile games form an essential part of the mobile phone culture of teenagers. Internet-based communication channels are part of the new written communication culture of young people. Teenagers' use of the new communication channels is intersecting and selective, and the wealth of possible viewpoints inspires them to multimedia communication.

The purpose of this chapter is to discuss the views and opinion of teenagers towards the use of cell phone in everyday life of 94 respondents (10+2 level student). This chapter deals with the several views and opinions about their behavior of using mobile phone. This chapter also deals about its impact in culture and in everyday life.

#### **5.1 More Advantageous Means of Communication**

As the total respondents were 94 in number, the analysis of their response is done on the basis of their age (13- 19) and on the basis of their gender. Here, it is to be noted that usually the plus two (11 and 12 class) attending students are above 14 years of age but here in this study as the respondent students themselves claimed that they are

13 years of age, the researcher incorporated their answer and put the age as 13 or above. Among the respondents the total population of male respondents was 45 whereas there were 49 female respondents. Looking form the age of the respondents, the maximum number of respondents were of 16 (32) years followed by the ages: 17 (16), 15 (13), 14 (11), 18 (11), 13 (9), 19(2).

In responding to the question related to the most advantageous means of communication as they felt, most of the respondents' obviously favored mobile service to be advantageous. However, mobile as a means of communication is felt more advantageous by the teenagers of the ages 13, 14 and 15 (77%, 81% and 76% of the total respondents in their age group) than the teenagers in the other age groups. It clearly tells us that while mobile remains dominantly a more advantageous means of communication as felt by the teenagers, they gradually realize the advantages of other means of communication and there is declining tendency in taking mobile as advantageous as it seems at the early years.

As the age increases it seemed that the tendency of realizing the relative advantage of other means of communication seems to emerge. The other means of communication the emerged popular as order of the respondents preferences are: the internet, email along with the internet, email and the mobile, newspaper, TV, SMS, radio and FM, and postal service.

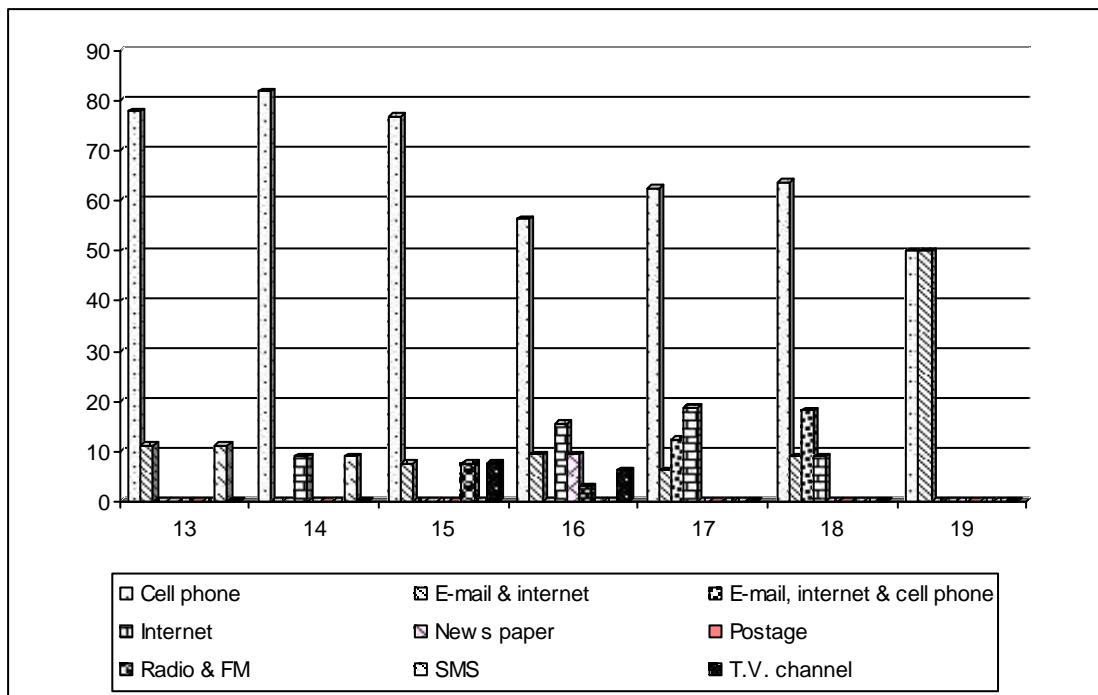
**Table 1a: Means of Communication and Respondents' Response on their Relative Advantages (on the basis of ages)**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Means of communication	100%	100%	100%	100%	100%	100%	100%	100%
Cell phone	77.7	81.8	76.9	56.2	62.5	63.64	50.00	65.96
E-mail & internet	11.1	0.00	7.69	9.38	6.25	9.09	50.00	8.51
E-mail, internet & cell phone	0.0	0.00	0.00	0.00	12.5	18.18	0.00	4.26
Internet	0.0	9.09	0.00	15.63	18.75	9.09	0.00	10.64
News paper	0.0	0.00	0.00	9.38	0.00	0.00	0.00	3.19
Postage	0.0	0.00	0.00	3.13	0.00	0.00	0.00	1.06
Radio & FM	0.0	0.00	7.69	0.00	0.00	0.00	0.00	1.06
SMS	11.1	9.09	0.00	0.00	0.00	0.00	0.00	2.13
T.V. channel	0.0	0.00	7.69	6.25	0.00	0.00	0.00	3.19

Source: Field Survey, 2008

The above figure presents the percentage of respondents on each age group (according to year) who felt different means of communication to be advantageous. The following table gives us the impression of the respondents expressed feelings on the most advantageous means of communication with total population of respondents in each age group and the number of respondents favoring different means of communication as advantageous. As is seen on the bar graph, the older the respondents, they have tendency to realize the importance of means of communication other than mobile services only. However, mobile service continues to remain the dominating means in this category.

**Figure 1a: More Advantageous Means of Communication**



Looking at the response on the same question of advantageousness from the perspective of sex of the respondents, there was not marked variation between male and female respondents relating to their expressed most advantageous means of communication i.e. mobile service. However, there were some variations seen on seeing the internet as advantageous means between them (16.3% female took it as most advantageous whereas only 4.4% males thought it more advantageous). There were also variations seen in the case of email and the internet; email, the internet and the mobile service (Table 1b).

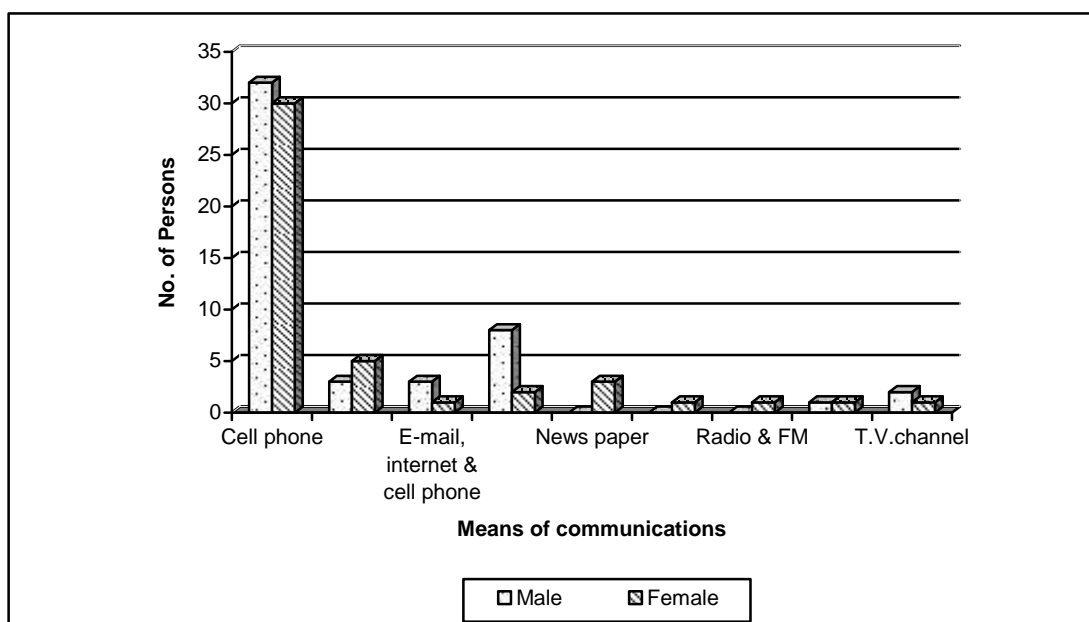
**Table 1b: More Advantageous Means of Communication According to Sex of the Respondents**

Means of communications	Sex of the respondents					
	Female	%	Male	%	Grand Total	%
Cell phone	32	65.31	30	66.67	62	65.96
E-mail & internet	3	6.12	5	11.11	8	8.51
E-mail, internet & cell phone	3	6.12	1	2.22	4	4.26
Internet	8	16.33	2	4.44	10	10.64
News paper	0	0.00	3	6.67	3	3.19
Postage	0	0.00	1	2.22	1	1.06
Radio & FM	0	0.00	1	2.22	1	1.06
SMS	1	2.04	1	2.22	2	2.13
T.V. Channel	2	4.08	1	2.22	3	3.19
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field Survey, 2008

The following figure gives us a clearer picture of the variation between male and female respondents' expressions with regard to the advantageous means of communication.

**Figure 1b: Advantageous Means of Communication Based on Sex**



## 5.2 Relation of Teenagers with People of Older Generation

The second question on the questionnaire relates to the teenagers' tendency to use mobile service to communicate with the people older than them and its impact on their relationship with the elder people. The result to this question did not show a uniform tendency in their response on the type of relationship. However, it is clearly seen that, use of mobile phone has been helping in establishing closer relationship to the elder peoples for the elder teens (age 16, 17, 18, 19) than that of the younger teens (aged from 13 to 15). With regard obtaining/offering cooperation from/to the elder people, the respondents of all age group had similar opinions that about 50% of the respondents of all age groups felt that it has been positively encouraging such tendency. Only a small number of respondents of all age groups (25% to 30%) felt that the use of mobile has helped in establishing good relationship between them and their elders. All the respondents except a small (11%) proportion of 14 years aged disagree to the proposition that use of mobile service has created some uncomfortable relationship between themselves and their elders.

**Table 2a: Different Kinds of Relationships of Teenagers with Older Generation Cased by the use of Cell Phone**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Relation	100%	100%	100%	100%	100%	100%	100%	100%
Close Relation	0.00	0.00	0.00	18.75	18.75	36.36	100.00	15.96
Co-Operative	55.56	45.45	69.23	50.00	50.00	54.55	0.00	52.13
Good Relationship	33.33	36.36	23.08	25.00	25.00	9.09	0.00	24.47
Uncomfortable Relation	11.11	18.18	7.69	6.25	6.25	0.00	0.00	7.45

Source: Field survey, 2008

Presenting the response to the same question (No.2) on the basis of sex variable, there was not much variation on the feelings of male and female respondents as the difference on the percentage of respondents in each category was not very big except in the case of mobile helping in maintaining good relationship with their elders (20.4% and 28.8% for females and males respectively)



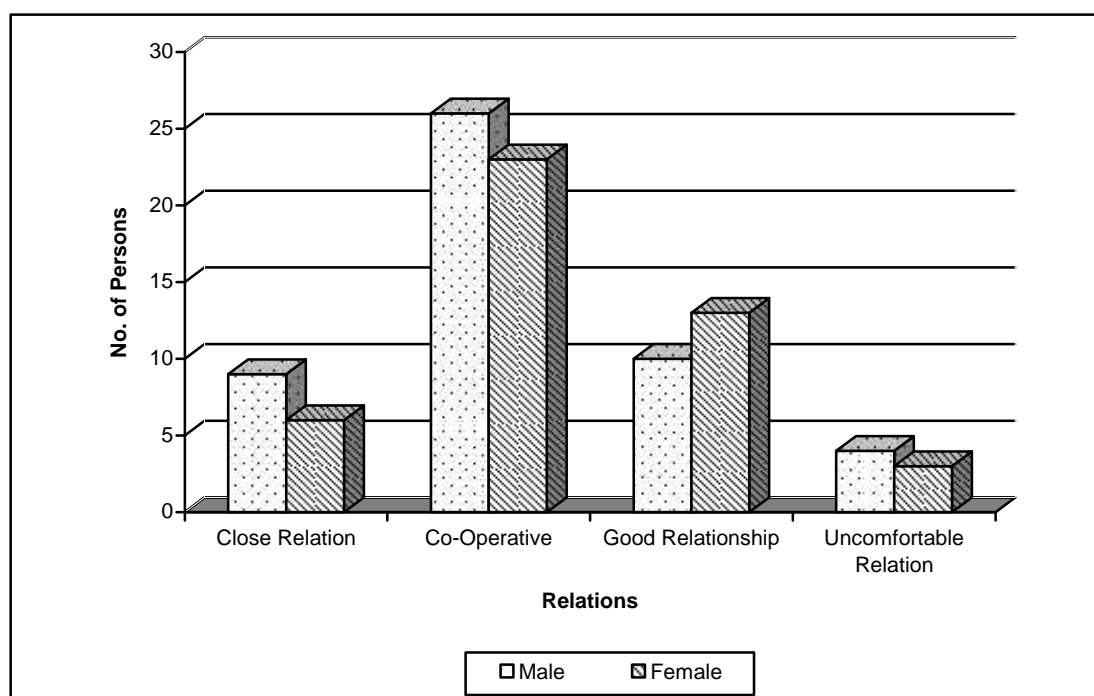
**Table 2b: Relation of Teenagers with Older Generation by use of Cell Phone on the Basis of Sex of the Respondents**

Relations	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Close Relation	9	18.37	6	13.33	15	15.96
Co-Operative	26	53.06	23	51.11	49	52.13
Good Relationship	10	20.41	13	28.89	23	24.47
Uncomfortable Relation	4	8.16	3	6.67	7	7.45
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

The following figure (Graph 2) provides us the clearer picture of the variation with regard to their relationship with their elders between the male and female respondents’.

**Figure 2: Relation of Teenagers with Older Generation by use of Cell Phone on the Basis of Sex of the Respondents**



### 5.3 Views Concerning Misuse of Cell Phone

As commonly expressed, there are darker sides of any development as it has advantages too. In the same way mobile service which is taken as a boon of the communication world also is not an exception. The third question of the questionnaire

collected the respondents' views on what ways the mobile service is being misused by them. Most of the respondents of all age group felt that giving missed call and bluff call with the purpose of disturbing, sending nonsense messages and sometime even trying to blackmail the ones at the other end were more popular examples of the misuse of mobile service. However, the teenagers of all age group did not think that they have been using mobile service to seriously blackmail their friends or to download offensive graphics and pictures. The following table (Table 3a) provides the clearer impression of the respondents' views.

**Table 3a: Views Regarding the Misuse of Cell Phone by the Teenagers**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Types of misuse	%	%	%	%	%	%	%	%
Bad messages	0.00	0.00	0.00	6.25	6.25	0.00	50.00	4.26
Blackmailing to friends & others	0.00	0.00	0.00	3.13	6.25	0.00	0.00	2.13
Missed call & bluff call	33.33	54.55	61.54	62.50	75.00	100.00	50.00	64.89
Missed call, disturbing, send bad messages, blackmailing	66.67	45.45	38.46	21.88	6.25	0.00	0.00	25.53
Missed call & downloading bad pictures	0.00	0.00	0.00	3.13	6.25	0.00	0.00	2.13

Source: Field Survey, 2008

Analyzing the respondents' response to the same question on the basis of the sex of the respondents, only a little variation is seen (Table 3b). In most of the cases, the male misused of cell phones slightly outnumber the percentage of female instances of misuse of cell phone which meant male teenagers of Kirtipur were little ahead of female in misusing the mobile service.

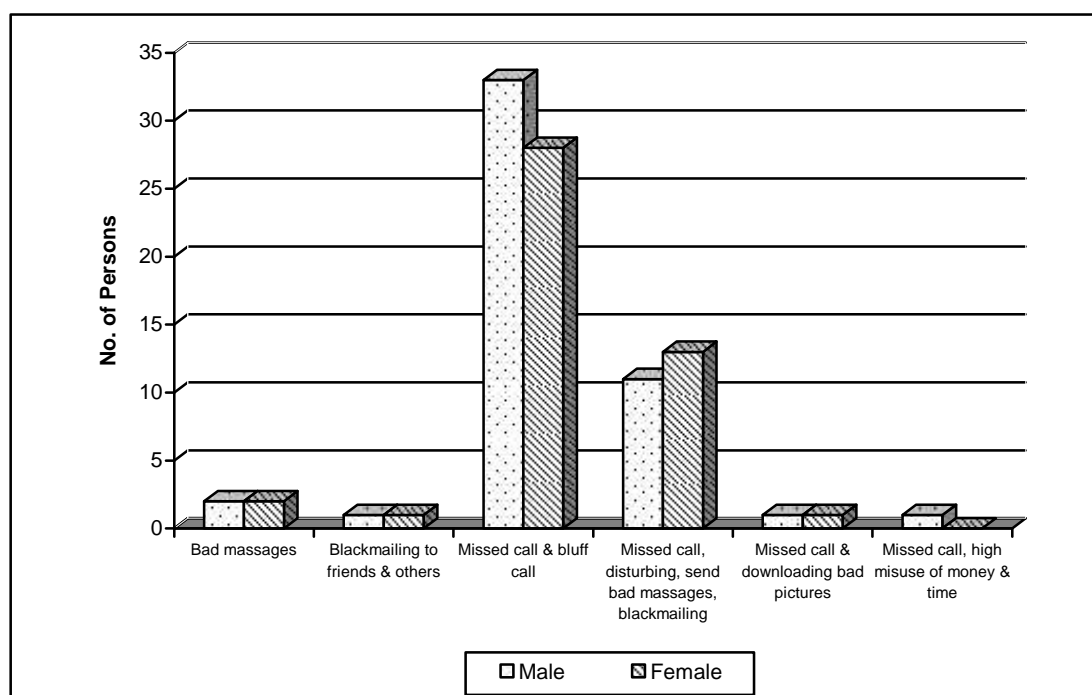
**Table 3b: Views Concerning the Misuse of Cell Phone by Male and Females**

Types of misuse	Respondents Sex				Grand Total	%
	F	%	M	%		
Bad massages	2	4.08	2	4.44	4	4.26
Blackmailing to friends & others	1	2.04	1	2.22	2	2.13
Missed call & bluff call	33	67.35	28	62.22	61	64.89
Missed call, disturbing, send bad massages, blackmailing	11	22.45	13	28.89	24	25.53
Missed call & downloading bad pictures	1	2.04	1	2.22	2	2.13
Missed call, high misuse of money & time	1	2.04	0	0.00	1	1.06
<b>Grand Total</b>	<b>49</b>	<b>100.00</b>	<b>45</b>	<b>100.00</b>	<b>94</b>	<b>100.00</b>

Source: Field Survey, 2008

The above mentioned misuse of cell phone by male and female was not significantly different as expressed in the following Figure (Graph 3) although there was more misuse by male members in most of the cases.

**Figure 3: Misuse of Cell Phone by Male and Female Teenagers**



## 5.4 Mobile Communication and Location of the Receiver/Caller

The very term *mobile* refers to the mobility of the person holding the mobile or by calling a certain mobile holder, we cannot tell anything about the location of the person holding it unless s/he is honest in telling the location s/he is in. Very often parents or elders would want to track where his/her teenagers' son/daughter or junior is so as to make sure they are in the right place and busy in the right business (study). Considering the same concern, the respondents were asked if they would honestly tell the right location to their elders/guardians when they call them. The result as can be seen in the following table (Table 4a) clearly shows that the vast majority of respondents agreed that they very often misinform their guardians/elders/parents of their location when they received their calls. Although, relatively more percentage of 13 years old and 18 years old teenagers (33.3 & 36.3% respectively) disagreed that they misinform their elders/parents about their location, majority of them agreed that they misinform them (more than 75% in all other age groups than 13 and 18 years). This tendency of teenagers' showed that the accessibility of mobile phone to the mass can have negative impact as it can mislead the ones at the other end about the location of the each other.

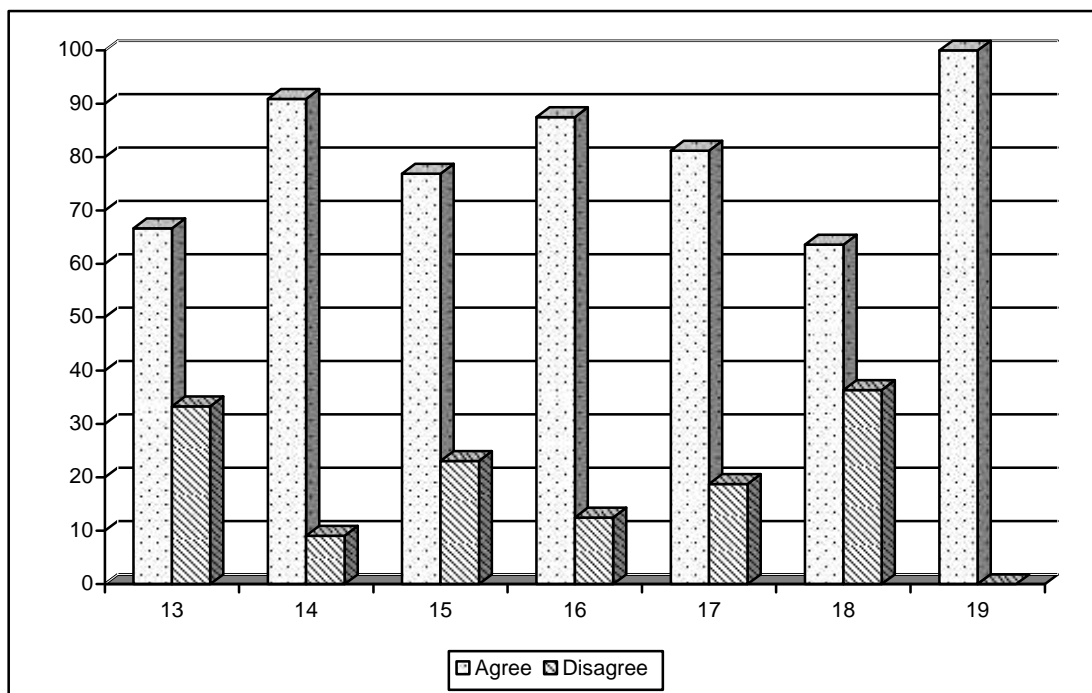
**Table 4a: Teenagers Agreement/Disagreement on giving False Information about the Location**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Arguments	100%	100%	100%	100%	100%	100%	100%	100%
Agree	66.67	90.91	76.92	87.50	81.25	63.64	100.00	80.85
Disagree	33.33	9.09	23.08	12.50	18.75	36.36	0.00	19.15

Source: Field Survey, 2008

The response of the teenagers on giving false information about their location is evident in the following figure (figure 4a)

**Figure 4a: Teenagers' Agreement/Disagreement on Giving False Information about the Location**



Analyzing the response of the teenagers on the same issue of misinforming about the location, there is not any significant difference in terms of sex of the respondents although slightly a more percentage of male respondents seem to provide false information about their location compared that with their female counterparts.

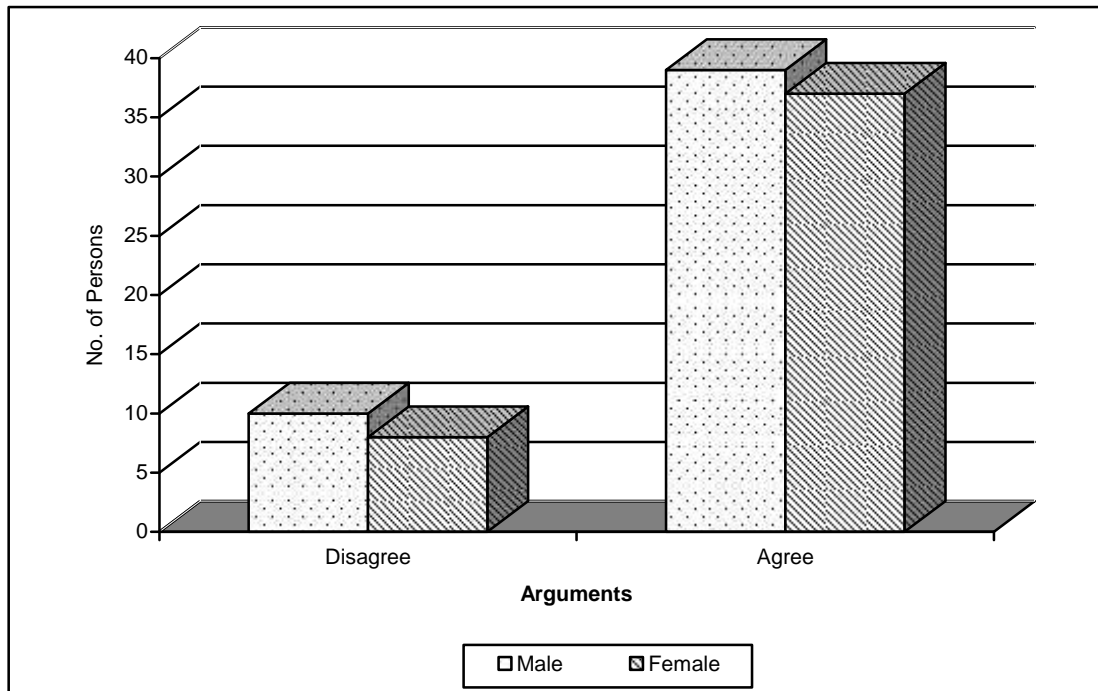
**Table 4b. Views on the False Location (Sex-Wise)**

Arguments	Respondents Sex				Grand Total	%
	F	%	M	%		
Disagree	10	20.41	8	17.78	18	19.15
Agree	39	79.59	37	82.22	76	80.85
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

The following diagrammatical visualization shows that how teens of two different sexes misinform about their location to their parents. It is clearly seen from the following bar diagram that most of the teens regardless of their sex deceived their parents.

**Figure 4b: Misinformation Regarding Location of the Receiver (Teenagers) on the Basis of Sex**



### 5.5 Cell Phone and its Relationship with Study

As the population of the present study is teenage students, a questionnaire item also aimed at exploring if the respondents see any relationship between the mobile phone they have with their study. While mobile communication can be used to exchange study related problems with their teachers and friends, the mobile tool can also have options like: calculator, personal planner etc. which can be useful in their study as well. As the response to the question if mobile has become helpful in their study, a large number of the respondents agreed that it has enhanced their study. At the same time, it seemed that a small proportion of 14, 17, 18 and 19 years old teenagers were aware of its drawback with regard to its relationship with study that they felt it hindering their regular study (27%, 37%, 27%, and 100% of the age group 13, 14, 17, 18 and 19 respectively). It means that mobile service if used appropriately can have many useful benefits in enhancing study whereas there were also possibilities that it hindered teenagers regular study. However, as this study shows, many of the teenagers have been getting positive benefits in assisting their study by the use of mobile service.

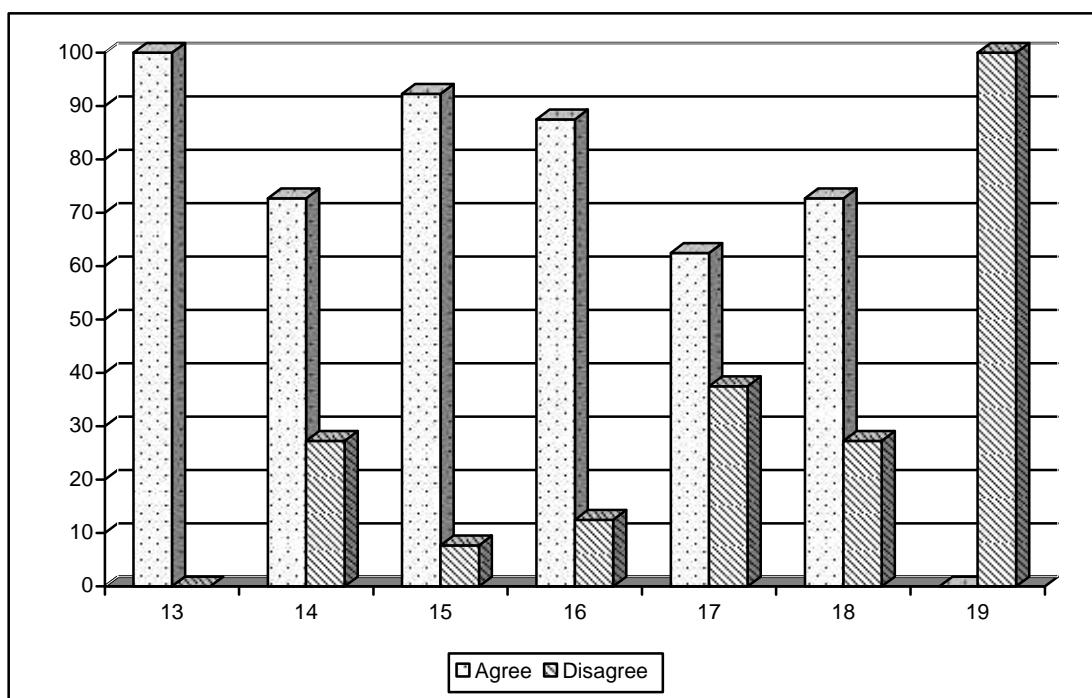
**Table 5a: Cell Phone as a Tool Assisting in Study**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Arguments	100%	100%	100%	100%	100%	100%	100%	100%
Agree	100.00	72.73	92.31	87.50	62.50	72.73	0.00	79.79
Disagree	0.00	27.27	7.69	12.50	37.50	27.27	100.00	20.21

Source: Field Survey, 2008

The same statistics presented on the above table can be presented in the following bar figure where it is evident that the teenagers in their early years totally thought that mobile service enhanced their study which as the elder teenagers realized can also hinder their study as seen on the figure (figure 5a).

**Figure 5a: Agreement/Disagreement on ‘Mobile as a Tool in Helping Study’**



Analyzing the responses on the same item sex-wise (Table 5b), it can be observed that female teenagers were more aware of the negative effect that mobile can have in their study (24.4% compared with that of 15.5% males) although it areas not a big difference in the opinion expressed by two different sexes.

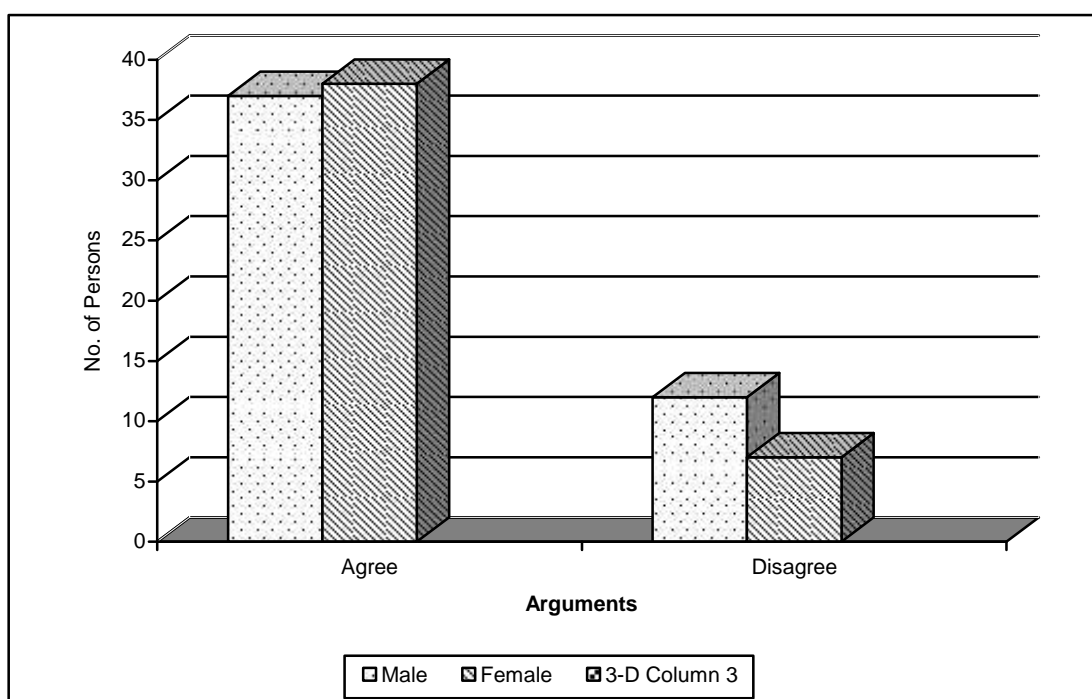
**Table 5b: Cell Phone as an Important Tool for Study (Sex-Wise)**

Arguments	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Agree	37	75.51	38	84.44	75	79.79
Disagree	12	24.49	7	15.56	19	20.21
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

The response in the same category is presented in the following figure so that it the respondents' tendency towards mobile phone use in enhancing their study is vividly evident.

**Figure 5b: Cell Phone as an Important Tool for Study (Sex-Wise)**



## 5.6 Views Relating Cultural Degradation and the use of Cell Phone

Society and culture are two sides of a coin and science has important role to play for development and change of them whereas human beings are drivers of science as well as culture and society. As scientific development has modified our culture so is the case with the invention of cell phone. Scientific development has not only developed and modified culture towards progress but also it moved the society and culture to decay. Cell phone has many strengths as well as drawbacks. One of the drawbacks of it is the degradation of culture. Considering the same fact an item in the questionnaire



sought to find out if the use of cell phone by the population of the present study has anything to contribute towards cultural degradation or progress.

As seen on the following table (Table 6a), more than 50% of the respondents felt that the cell phone has spoiled our original culture. It means the use of cell phone has brought cultural degradation. Except for the respondents of the age 13, most of whom felt cell phone to have modernized our culture, all the other respondents felt cell phone to have spoiling impact in our culture. Although, a small proportion of respondents also defended the use cell phone as not having any negative impact in our culture (from 9%- 25% in different age groups).

**Table 6a: Use of Cell Phone and Cultural Degradation**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Views	%	%	%	%	%	%	%	%
It had bring modernization in culture	44.44	44.44	18.18	23.08	12.50	31.25	9.09	33.00
No, it does not	22.22	22.22	27.27	23.08	25.00	18.75	9.09	17.00
Yes, Mobile phone brings cultural degradation	33.33	33.33	54.55	53.85	62.50	50.00	81.82	50.00

Source: Field Survey, 2008

The views as expressed by the respondents of different age groups are presented in the following figure as well.

**Figure 6a: Use of Cell Phone and Cultural Degradation**

Analyzing the responses to the same question from the viewpoint of the sexual background of the respondents, female mobile seem to have used it more responsibly with regard to preserving culture as the percentage of respondents that thought mobile to have negative impact in our culture was little smaller than that of males.

**Table 6b: Views on Cultural Degradation by the use of Cell Phone**

View	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
It had bring modernization in culture	12	24.49	8	17.78	20	21.28
No, it does not	14	28.57	6	13.33	20	21.28
Yes, Mobile phone brings cultural degradation	23	46.94	31	68.89	54	57.45
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

## 5.7 Cell Phone as a Source of Imitation of Others

When two or more people are in contact with each other, they are influenced by others' behavior. They either adopt others behaviors or change their behavior in accordance with others' style. One of such behaviors is imitation of speaking. Generally, teens are very close to their friends and one imitates other as well. Imitation of speaking by the use of cell phone the area of study of the researcher. The researcher question to them was whether they imitate others phrases and idioms or not. Most of the teens were found to imitate. It means cell phone has become a medium to imitate friends. 60 teens out of 94 strongly thought they imitate others.

Although there are significant proportion of respondents in the age groups (19, 17 and 15 years old) who didn't agree that they use it as a means of imitation others, the overall figure showed that most of the respondents felt that it has enhanced the culture of imitation especially of phrases and idioms.

**Table 7a: Views on Cell Phone as a Means of Imitation of Others (Phrases or Idioms)**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Arguments	%	%	%	%	%	%	%	%
Somehow	11.11	27.2	23	9.38	0.00	9.09	0.00	11.70
Disagree	0.00	9	38.4	18.75	50.00	18.18	50.00	24.47
Strongly agree	88.89	63.6	38.4	71.88	50.00	72.73	50.00	63.83

Source: Field Survey, 2008

Analyzing the response to the same question (No. 7), from the gender wise perspective, more males (75%) than females (53%) strongly agreed that they imitate and copy the phrases and idioms from others and similar tendency of difference was visible between male and female respondents which stated to us that males were ahead of female teenagers in developing the culture of imitation and females were little sensitive about it.

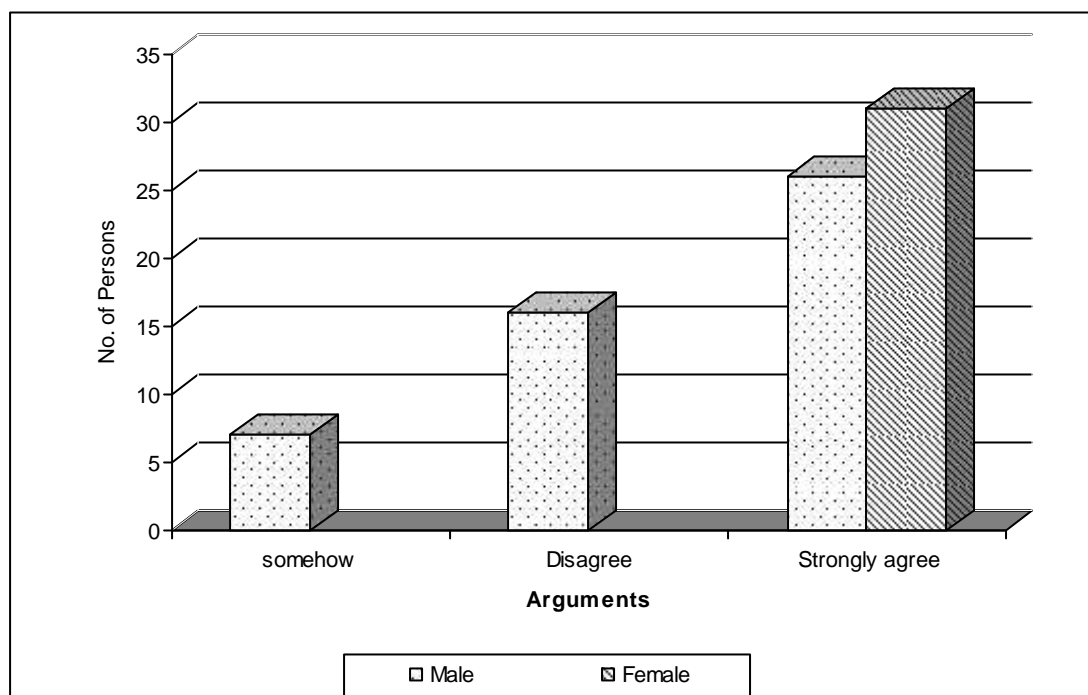
**Table 7b: Views on Cell Phone as a Means of Copying Phrases from Friends (Sex-Wise)**

Arguments	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Somehow	7	14.29	4	8.89	11	11.70
Disagree	16	32.65	7	15.56	23	24.47
Strongly agree	26	53.06	34	75.56	60	63.83
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

The following figure 7 shows the proportion of male and female respondents with regard to their responses about the use of cell phone in imitating others.

**Figure 7: Cell Phone and the Culture of Imitation**



## 5.8 Responses on Cell Phone as Means of Cultural Exchange for Different Purposes

If people communicate with each other, they will share and exchange their ideas views and opinion. Cell phone is a means of communication so it has also become a tool to exchange ideas and opinions, which are part of our culture. People talk about their festivals, food, dress etc. when they communicate by cell phone. The present

study also sought to find out to what extent the teens take mobile service as the means of cultural exchange. While the small proportion still thought that it has nothing to do with cultural exchange (23%), it did not tell anything about the tendency among the respondents of different ages. Majority of the respondents thought that mobile service enhances cultural exchange. However, it was found that they very frequently interact about festivals, dresses and foods and were not much interested in other topics of culture (1.76%).

**Table 8a: Responses on Cell Phone as Means of Cultural Exchange of Different Types**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Types of use	%	%	%	%	%	%	%	%
No	33.33	18.18	7.69	34.38	12.50	18.18	50.00	23.40
Festival only	11.11	9.09	23.08	15.63	43.75	27.27	50.00	22.34
Food and Festivals	0.00	0.00	0.00	6.25	6.25	9.09	0.00	4.26
Food, dress and Festivals	22.22	0.00	7.69	12.50	18.75	9.09	0.00	11.70
All	0.00	0.00	0.00	3.13	0.00	0.00	0.00	1.06
Dress only	0.00	27.27	38.46	12.50	18.75	27.27	0.00	19.15
Food only	33.33	45.45	23.08	15.63	0.00	0.00	0.00	17.02
Others	0.00	0.00	0.00	0.00	0.00	9.09	0.00	1.06

Source: Field Survey, 2008

Looking at the response on the same question about cultural exchange on the basis of sexual background, there was not any significant difference in their views except in the case of communication about festivals where female respondents seem to talk more about festivals than their male counterparts. Surprisingly here, it seems that male teenagers were more sensitive about what they wear and eat as a bigger proportion (20%) of them talked about food, dress and festivals in combination compared to that of females (4%).

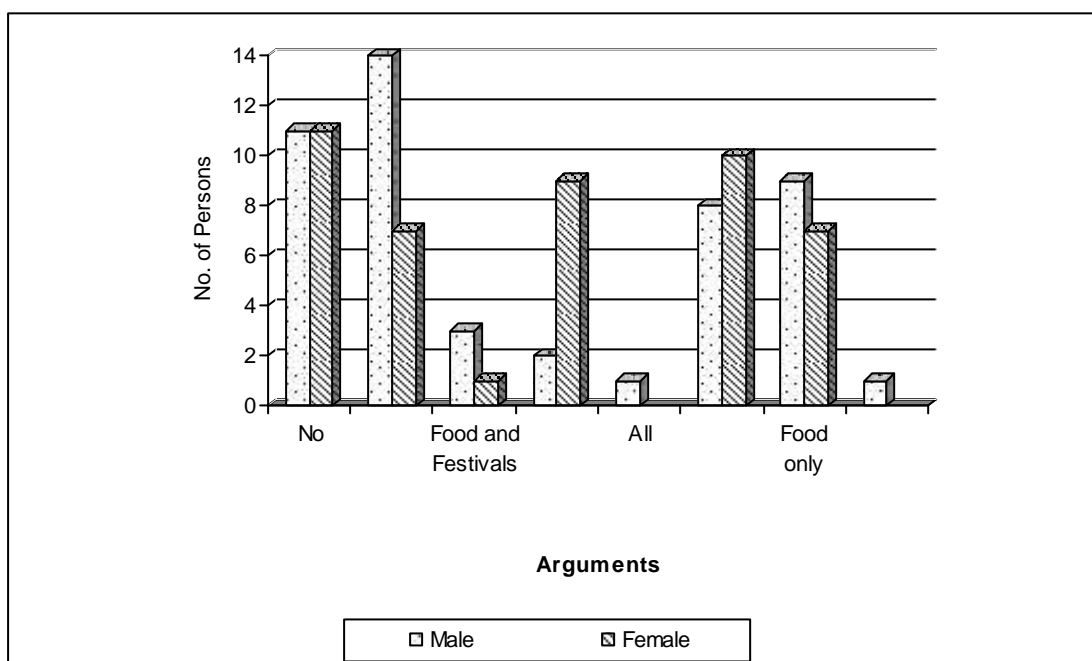
**Table 8 (b) Responses Regarding Cell Phone as Means of Cultural Exchange for Different Purposes (Sex-Wise)**

Arguments	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
No	11	22.45	11	24.44	22	23.40
Festival only	14	28.57	7	15.56	21	22.34
Food and Festivals	3	6.12	1	2.22	4	4.26
Food, dress and Festivals	2	4.08	9	20.00	11	11.70
All	1	2.04	0	0.00	1	1.06
Dress only	8	16.33	10	22.22	18	19.15
Food only	9	18.37	7	15.56	16	17.02
Others	1	2.04	0	0.00	1	1.06
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

The following figure is the presentation of sex-wise responses about the mobile service as a means of exchange of culture.

**Figure 8: Cell Phone as Means of Cultural Exchange for Different Proposes (Sex-Wise)**



## 5.9 Cell Phone and Quality of Life

It is crystal clear that scientific inventions have improved our everyday life directly or indirectly. They influence our habit and behaviors regularly and we can not be indifferent of the scientific inventions even if we want to escape from them. The case with the cell phone is same.

The teenager respondents of the present study also widely believed that the use of cell phone has contributed towards improving their everyday life (more than 80% in each age group except the teens of 14years sampled represented in the study) (Table 9a).

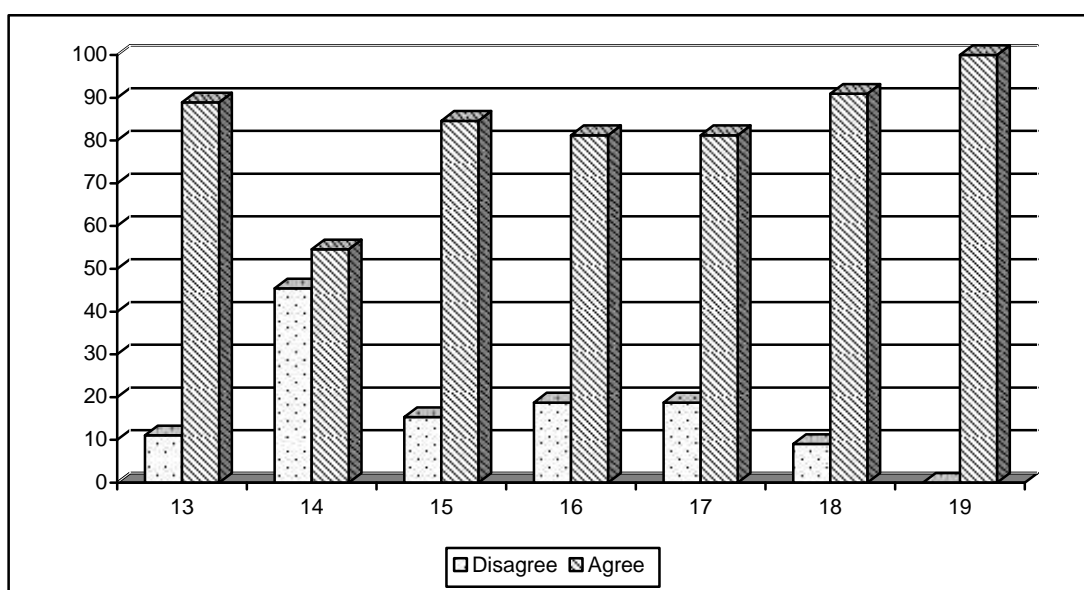
**Table 9a: Cell Phone and Quality of Everyday Life**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Arguments of the respondent	%	%	%	%	%	%	%	%
Disagree	11.11	45.45	15.38	18.75	18.75	9.09	0.00	19.15
Agree	88.89	54.55	84.62	81.25	81.25	90.91	100.00	80.85

Source: Field Survey, 2008

The following figure (figure 9a) further illustrates the respondents' agreement/disagreement against the proposition if the use of cell phone has contributed in improving their quality of life.

**Figure 9a: Cell Phone and the Respondents 'Agreement/Disagreement Regarding its Contribution to Improved Life Style**



From the perspective of the sexual background of the respondents, more male than female respondents were of the opinion that their use of mobile service has enhanced their quality of living although most of the females still agreed to the proposition (only 22% disagree that mobile has really contributed towards improved lifestyle).

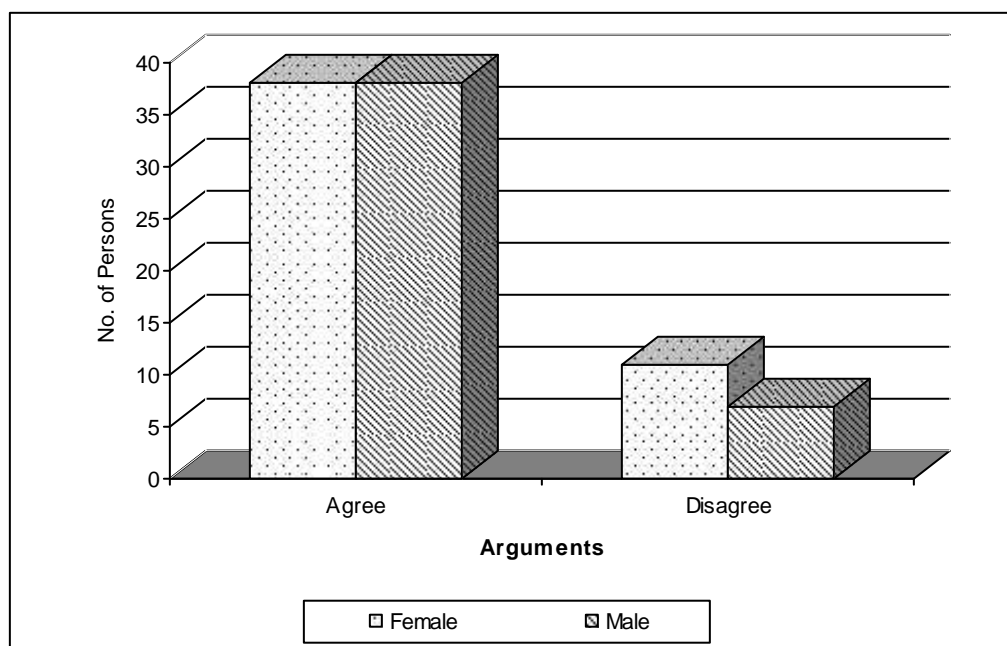
**Table 9b: Male and Female Teenagers Opinions Regarding the Positive Role of Cell Phone in their Lifestyle**

Arguments of the respondent	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Agree	38	77.55	38	84.44	76	80.85
Disagree	11	22.45	7	15.56	18	19.15
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

The let's see the sex wise distribution of the above table in the form of diagrammatical representation.

**Figure 9b: More Advantageous Means of Communication**



On the basis of the above data presentation, most of the teenagers were aware of the advantages and uses of mobile services. While younger teens seemed more excited about its uses and diverse facilities available, the elder teens were more aware of the possible negative sides of it. From the perspective of gender, there are not marked variations between the views of the male and female respondents. However, when some differences were found, female teenagers seemed more sensitive to aspects of cell phone which might influence negatively to our society.



## **CHAPTER VI**

### **THE REASONS OF USING CELL PHONE BY TEENAGERS OF KIRTIPUR**

In this chapter, data collected from the teenager respondents with concerns the aspects of cell phone namely reasons of using cell phone in different way. The data are presented both descriptively and numerically.

Every activity has its own reason or purpose. The use of cell phone has also hundreds of reasons behind using it. While communication and exchange of information is the conventional purpose of any means of communication, the diversification and expansion of service has made it possible for people to use mobile service for varieties of purposes. Those reasons or purpose of use, therefore, might vary from person to person, place to place and from one sex to another sex. If we talk about the primary use of cell phone, it will be the use of it for telephoning others. However, whom to call and for what reason to call is also an important aspect of the purpose of use. In the following sections, the researchers has presented the findings based on the respondents' responses on different aspects related to the purpose and reasons of using mobile phone.

#### **6.1 Purposes of Using of Cell Phone**

As we are aware, the mobile service unlike the traditional telecommunication system has different facilities like email and the internet, games, music, alarm facility. Similarly, they might be using it for purpose of study or for other reasons like communicating with the friends or family or boyfriends/girlfriends or simply for bombing or to give a bluff call.

The participants of the present study were asked for what purpose they primarily use their cell phone service. Not unusual for most of the teenagers, they said that they use it mainly to communicate with their boy/girl friend. Similarly, second largest group of the respondents said that they use it for study purpose and an unnoticeable proportion used for the purpose of communicating with their family.

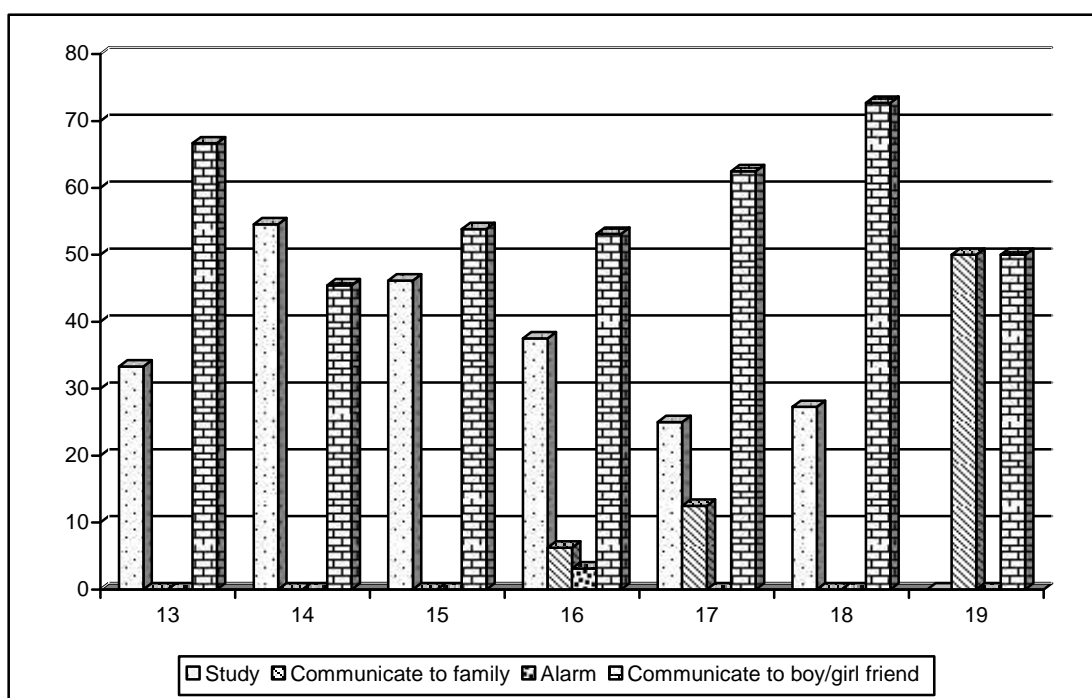
**Table 10a: Purposes of Using Cell Phones by the Teenagers**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Purposes	%	%	%	%	%	%	%	%
Study	33.33	54.55	46.15	37.50	25.00	27.27	0.00	36.17
Communicate to family	0.00	0.00	0.00	6.25	12.50	0.00	50.00	5.32
Alarm	0.00	0.00	0.00	3.13	0.00	0.00	0.00	1.06
Communicate to boy/girl friend	66.67	45.45	53.85	53.13	62.50	72.73	50.00	57.45

Source: Field Survey, 2008

The following diagram clearly tells us that the widespread purposes of use of mobile phone by the teenagers are mainly two that are: discrete communication with their boy/girlfriend and for study as well.

**Figure 10: Purposes of Using Cell Phones by the Teenagers**



When classifying the responses of the respondents according to their sex as per their stated purpose of using mobile service, like in any other categories so far discussed, there is slight difference between their stated purposes and the pattern follows the overall tendency.

**Table 10b: Purposes of Use of Cell Phone (Sex-Wise)**

Purposes	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Study	19	38.78	15	33.33	34	36.17
Communicate to family	2	4.08	3	6.67	5	5.32
Alarm	1	2.04		0.00	1	1.06
Communicate to boy/girl friend	27	55.10	27	60.00	54	57.45
Grand Total	49	100.00	45	100.00	94	100.00

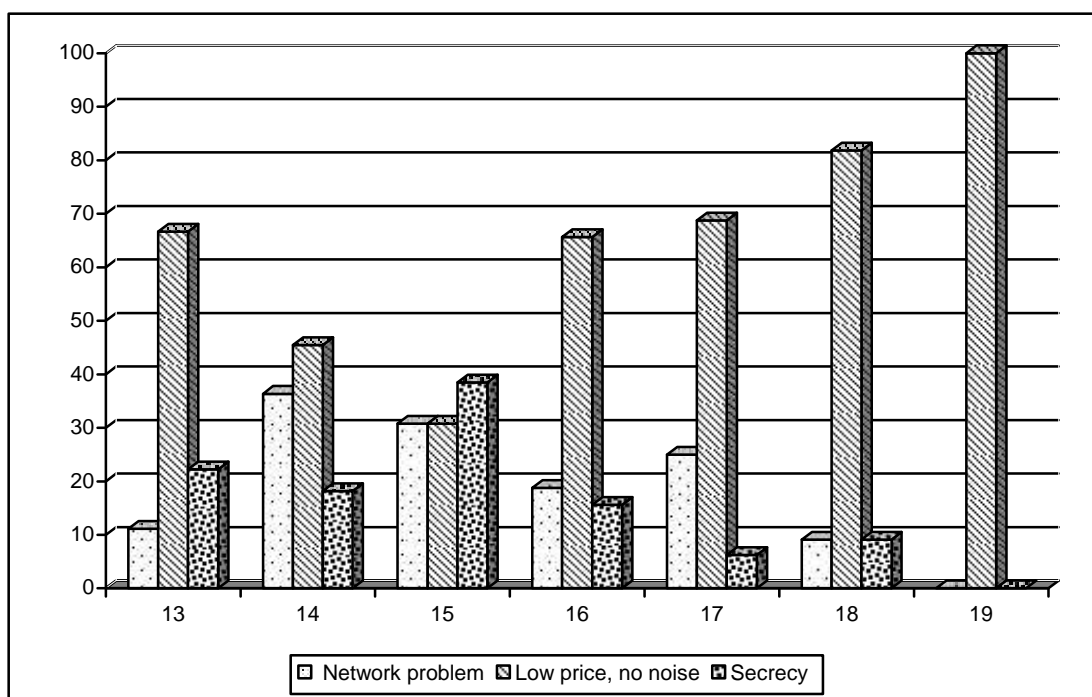
Source: Field survey, 2008

## 6.2 SMS or Voice Call

Among the teenagers who used mobile service, it is commonly observed that the tendency of sending text-messages was higher with compared to voice call. While there might be simple reasons of using SMS over voice call citing that it is cheaper and does not disturb the person at the receiving end, the case of the teenagers' is not particularly observed. Therefore, the present study sought to identify specific reasons for the teenagers under study to use SMS over voice mail.

As represented in the graph to follow (figure 11a), most of the respondents prefer SMS because it is cheaper and less disturbing on the part of both the sender and receiver. Some of them also cited the technical reason like network problems, and poor transmission of voice in using SMS while another significant population said to prefer SMS for secrecy. With concerns to secrecy, it is interesting to note that the younger aged teens wanted SMS so that it is more secret which, as the data states, is not such a high concern for the older ones.

**Figure 11a: Responses on the Reasons to Prefer SMS over Voice Call**



The sex-wise presentation of the respondents cause for preferring SMS over voice call did not provide any significant difference between the teenagers of two different sexes as the variation in the proportion of responses under different causes was not very high which is evident in the following table.

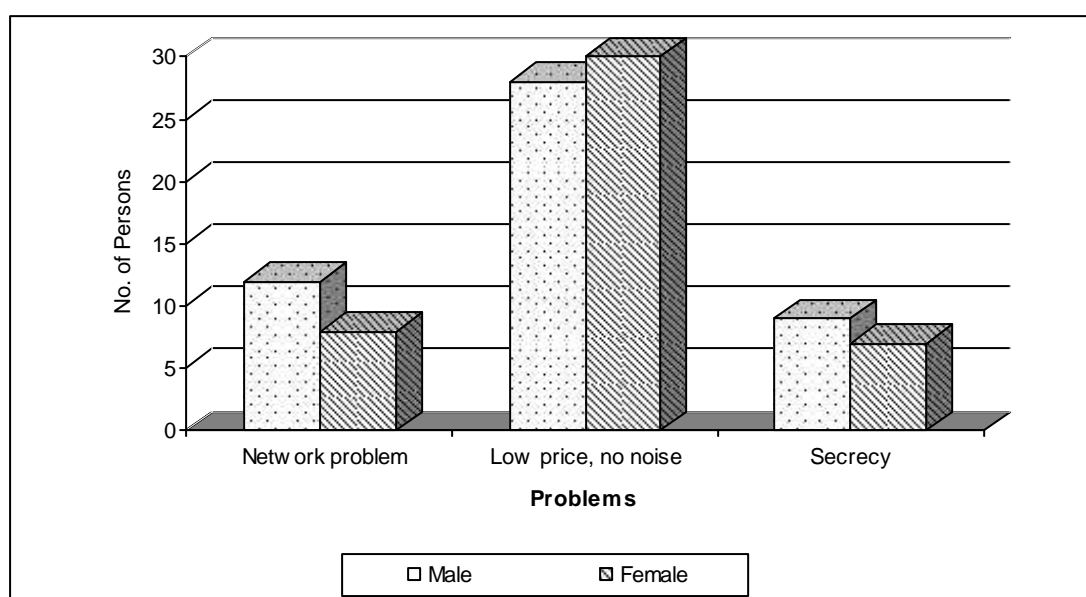
**Table11: Reasons of Using SMS Instead of Voice- Call (Sex-Wise)**

Reasons	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Network problem	12	24.49	8	17.78	20	21.28
Low price, no noise	28	57.14	30	66.67	58	61.70
Secrecy	9	18.37	7	15.56	16	17.02
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

The following figure is further illustrative of the minor difference in the responses between the male and female responses with regard to their stated causes of SMS preference.

**Figure 11b: Reasons of Using SMS Instead of Voice- Call (Sex-Wise)**



### 6.3 Reason of Preferring Cell Phone Instead of Land-Line Phone

It is obvious that cell phone has many advantages over fixed land-line phones. However, land line still remains to be the reliable and economic means of communication. Even then, most of the teenagers possessed mobile services in spite of land-line being available everywhere and anytime we want especially in towns like Kirtipur.

Considering the same fact, the participants of the present study were asked why they prefer mobile phone over fixed land-line sets. Among many reasons preferring cell phones, the respondents mainly cited three dominant reasons: easiness, secrecy and mobility. However, it is to note in this table that the teens of 16 gave priority to secrecy over other reasons which were different in the case of other age groups.

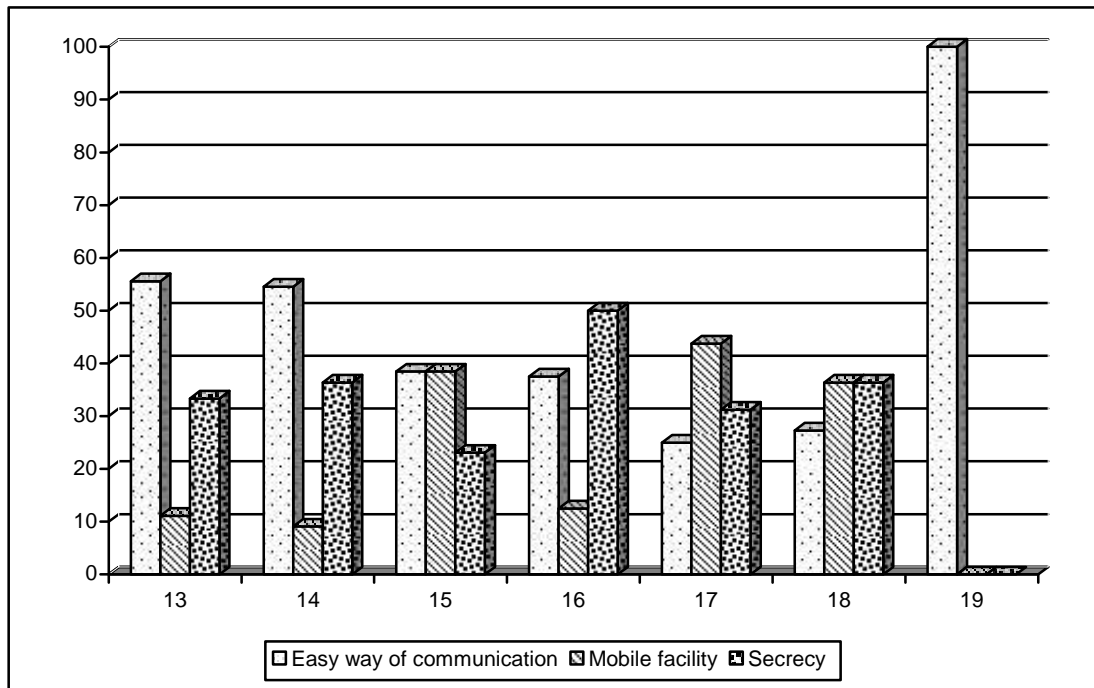
**Table No. 12a: Reasons of Preferring Cell Phone Instead of Land-Line Phone**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Reasons	%	%	%	%	%	%	%	%
Easy way of communication	55.5	54.5	38.4	37.5	25.0	27.2	100	39.36
Mobile facility	11.1	9.0	38.4	12.5	43.7	36.3	0	23.40
Secrecy	33.3	36.3	23.0	50.0	31.2	36.3	0	37.23

Source: Field survey, 2008

The following figure gives us the further illustrative glimpse of the respondents' stated reasons of preference of cell phone. Although, the most dominant cause seems to be the easiness of mobile communication, the secrecy reason was also not less important for the teenagers, as there is a significant proportion of teenagers citing this reason for preferring mobile over land-line service.

**Figure 12a: Reasons of Preferring Cell Phone Instead of Land-Line Phone**



The sex-wise presentation of the respondents' stated cause of preferring cell phone clearly shows us (Table 12b) that there were separate priorities for males and females that females gave priority to secrecy whereas males gave priority to easiness.

**Table 12b: Reasons of Preferring Cell Phone Instead of Set Phone (Sex-Wise)**

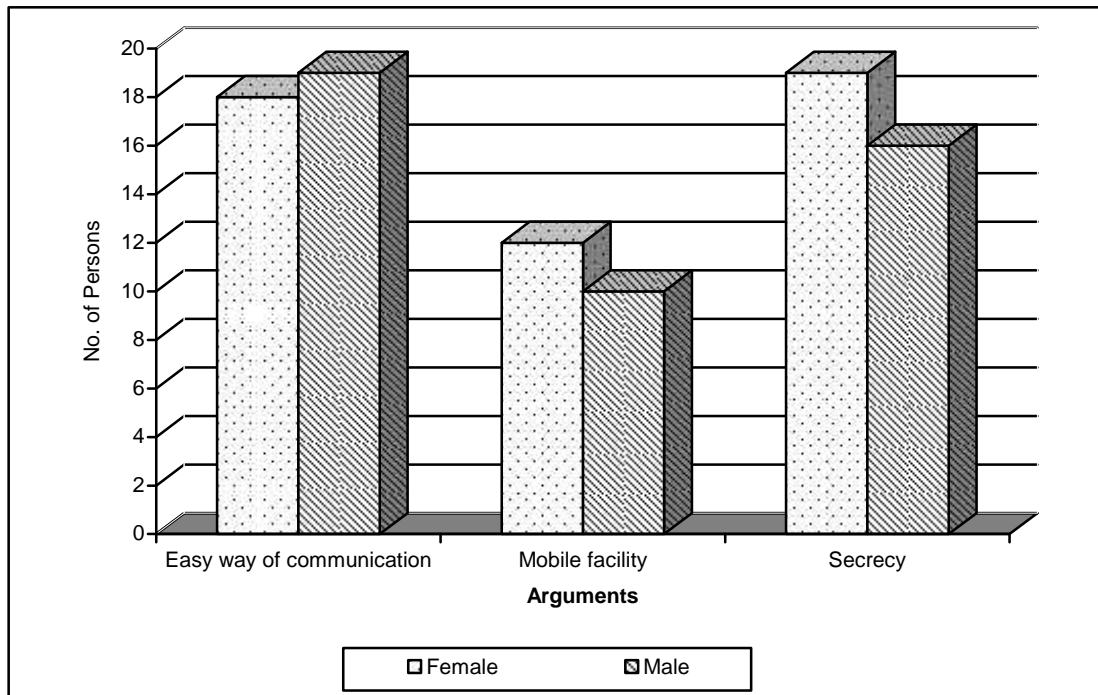
Reasons	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Easy way of communication	18	36.73	19	42.22	37	39.36
Mobile facility	12	24.49	10	22.22	22	23.40
Secrecy	19	38.78	16	35.56	35	37.23
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

To illustrate the same fact further, the following figure (12b) gives us an impression that there was not such significant difference between male and female teens in their

causes of preferring cell phone. However, there was slight more proportion of female teenagers preferring secrecy over easiness which was reverse case in the case of male teens.

**Figure 12b: Reasons of Preferring Cell Phone Instead of Set Phone (Sex-Wise)**



#### 6.4 Cell Phone as an Essential Device Among the Teenagers

Until a few years back, it was financially impossible for the cell phone to come to the reach of common public. With the expansion of the service by the network providers and the entry of competitive companies in the market, both the cell phone sets and the tariff of service have drastically gone down. As a result, mobile service has now become accessible even for low income level public. In some cases, it has become essential device in people’s daily life especially in cities and towns like Kathmandu and Pokhara. The present study of the teenagers of Kirtipur municipality also tried to explore if they take cellular phone as essential to their daily lives. It also tried to explore the possible reasons behind cell phone being much attached with their daily lives.

While the result did not specifically tell if cell phone is closely attached to their daily lives, it provided us information about their stated causes behind it being possibly highly essential device. Their reason behind cell phone being essential to the daily life

of its users was that the regular use of it would make them habitual towards it and they took it as essential. A small proportion of respondents were also fond of the opinion that the easiness and flexibility of mobile phone as well as the widespread fashion of mobile possession might have caused it to be the essential part of one's everyday life.

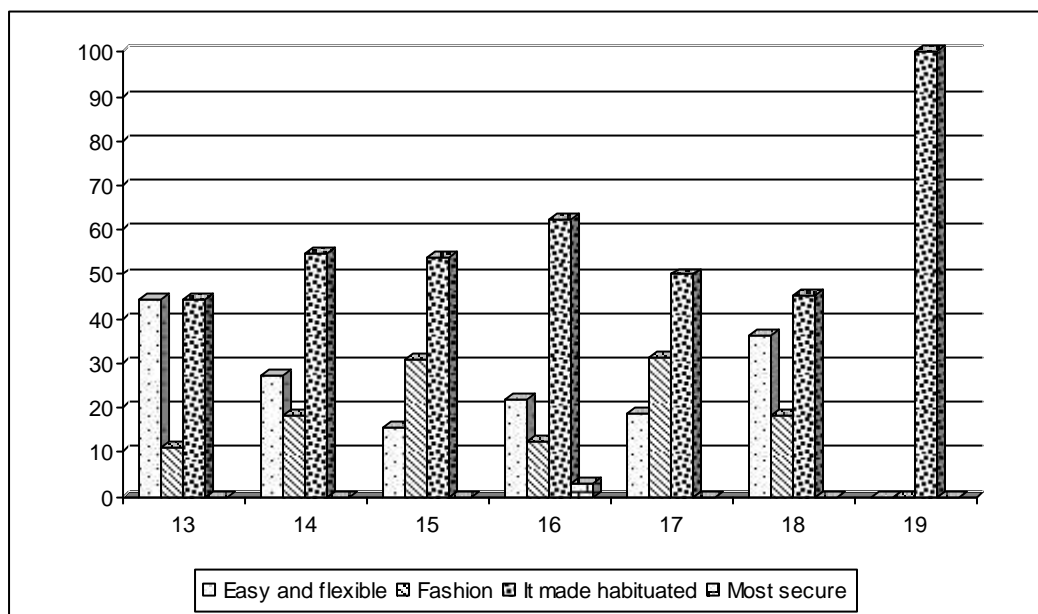
**Table 13: Reasons for Considering Cell Phone as an Essential Device by the Respondents**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Reasons	%	%	%	%	%	%	%	%
Easy and flexible	44.4	27.2	15.3	21.8	18.7	36.3	0.00	24.47
Fashion	11.1	18.1	30.7	12.5	31.2	18.1	0.00	19.15
It made habituated	44.4	54.5	53.8	62.5	50.0	45.4	100.00	55.32
Most secure	0.00	0.0	0.0	3.1	0.0	0.0	0.00	1.06

Source: Field survey, 2008

The percentile statistics presented on the above table can be presented on the following figure so as to get more clean picture of the respondents' choices of responses in relation to the total population of each age group.

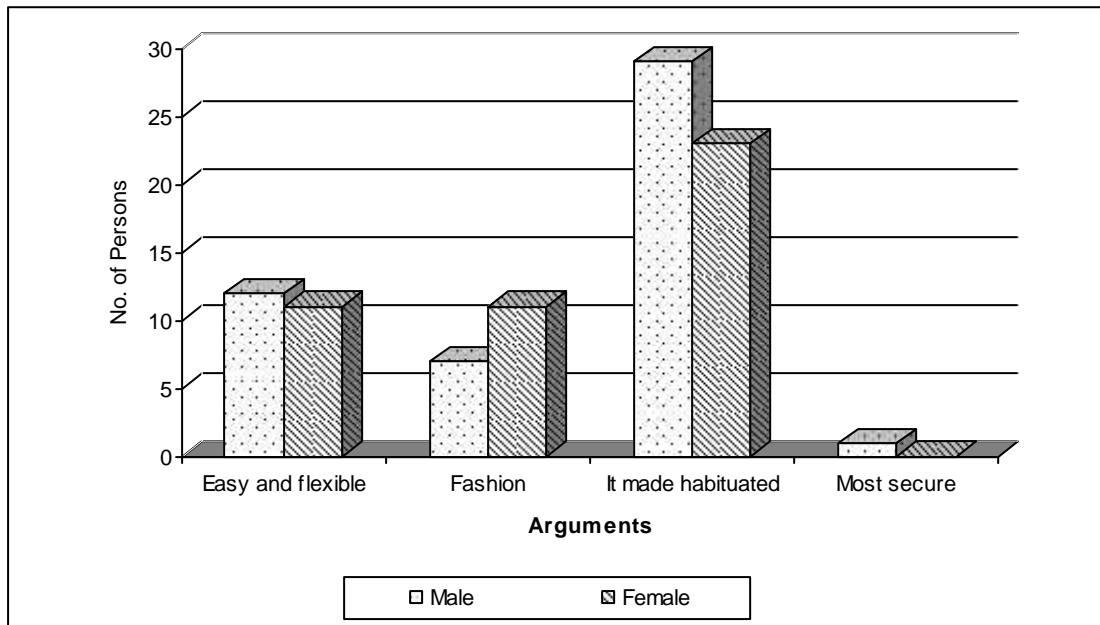
**Figure 13a: Reasons for Considering Cell Phone as an Essential Device by the Respondents**





The sex-wise classification of the respondents' opinion regarding their stated reasons of taking mobile as an essential device (figure 13b) showed similar trend between male and female respondents as there was not any significant variation in their responses.

**Figure 13b: Reasons for Considering Cell Phone as Essential Device by the Respondents (Sex-Wise)**



## 6.5 Cell phone and Parental Controlling/Monitoring

Youth hood, especially, teenage is vulnerable as the age of teen is psychologically comes under puberty which is considered as the period of 'storm and stress'. At this stage growing teenagers need sufficient parental care, counseling and support as well. However, teenagers seem to like freedom and less control of parents or guardians. Although, increasing use of cell phone only cannot be considered responsible for the decreasing control/monitoring by parents/guardians, the present research sought to find out if there was any link between control/monitoring and the use of cellular phone by the teenagers.

As seen on the following table, many teenagers thought their access to the mobile service to be one of the dominating factors that keep them freer from parental control. However, there were a big proportion of teenagers (55.5% of 13 years and 36.3% of

14 years) who take the modernization and worldwide tendency to be the cause of decreasing control of parents or guardians.

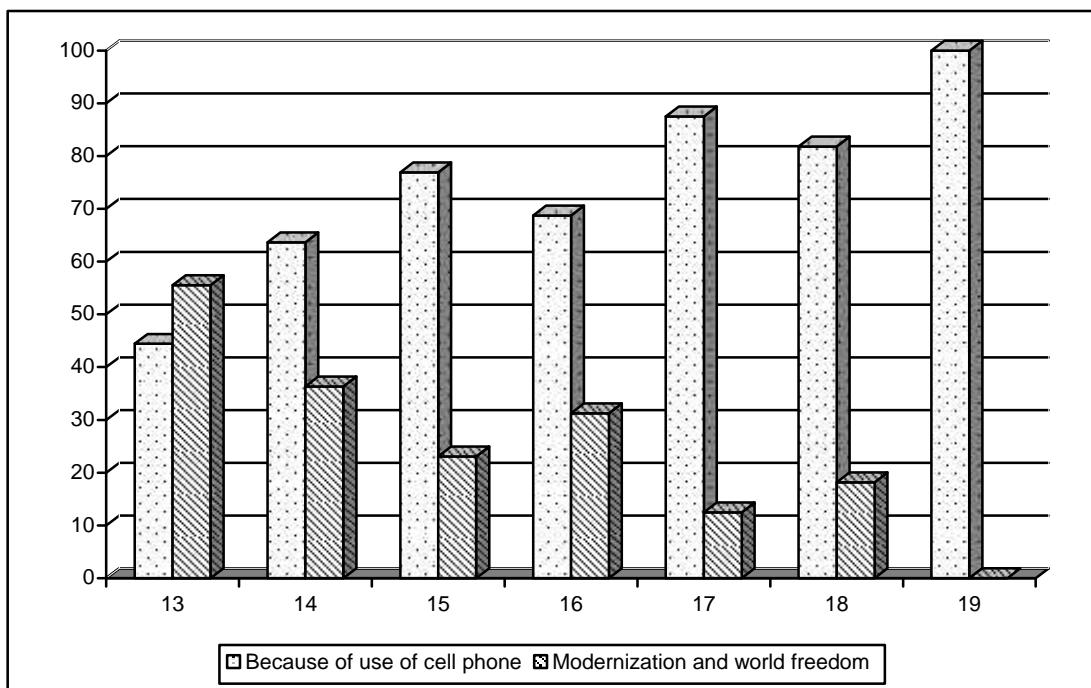
**Table 14: Factors Responsible for Decreasing Parental Control/Monitoring**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Arguments	%	%	%	%	%	%	%	%
Because of use of cell phone	44.44	63.64	76.92	68.75	87.50	81.82	100.00	72.34
Modernization and world freedom	55.56	36.36	23.08	31.25	12.50	18.18	0.00	27.66

Source: Field survey, 2008

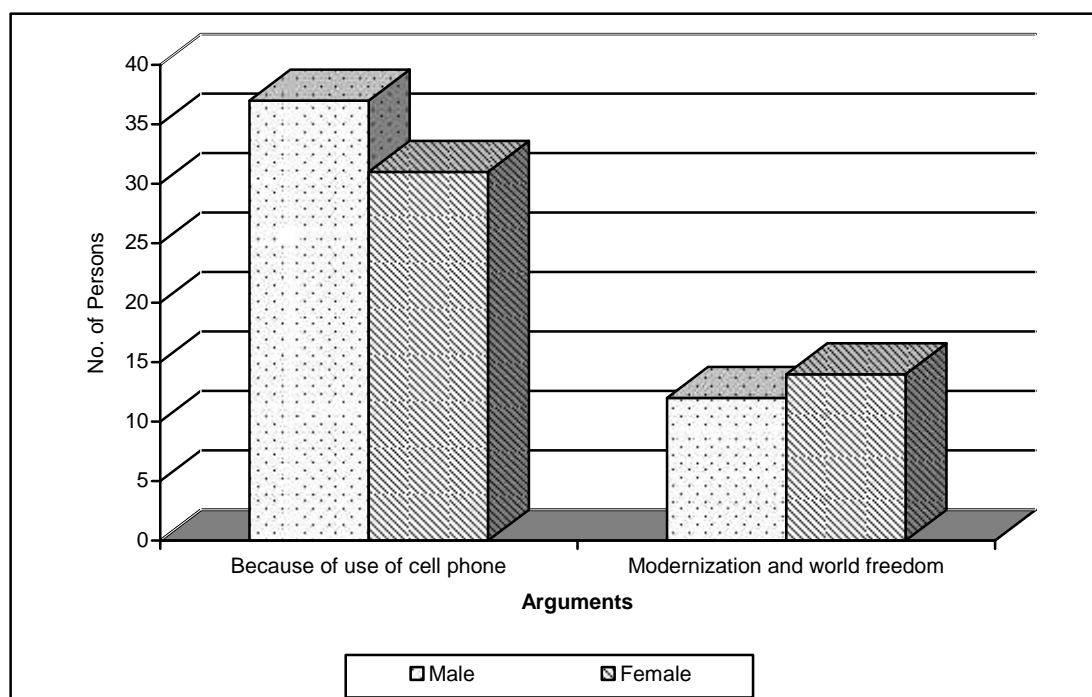
The representation of the statistical figure on the above table are presented on the following graph which tells us that while the teenagers of younger generation thought modernization to be more responsible for increasing freedom, the older teenagers found mobile service to be more responsible.

**Figure 14a: Factors Responsible for Decreasing Parental Control/Monitoring**



The sex-wise presentation of the respondents' views regarding parental control also given us the picture of the similar overall tendency, where, we do not get significant variation between the opinions of two different sexes.

**Figure 14b: Factors Responsible for Decreasing Parental Control/Monitoring**



## 6.6 Cell Phone and the Culture of Sharing

Although cell phone is widely taken as a private and individualized means of communication, there are many cases where a mobile phone is shared between/among more than one members especially of a family. It means, the individual teenagers might not be the regular and very often actual users of the mobile service although they possess it sometime. This tendency of sharing mobile phone denotes a different culture of using it in our case which might be different from other countries.

While asked to the teenager respondents if they would share their cellular with other members of their family, it was found that majority of the respondents in the present research shared their cell phone with others.

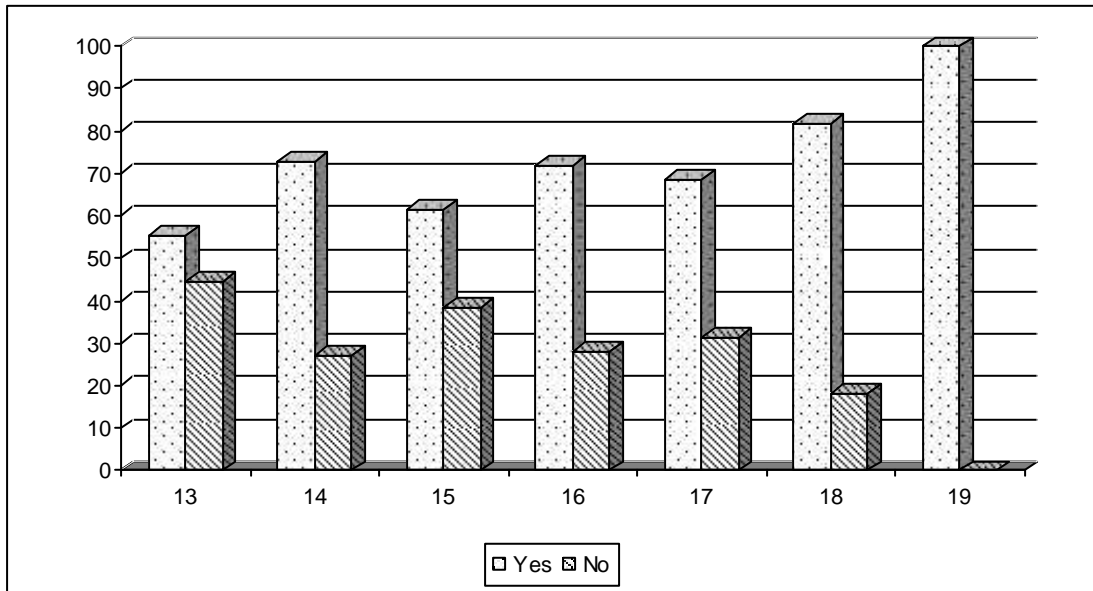
**Table 15: Respondents Sharing/not sharing their Cell Phone with Others**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Arguments	%	%	%	%	%	%	%	%
Yes	55.56	72.73	61.54	71.88	68.75	81.82	100.00	70.21
No	44.44	27.27	38.46	28.13	31.25	18.18	0.00	29.79

Source: Field survey, 2008

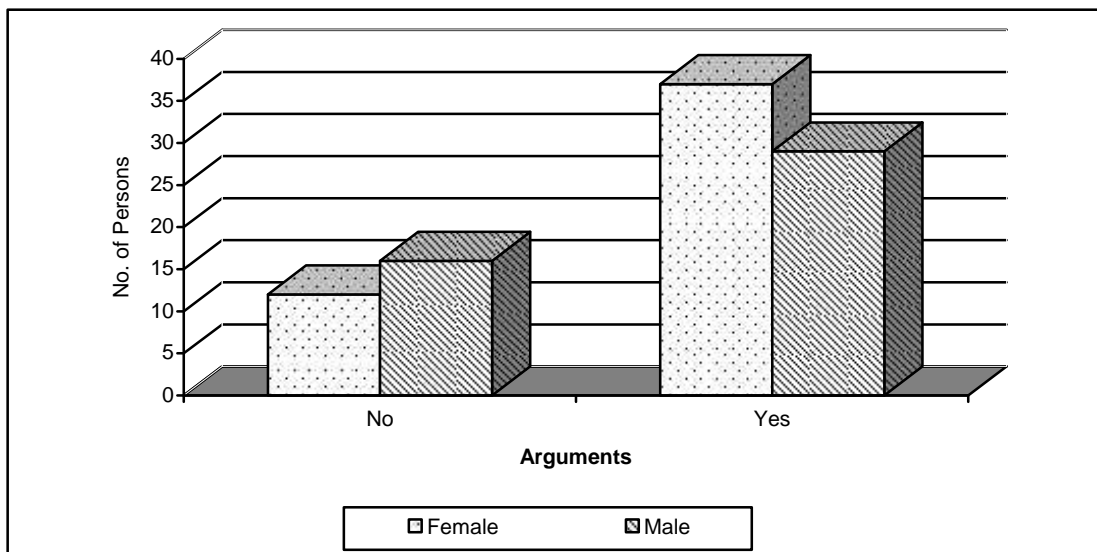
Looking at the following figure (15a) which reflects the figures on the above table, it can be seen that the younger teens have tendency of becoming more possessive about their cell phone that the proportion of teens not sharing their cell phone was less than that of the elder teens.

**Figure 15a: Respondents Sharing/not sharing their Cell Phone with Others**



Sex wise presentation (figure 15b) of the above statistics shows us that female teens were slightly more liberal at sharing their cell phone with others than the male teens.

**Figure 15b: Respondents Sharing/not sharing their Cell Phone with Others (Sex-Wise)**



## **6.7 Use of Cell Phone and Changes in Aspects of Culture/Society/ Personality**

As shown in the presentation of the findings so far, it is obvious that cell-phone has become an important part of the everyday life of the teenagers who use or possess it. When something becomes such an important part of one's life, it is obvious that it causes changes in the social/cultural/ personality aspects of the individuals who use it. Looking at the respondents' responses on how their use of cell phone has brought about changes in their social/cultural/interpersonal behavior, it was seen that the teenagers' relationship with their parents has become less important for them. As a result, most of them felt to have been detached from their parental proximity and monitoring. The positive changes that has brought by the use of cell phone was the improvement in their relationship with friend in distant places although there is not a high proportion of respondents favoring this view and some even feel that their use of mobile phone actually has not caused any change in their socio-cultural behavior. While there are many other results that the teenagers have reported, the most significant finding here is that there is negative impact on the family relationships/environment whereas their link with the distant friends seems to have positively affected (Table 16a).

**Table 16a: Use of Cell Phone and Changes in Aspects of Culture/Society/  
Interpersonal Relationships**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Types of changes	%	%	%	%	%	%	%	%
Improve relation with friends of far	11.11	9.09	30.77	12.50	0.00	0.00	0.00	10.64
Encouragement	0.00	0.00	7.69	0.00	12.50	18.18	0.00	5.32
Monotonous	0.00	0.00	0.00	9.38	12.50	18.18	0.00	7.45
More cultural	0.00	0.00	0.00	0.00	12.50	0.00	0.00	2.13
More social	0.00	0.00	0.00	3.13	12.50	9.09	0.00	4.26
Negative changes	0.00	0.00	0.00	0.00	0.00	9.09	0.00	1.06
Not changes at all	11.11	18.18	15.38	15.63	0.00	0.00	50.00	11.70
Personal development	0.00	0.00	0.00	0.00	6.25	0.00	0.00	1.06
Positive changes	0.00	0.00	0.00	0.00	6.25	0.00	50.00	2.13
Reduction in visit	0.00	0.00	0.00	0.00	6.25	0.00	0.00	1.06
Separate from home environment	22.22	18.18	7.69	12.50	0.00	0.00	0.00	9.57
Separate from parent	55.56	54.55	38.46	43.75	31.25	45.45	0.00	42.55
Standard life	0.00	0.00	0.00	3.13	0.00	0.00	0.00	1.06

Source: Field survey, 2008

Studying the respondents' views regarding the change brought in their cultural/social behavior by the use of cell phone to see if there were any marked variations between male and female respondents, there were not very significant differences in their views.

**Table 16b: Use of Cell Phone and Changes in Aspects of Culture/Society/ Interpersonal Relationships**

Types of changes	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Improve relation with friends of far	5	10.20	5	11.11	10	10.64
Encouragement	2	4.08	3	6.67	5	5.32
Monotonous	4	8.16	3	6.67	7	7.45
More cultural		0.00	2	4.44	2	2.13
More social	3	6.12	1	2.22	4	4.26
Negative changes		0.00	1	2.22	1	1.06
Not changes at all	5	10.20	6	13.33	11	11.70
Personal development		0.00	1	2.22	1	1.06
Positive changes	1	2.04	1	2.22	2	2.13
Reduction in visit	1	2.04		0.00	1	1.06
Separate from home environment	4	8.16	5	11.11	9	9.57
Separate from parent	23	46.94	17	37.78	40	42.55
Standard life	1	2.04		0.00	1	1.06
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

## 6.8 Cell Phone and Managing its Expenses

Most of the teenagers who used the cell phone were evidently unemployed and they needed to depend on others for the financial requirement of operating a mobile phone. While the sources from where they got support were limited: pocket money given by parents, parents paying for their phone bills etc., this study tried to find out how they have been arranging funds/finance to spend for their mobile phone cost.

The presentation of the respondents reported sources of finance on the following table shows that about 50% of the total teens (some variation is seen among the teens of different age group) depended on their parents for paying their cell phone expenses. While there was a highest number of teenagers (28.7% overall) who did not clearly spell out their source of funding cost for mobile phone, many of them also used their regular pocket money toward mobile phone curtailing expenses from their tiffin, clothing etc.

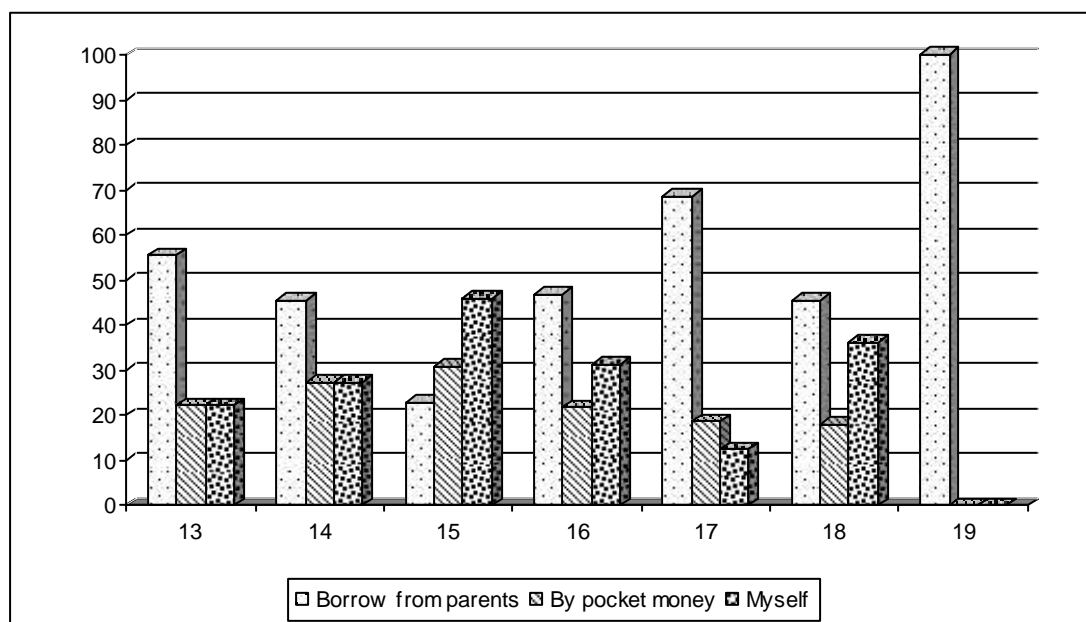
**Table 16a: Teenagers various way of Managing Money for their Cell Phone**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Various Ways	%	%	%	%	%	%	%	%
Borrow from parents	55.56	45.45	23.08	46.88	68.75	45.45	100.00	48.94
By pocket money	22.22	27.27	30.77	21.88	18.75	18.18	0.00	22.34
Myself (source unidentified)	22.22	27.27	46.15	31.25	12.50	36.36	0.00	28.72

Source: Field survey, 2008

As it can be clearer from the following graph, there were a significant proportion of those teenagers who did not clearly tell how they have been obtaining money to finance their mobile cost although most of them depended on their parents and guardians for its cost. On the other hand, there was not any identifiable pattern of dependence on any source of funding among the teenagers of different ages except for the teens of 15 years olds majority (46.1%) of who did not clearly spell out their source of managing cost of cell phone unlike the teens of any other groups.

**Figure 16a: Teenagers' Various Ways of Managing Money for their Cell Phone**



Looking at the respondents' response on the same question, there was little variation between male and female respondents' stated sources of expenditure in that more females (53%) depended on their parents than males (44.4%). Similarly, less



proportion of female respondents' (24.4%) hesitated to spell out the sources of their expenditure than males (33%).

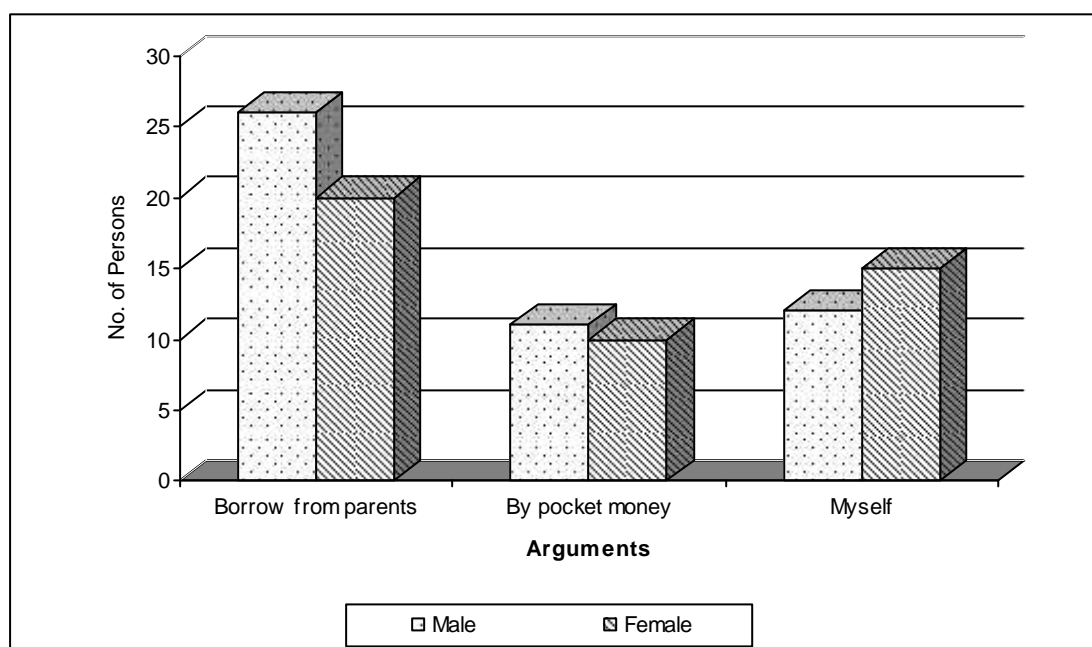
**Table 17b: Teenagers Various Way of Managing Money for their Cell Phone (Sex-Wise)**

Various Way	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Borrow from parents	26	53.06	20	44.44	46	48.94
By pocket money	11	22.45	10	22.22	21	22.34
Myself	12	24.49	15	33.33	27	28.72
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

The following figure presents a more intelligible picture of the variation between male and female respondents stated source of funding although the variation was not highly significant.

**Figure 16b: Teenagers Various Way of Managing Money for their Cell Phone (Sex-Wise)**



## 6.9 Skill to Operate the Available Function of Cell Phone

Cell phone has not only brought about revolution in the mobility and accessibility of communication to more people, it has also diversified the uses of communication and its technology. Different from a simple land-line set and phone, mobile service has

many functions and uses. The present study also attempts to explore the teenagers' familiarity and skill in using the different functions and facilities available with a cell phone.

In the following table, there is the presentation of the findings regarding the respondents' familiarity and ability to make use of various functions and facilities available with a cell phone service. Although it would be a suitable to identify the respondents' familiarity with different functions of a cell service, the present study simply tried to find out their experience of using cell phone in terms of its easiness or difficulty.

Not unusually, the table shows that the younger teens although, found cell phone easy to use, there were a larger number (22%) who still found it difficult to use. As we look at the elder teenagers, it was seen evidently that the proportion of them finding it very easy to use was higher.

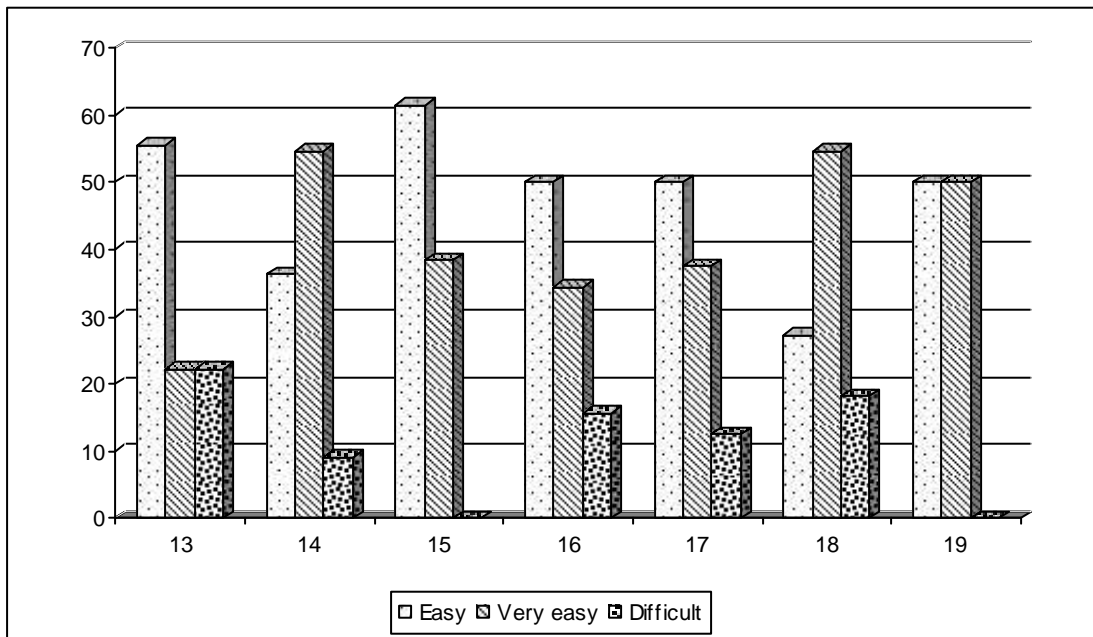
**Table 18: Respondents Feeling of Easiness/Difficulty in Operating Functions Available with their Cell Phone**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Feelings	%	%	%	%	%	%	%	%
Easy	55.56	36.36	61.54	50.00	50.00	27.27	50.00	47.87
Very easy	22.22	54.55	38.46	34.38	37.50	54.55	50.00	39.36
Difficult	22.22	9.09	0.00	15.63	12.50	18.18	0.00	12.77

Source: Field survey, 2008

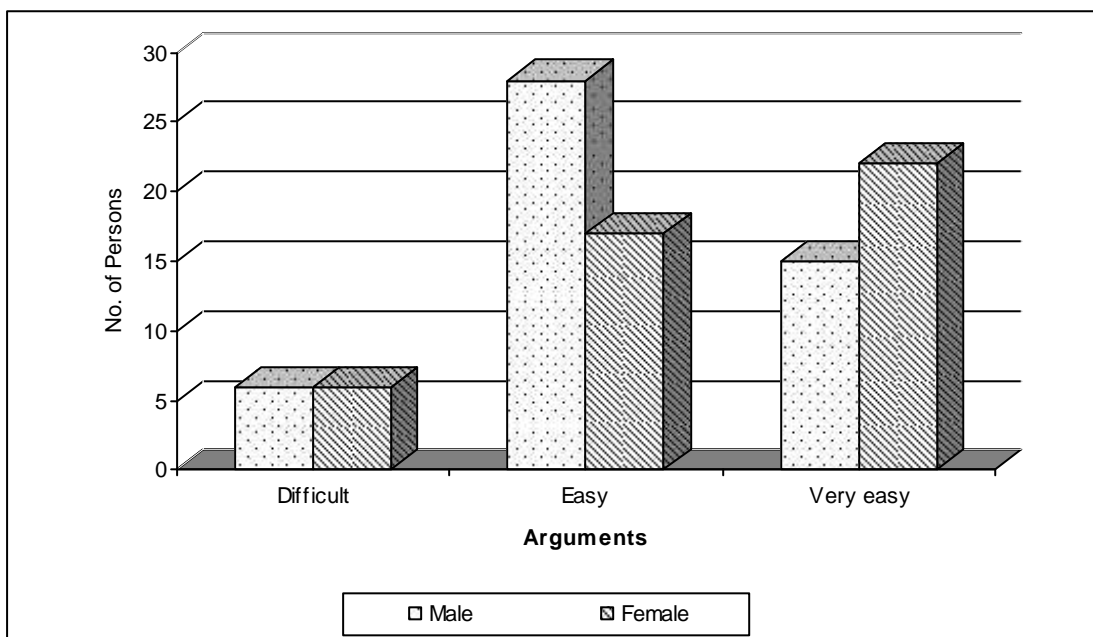
In the following graph, the respondents opinion with relates to the total population under each group is presented. The figure clearly tells that although with the growing use teenagers found cell phone very easy to use, only a few of them found it difficult to use even in the early years of teen.

**Figure 17a: Respondents Feeling of Easiness/Difficulty in Operating Functions Available with their Cell Phone**



From the perspective of the sex of the participants, it can be observed that the male teens found it easier (48.8%) to use than the female participants (30.6%) although there was equal proportion of the respondents of both sexes who found it difficult to use.

**Figure 17b: Respondents Feeling of Easiness/Difficulty in Operating Functions Available with their Cell Phone (Sex-Wise)**



On the basis of above data presentation it could be summarized that mobile technology has enhanced the culture of close relationship between the teens of opposite sex was most of the teen reported to have used mobile service primarily to communicate/interact with their boy/girl friends. Similarly, the search for individual secrecy is a top priority (It might perhaps be concluded that they even did not want to share openly with their family). Therefore teens preferred SMS over voice call and mobile communication over land-line service. It can also be concluded here that the popularity of land-line service is getting limited. Moreover, use of cell phone has somehow helped in enhancing confidence in speaking with people other than their family members or friends.

## CHAPTER VII

### IMPACT OF CELL PHONE IN TEENAGERS' WORK AND LIFE

In this chapter, data collected from the teenager respondents with concerns the aspects of cell phone namely the impact of cell phone in teenagers work and life on different ways. The data are presented both descriptively and numerically.

When something becomes part of our life, it will certainly affect our work and life. However, the magnitude of impact and the way we use it vary considerably from person to person. As seen from the findings and presentation of data so far, cell phone has influenced the lives of the teenagers under study. In this section we will try to look into different ways in which the teenagers' lives have been affected by its consumption. As the magnitude of impact might vary from person to person, the consequences of the impact can also have both negative and positive sides which depend upon the personal variation. Some teens follow the negative aspects of cell phone i.e. doing bombing and bluff call, downloading vulgar pictures and spending much money in cell phone etc. In such types of cases, the cell phone has negative impact to the teens working and life style. But that is not always real. If the teens use cell phone properly and appropriately for reasonable purpose, it has definitely positive impacts. Generally, it is rumored that teens misuse cell phone and develop negative aspect of cell phone but whether it is wrong or right. It needs verification and falsification.

#### **7.1 Daily Expenditure on Cell Phone**

The amount of expenses teenagers made in the use of cell phone on the daily basis was explored so as to identify the economic impact of the cell phone service. As we can see from the Table 20a, the majority of the respondents spent Rs. 15/day on the consumption of mobile service. The teens of 14 made the highest proportion in this category whereas the most teens of 15, 18 and 19 (exceptional because the population is only 2 and it did not make a sensible comparison) years also came under this expenditure group.

The second largest group of the teens spent Rs. 10/per day whereas there were also some teens who spent as low as Rs. 5/day (11.7%) and little higher than Rs. 15 between Rs. 20-30/day. The number of respondents spending more than Rs.30/day did not make a significant population.

**Table 19: Respondents' Daily Expenditure on Cell Phone**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Daily Expenditure in (Rs.)	%	%	%	%	%	%	%	%
Rs.5	0	18.1	23.0	12.5	6.2	9.0	0	11.70
Rs.10	11.1	18.1	15.3	15.6	18.7	36.3	0	18.09
Rs.15	22.2	45.4	30.7	21.8	18.7	27.2	100	27.66
Rs.20	22.2	9.0	7.6	12.5	25.0	0	0	12.77
Rs.25	11.1	0	15.3	15.6	12.5	18.1	0	12.77
Rs.30	33.3	9.0	7.6	12.5	6.2	0	0	10.64
Rs.35	0	0	0	3.1	0	0	0	1.06
Rs.40	0	0	0	3.1	12.5	0	0	3.19
Rs.50	0	0	0	3.1	0	9.0	0	2.13

Source: Field survey, 2008

The sex-wise presentation of the daily expenditure is not presented here because it was not found to be different in case of male and female respondents hence not making varying financial impact on the part of the teenager consumers of different sex.

## **7.2 Impact on Teenagers' Relationship**

To identify the impact of cell phone on teenagers' with regard to their relationship with other people, attempt was made to find out who would they very frequently communicate or interact with. As shown on the table below, mobile service has enhanced most of the teenagers' relationship with their boy/girlfriends (55.3%). Some of the teenagers also felt that they establish frequent communication with their parents (21.2%) and friends (13.8%). However, only a small number of respondents seem to have used mobile for interaction with their relatives (9.5%).

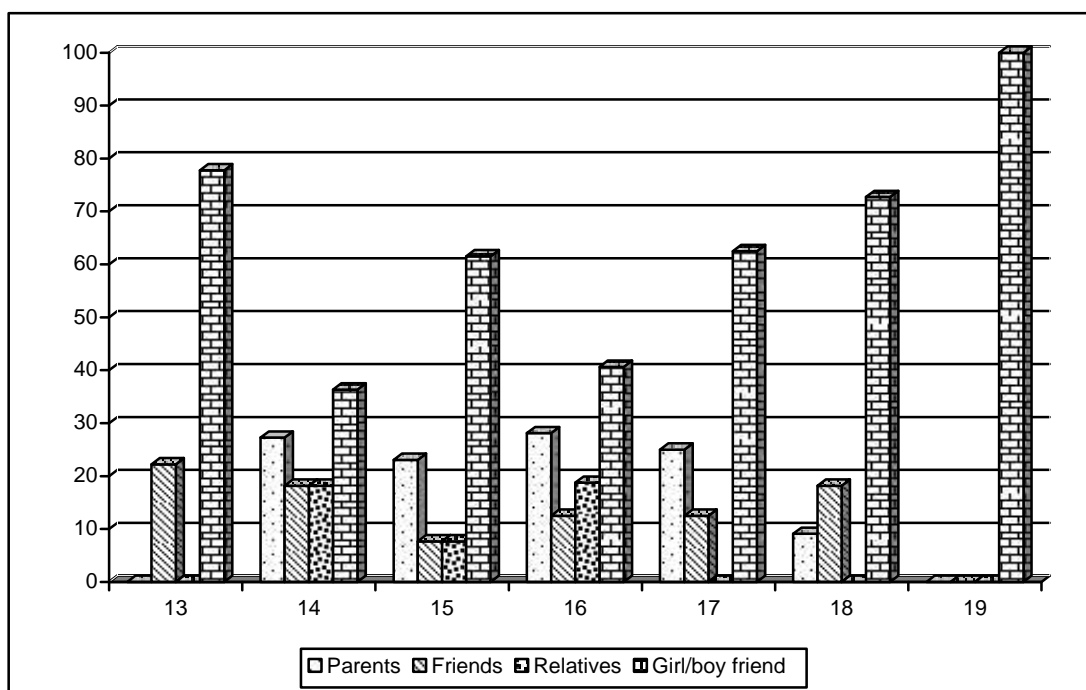
**Table 20: People that the Teenagers Frequently Communicate**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Mostly Calling Person by the Respondent.	%	%	%	%	%	%	%	%
Parents	0.00	27.27	23.08	28.13	25.00	9.09	0.00	21.28
Friends	22.22	18.18	7.69	12.50	12.50	18.18	0.00	13.83
Relatives	0.00	18.18	7.69	18.75	0.00	0.00	0.00	9.57
Girl/boy friend	77.78	36.36	61.54	40.63	62.50	72.73	100.00	55.32

Source: Field survey, 2008

The following figure tells us more clearly on their frequent contacts through the use of cell phone. From the figure it is evident that while interacting with boy/girlfriend was still the dominant use of mobile service, the teens of 14-17 (a small number in each case) also gave importance to establishing interaction with their parents.

**Figure 18: People that the Teenagers Frequently Communicate**



### 7.3 Time Spent on Using Cell Phone

The time spent on the mobile phone depends mainly on two factors. The actual amount of time spent calling others and the amount of time spent receiving others call. Apart from these, the time spent typing and sending SMS to others and reading others messages also were counted on this category. Although, it is not easy to categorically state the amount of time spent on using mobile service, the teenagers have reported the duration of time they normally spend on using mobile.

The table (22a) provides a glimpse of the amount of time the teenagers spend on using mobile service on a daily basis. Studying the table, it was found that most of the teenagers spent less than 30 minutes in the actual use of the cell phone whereas the other significant proportion (36%) spent time between 30 to 60 minutes. There were a few of the teenagers who spent more than an hour (22%) using mobile phone which could be seen as excessive use of the facility.

**Table 21a: Time Spent on Using Cell Phone**

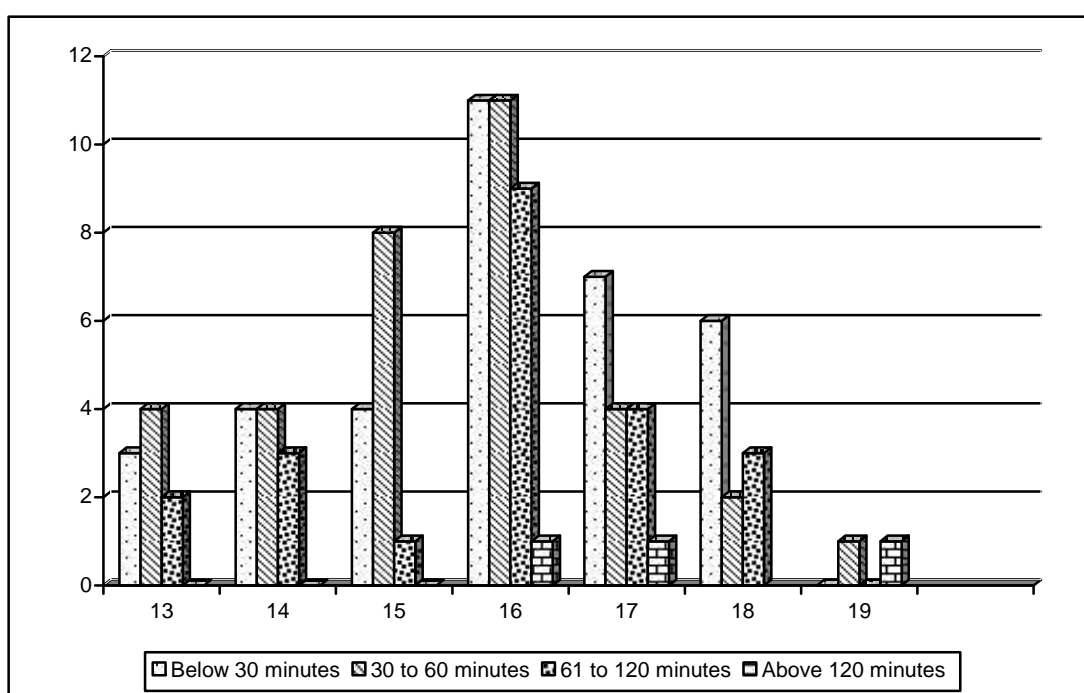
Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Using duration of cell phone	%	%	%	%	%	%	%	%
Below 30 minutes	33.33	36.36	30.77	34.38	43.75	54.55	0.00	37.23
30 to 60 minutes	44.44	36.36	61.54	34.38	25.00	18.18	50.00	36.17
61 to 120 minutes	22.22	27.27	7.69	28.13	25.00	27.27	0.00	23.40
Above 120 minutes	0.00	0.00	0.00	3.13	6.25	0.00	50.00	3.19

Source: Field survey, 2008

The following figure (19a) shows the number of respondents spending different times against the total population of respondents in each year group. Looking at it, it can be seen that the majority of young teenagers (below 16) spent between 30-60 minutes on using cell phone each day whereas 17 and 18 year old teens spent below 30 minutes using it and the sixteen years teens were equally divided between below 30 minutes and between 30-60 minutes.



**Figure 19a: Time Spent on Using Cell Phone**



Presenting the same responses on the basis of the sex of the respondents (Table 22b), it was seen that most of the female teens spent more time using mobile than males. While most of the female teens (42.8%) spent between 30-60 minutes a day, males were more economic in that most of them spent maximum of 30 minutes using mobile each day.

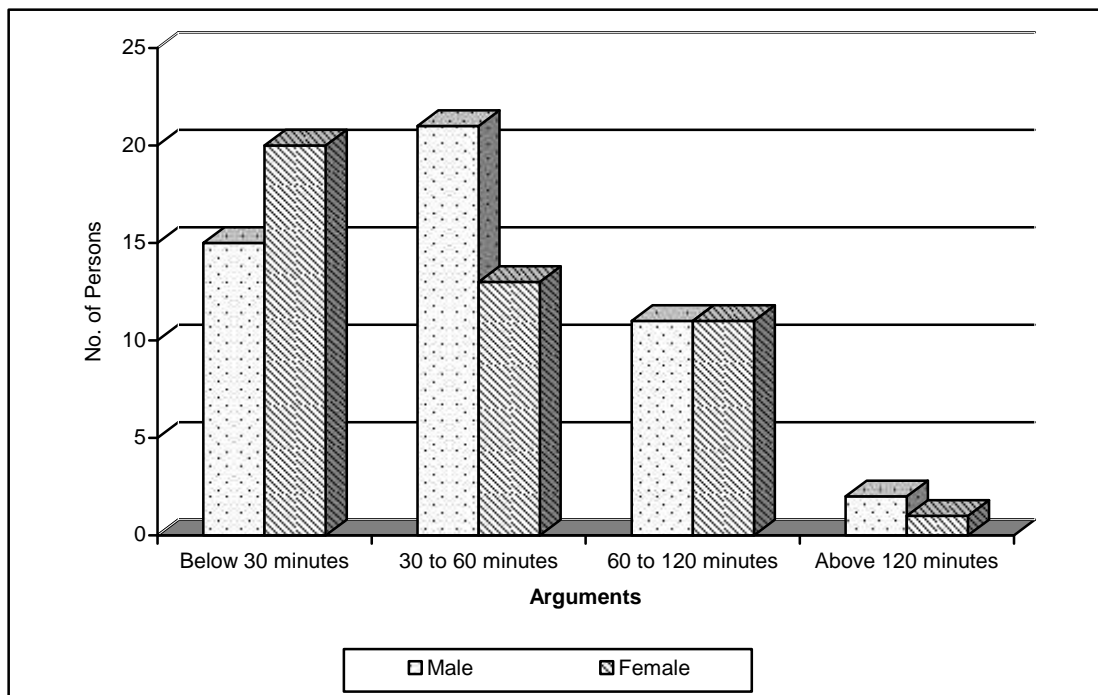
**Table 21b: Time Spent on Using Cell Phone (Sex-Wise)**

Duration	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Below 30 minutes	15	30.61	20	44.44	35	37.23
30 to 60 minutes	21	42.86	13	28.89	34	36.17
60 to 120 minutes	11	22.45	11	24.44	22	23.40
Above 120 minutes	2	4.08	1	2.22	3	3.19
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

Looking at the graphical presentation (figure 19b) of the responses of two different sexes with regard to the time they spend on mobile phone use each day, the female teens obviously seem to spend more time using mobile service than the male teens.

**Figure 19b: Time Spent on Using Cell Phone (Sex-Wise)**



#### **7.4 Impact of Cell Phone in Family Environment**

When teens spent most of the time by using cell phone and by talking with their friends and girl/boy friend via cell phone which has already been analyzed, there was certainly some impact of its use on the family environment. Generally speaking, the impact of cell phone use for the family can be described to be either negative or positive or comfortable or uncomfortable. The result presented here represents the respondents' actual feeling as reported on the questionnaire.

As we can see in the following table (22a), majority of the respondents (39.3%) felt that their using of the mobile phone actually has created harmonious (positive) family environment. However, another significant proportion of the respondents (22.4%) stated the mobile phone to be responsible towards adversity i.e. negative atmosphere in the family. As another 13.8% of the respondents felt mobile to have contributed to the comfortable environment, it can be concluded that the overall impact of teenagers' possession and consumption of mobile service has created a good atmosphere in their family.

**Table 22a: Impact of Cell Phone in Family Environment**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Aspects of family environment	%	%	%	%	%	%	%	%
Comfortable	33.33	9.09	15.38	9.38	25.00	0.00	0.00	13.83
Disturb family environment	0.00	0.00	7.69	6.25	6.25	0.00	0.00	4.26
Easier	0.00	0.00	0.00	0.00	6.25	0.00	0.00	1.06
Good/bad both	11.11	27.27	23.08	15.63	12.50	18.18	0.00	17.02
Negative	22.22	27.27	15.38	21.88	0.00	54.55	50.00	22.34
Positive	33.33	36.36	38.46	40.63	50.00	27.27	50.00	39.36
Tension	0.00	0.00	0.00	6.25	0.00	0.00	0.00	2.13

Source: Field survey, 2008

In terms of sex, some variations were seen there between male and female respondents regarding the impact of cell phone use in their family. While there were similar tendencies among male and female teens in terms of major impacts, some variations were found in issue of comfort and pros/cons of cell phone in term of family environment where more female respondents realized those impacts. However, these issues do not represent the dominant views of the respondent population.

**Table 22b: Impact of Cell Phone in Family Environment (Sex-Wise)**

Arguments	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Comfortable	8	16.33	5	11.11	13	13.83
Disturb family environment	3	6.12	1	2.22	4	4.26
Easier	1	2.04		0.00	1	1.06
Good/bad both	6	12.24	10	22.22	16	17.02
Negative	10	20.41	11	24.44	21	22.34
Positive	19	38.78	18	40.00	37	39.36
Tension	2	4.08		0.00	2	2.13
Grand Total	49	100	45	100	94	100

Source: Field survey, 2008

## 7.5 Impact of Cell Phone in the Work and Everyday Life

Any tools of scientific or technological invention is, perhaps, meant make peoples life easier by helping them work more efficiently and economically. While the principal

work of the respondents in the present research was their study, it might also refer to different household chores they were engaged in support themselves and their family. Similarly, the study also explored the overall impact on the everyday life of the teenagers. While the responses as stated by the respondents' did not specifically relate to any work or aspect of everyday life, it provides a glance if the use of mobile has positive (good) or negative (bad) impact or any other that they felt.

As the table (23a) states, although most of the teens (60%) reported to have positive (good) impact of mobile, only a tiny proportion (2.1%) thought it to have impressively good impact. Another significant proportion (25.5%) felt the mobile service to have had negative impacts on their everyday life or study; none of the eldest teens (18, 19 years) reported such negative impact. Some of the respondents of the ages 13,14,15,16 and 18 also stated that the use of mobile phone has made them more romantic although how it has happened was not stated.

**Table 23a: Impact of Cell Phone on the Every Day Life**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
The Impacts	%	%	%	%	%	%	%	%
Bad	22.22	36.36	15.38	31.25	37.50	0.00	0.00	25.53
Good	55.56	45.45	61.54	56.25	56.25	90.91	100	60.64
Not so good	0.00	0.00	7.69	0.00	0.00	0.00	0.00	1.06
Romantic	22.22	9.09	15.38	12.50	0.00	9.09	0.00	10.64
Very good	0.00	9.09	0.00	0.00	6.25	0.00	0.00	2.13

Source: Field survey, 2008

From the perspective of respondents' sexual background, we can get some variation between male and female teenagers' stated impact of cell phone service. The main variations were seen on that more females (32%) felt mobile to have negative impacts than males (16%). In terms of romantic impact as well more males (13%) felt it to be the impact than females (8%).

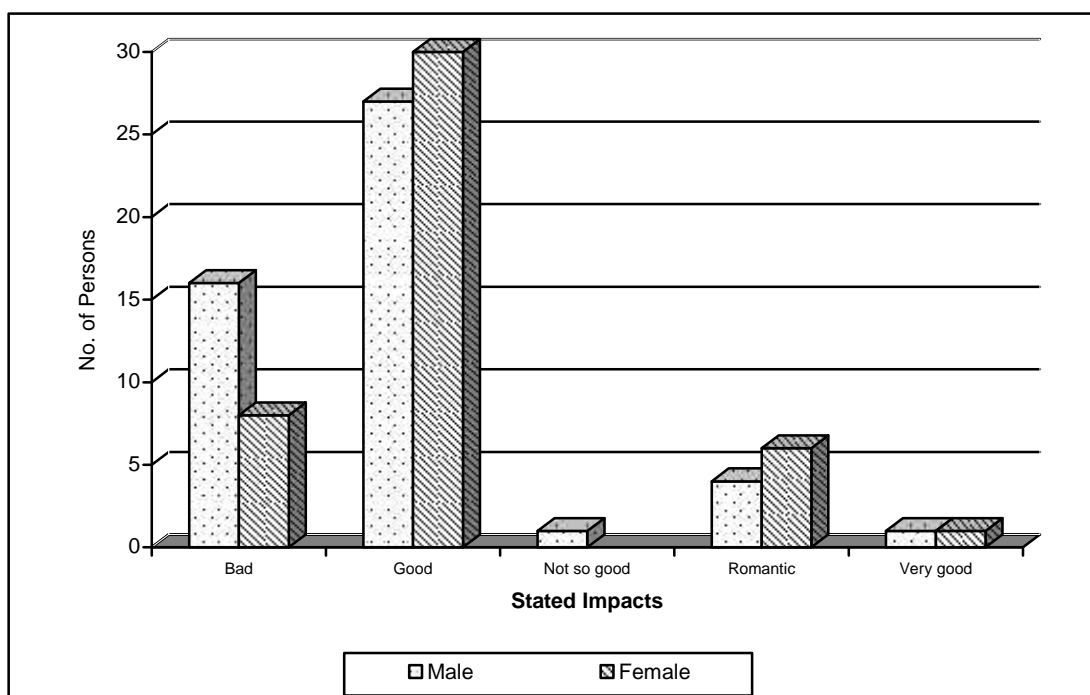
**Table 23b: Impact of Cell Phone on Everyday Life (Sex-Wise)**

The Impacts	Respondents Sex				Grand Total	Percent
	F	Percent	M	Percent		
Bad	16	32.65	8	17.78	24	25.53
Good	27	55.10	30	66.67	57	60.64
Not so good	1	2.04		0.00	1	1.06
Romantic	4	8.16	6	13.33	10	10.64
Very good	1	2.04	1	2.22	2	2.13
Grand Total	49	100.00	45	100.00	94	100.00

Source: Field survey, 2008

As stated above, the vast majority of the respondents of both sexes responded the impact of the mobile phone to be either good or bad as evident in the following figure (20) although the idea of romance has been added by a few of them.

**Figure 20: Impact of Cell Phone on Everyday Life (Sex-Wise)**



## 7.6 Impact of Cell Phone on Health

Generally we think that use of cell phone does not have any impact of it in our health. But if we analyze it, we may find some direct or indirect impact in our health. These impacts are either major or minor. In the view of teens there are many impacts of cell phone in our health which are stated hereafter. The use of cell phone may invite the

problem of ear, chest, heart, etc. according to the teens. Studying the teens stated health problem that the use of mobile has caused, it needs a serious thought. Although, it is not clear if the problems as stated by the teens were their own problems or they were something that they might have got information from some sources (magazines, books, newspapers) about the possible health hazards, the table presents the health problems due to the use of mobile service as stated by the respondents.

Most of the respondents (38.3%) in the present study were found either unaware or unable to realize any health hazard of using mobile phone. However, another significantly high proportion of the teens (28%) reported of the ear problems of use of mobile device. While some others, reported problems of physical illness including chest problem (23% in total), only a tiny proportion reported other kinds of problems.

**Table 24a: Effects of Cell Phone on Health**

Age of respondents	13	14	15	16	17	18	19	Grand Total
Total Population	9	11	13	32	16	11	2	94
Health Effects	%	%	%	%	%	%	%	%
Negative	0.00	0.00	0.00	3.13	12.50	9.09	0.00	4.26
No effect	11.11	27.27	61.54	37.50	43.75	27.27	100.00	38.30
Physical ill	22.22	27.27	7.69	12.50	6.25	9.09	0.00	12.77
Problem on chest	22.22	18.18	0.00	15.63	0.00	18.18	0.00	11.70
Problem on ear	44.44	18.18	30.77	31.25	25.00	27.27	0.00	28.72
Problem on health	0.00	0.00	0.00	0.00	0.00	9.09	0.00	1.06
Problem on heart	0.00	0.00	0.00	0.00	12.50	0.00	0.00	2.13
No responses	0.00	0.00	0.00	0.00	0.00	0.00	50.00	1.06

Source: Field survey, 2008

The sex-wise presentation of the respondents' stated impact of cell phone on their health did not show variation between male and female respondents in many aspects. However, more female respondents (32%) than males (24%) seem to have realized the negative impact on the health of ear while a few more male respondents (15%) reported not specific but health related physical problems than females (10%)

**Table 24b: Effects of Cell Phone on Health (Sex-Wise)**

Health Effects	Sex				Grand Total	Percent
	F	Percent	M	Percent		
Negative	1	2.04	3	6.67	4	4.26
No effects	19	38.78	17	37.78	36	38.30
Physical ill	5	10.20	7	15.56	12	12.77
Problem on chest	6	12.24	5	11.11	11	11.70
Problem on ear	16	32.65	11	24.44	27	28.72
Problem on health		0.00	1	2.22	1	1.06
Problem on heart	2	4.08		0.00	2	2.13
No answer	1	2.04		0.00	1	1.06
Grand Total	49	100.00	44	97.78	93	98.94

Source: Field survey, 2008

On the basis of above data presentation it could be summarized that most of the teenagers used their cell phone economically, it has created extra-financial burden on the part of guardian/parents. Parents/guardians required extra awareness of the teenagers' expenditure on the cell phone and if they are actually within the limit of finance available to them a significant proportion of the teenagers hesitated to spell out the source of financing. Similarly, the use of mobile technology has encouraged a culture where the teenagers' gave more importance to the relationship with their girl/boyfriends affecting the relationship with family and relationship.

## **CHAPTER VIII**

### **SUMMARY, MAIN FINDINGS, CONCLUSION AND DIRECTION FOR FURTHER RESEARCH**

In this chapter, the overall summary is presented so as to give a bird eye view to this research work. The succeeding section presents the major findings in detail where the results of the study are discussed and, where important, the qualitative data obtained from other methods of data extraction i.e. key informant interview and focus group discussion, is integrated.

#### **8.1 Summary**

The present study was concentrated on studying the emergent social/cultural impacts of massively expanding means of communication namely cell (mobile) phone in urban areas of Nepal which has also been taken to remote villages in recent years. The study was carried out with the principal objectives of: i) finding out general impressions (understandings) of the teenagers about the possession and use of cell phone service; ii) their main reasons for using this facility ;and iii) the impact of cell phone on the socio-economic aspects of its users (teenagers in this case). Apart from those objectives, the study was also targeted towards encouraging the culture or self-reflection of the advantages and disadvantages of the mobile device among the respondents (teenagers) of this study and offering lines for further research. The principal source of data were 94 school going teenagers (aged13-19) studying in two higher secondary schools of Kirtipur Municipality, Katmandu. Similarly, the input of the key informants has also been integrated in the study.

The data from the respondents were collected by administering semi-open and open ended questionnaire between May-July 2008. Descriptive statistical means were used to present and analyze the data. Whenever possible and appropriate, the qualitative data obtained from the key informants were also integrated. However, the dominant part of the study is based on quantitative analysis of the data obtained from the principal respondents (teenagers). The analysis was made basically on the basis of the variables of age and sex of the respondents.



The findings of the study are: i) the teenagers of Kirtipur, regardless of their age and gender, took cell phone as a useful means of communication although they reported some drawbacks of its use toward the family/social relationships and culture, ii) The main reason for their use of cell phone was their search for secrecy along with its easiness, diversity of uses; and iii) The adolescent teenagers were more aware of the social /financial impacts of cell phone and they were more responsible users of cell phone than the pubert (younger) teens.

### **Problem Statement**

As Anthropology concerns the study of human being in totality, changes in their behavior and the agent that contributes to such changes, cell phone has emerged as an important agent of change in society; while there have been changes in individual mobility, political system, economy and business, education, health etc. The mobile technology also has come up as a revolution contributing towards enhancements in all those aspects. Although, cell phone has become a part of day to day life of many urban people, there is not a systematic study on how this technology has contributed in bringing about modification in their socio-economic or cultural behavior. This study is significant in the sense that it attempts to explore the impact of the mobile technology which now a days being widely used by teenagers and students studying up to higher secondary levels. Since the cell phone as a means of communication is said to contribute towards changes in social/cultural life of the people, it is a likely area of anthropological study. In this background the present study is set to answer the following research questions.

1. What are the major cases of increasing popularity of the cell phone?
2. What are its impacts in their society and culture?
3. For what purposes are cell phones being used?
4. How do teenagers perceive cell phone? and
5. What are the negative impacts of cell phone in their day to day life?

### **Objectives**

The overall goal of this study is to elucidate the relationship existing between use of mobile technology by teenagers in order to develop wide range of relationships with the people of the society in which they live and interact in their everyday life. The following specific objectives have been set for the present study:

- ) To document the teenager's views and opinion towards the use of cell phone in their everyday life.
- ) To find out the reasons behind the use of cell phone by teenagers of Kirtipur; and
- ) To assess the impact of cell phone on teenagers work and life.

### **Research Methods**

The following Research Methods have been adopted for the present study.

#### **) Area and People**

The study was undertaken in Kirtipur Municipality of Kathmandu. Kirtipur is a municipality attached to Kathmandu Metropolitan city. There is central campus of Nepal's largest university T.U. which means that this town is resided by academicians and professionals i.e. post-graduate students and teachers. Similarly, Kirtipur has access to all the resources and facilities that are available to the people in Kathmandu city. There are many secondary and higher secondary institutions in this municipality as a result most of the school going youths join those institutions. Kirtipur is also known for its historical background that the community residing here has their own unique cultures, rituals, language and life style. Study of the impact of mobile technology in those aspects of the present day Kirtipur was thought to be markedly visible, at least in the case of the school going youth.

#### **) Research Design**

The research design of this research is **descriptive**, ethnography with amalgamation of qualitative data.

#### **) Field (universe) and Population**

94 teenagers and 20 key respondents were selected through initial observation of field (Kirtipur municipality), observation of cell phone user students and rapport building with the stakeholders (school heads, parents, key respondents).

#### **) Sampling procedure**

The two 10+2 schools (viz. Shahid Smarak College and Mangal Multiple Campus) of Kirtipur municipality were selected for the study through the process of random sampling method. It was done both for the purpose and the convenience of the researcher. Identification of the teenagers who were the principal respondents for the research was done by consulting the students' record

at school which meant that the students between the ages 13-19 were considered teenagers. Initially it was identified that there were 120 students using mobile phones of the total 250 teenagers in two separate groups (in their respective schools) and convincing them to help in the researcher's research work, 26 of them opted not to take part in the research. As the respondents were free not to participate in the research if they are not willing, only 94 teenagers (students) who were willing to provide their response became the population of present study. The data from those students were collected between June, 2008 and August 2008.

Similarly, other sources of data were 20 key informants of the Kirtipur Municipality who came from diverse background related to teenage students or cell phone service. Out of 20 informants were equal numbers of parents, service providers, mobile shopkeepers and academicians (along with teachers).

#### **) Data collection Tools**

The following tools and techniques for data collection were adopted for the present study.

- Semi-structured questionnaire for student respondents (involving 24 questions)
- Interview with the key respondents (it consisted of structured- open ended questions)

## **8.2 Main Findings**

In this sub-heading, the major finding of this research are presented under three different headings which address principal objectives of this research along with a presentation of main findings that follow it.

### **8.2.1 General Views and Opinions (Impressions) of the Teenagers about Cell Phone Service**

While analyzing the teenagers' responses with regard to their impressions and views about cell phone, it was found that most of them took it as a useful and advantageous means of communication. Although, the latest developments in communication and IT has given widespread access to the means like email and the internet, it was seen in the present study that the teenagers still prefer cell phone as a more advantageous

means. The cause behind this can be the easy accessibility of mobile service and its mobility.

Similarly, it seems that the teenagers were responsible users of cell phone in terms of maintaining relationship to the elder member of their family. The access to mobile device seemed to have promoted the culture cooperation and concern between the teens and their seniors which is a positive aspect of its use. However, there were some who reported to be at odds with the seniors.

The use of mobile service apparently also has some negative impacts caused due to its misuse. The teenagers in this study have stated that they were misusing this service. This can be matter of concern for the wider society. However, if we analyze their responses as their awareness of the darker aspects, we can start to take proactive measures by counseling and discouraging them towards not getting engaged in such unwelcome uses of this service.

The very nature of mobile is its mobility. This mobility while on the one hand has helped in accessing anyone anytime and anywhere for communication purpose, it also has possible cons in that people might be providing false information about their locations on the other hand. This tendency seems prevalent among the teenagers in the present study. This sort of misinformation is likely to take a form of culture not only in the case of the teenagers, but in the case of wider population. This verifies the opinion of one of the key respondent as he has said, “It is not only teenage students, but also the matured people who might be improper users of mobile. It causes panic in cases of emergencies and even creates suspicion about the whereabouts of the people who report to have been in a certain location, where they are not in reality” (Key informant 1(b)).

With concern the dominant occupation of the teenagers, most of them were students. Very often mobile service was taken as an important tool to enhance people’s business or profession. The present study tried to identify if the mobile service use by the teenage students have been getting their occupation related benefit or not. While the present study was limited to report if the use of this facility was helping in their occupation or not, the finding that most of them found it helpful in their study is

worth-mentioning here. However, in what ways it has been helping remains a matter of further study.

The startling finding of this study is that most of the respondents felt mobile phone to be responsible for some sort of cultural degradation and modernization. According to one of the Key informant (3), the diversified use of mobile service can be threat to our culture as it brings distortion in language (for example SMS), and even it can cause threat to hierarchy and respect. In this regard, it seems important that we think of ways by which mobile technology spreads our inherited culture which has been maintaining good social relationship and culture of respect. Same is the case with regard to enhancing the culture of copying and imitation especially of odd sounding and sometimes even indigestible idioms and phrases which sometimes might even create confusion and suspicion although they do not always carry bad intentions. These things also can be steered if people are properly aware of the immediate surroundings when they are talking with a distant person.

There is possible good aspect of mobile technology where people can easily interact with each other about their food, dress and other specialties of their communities. As some of the respondents in the study reported to have interacted with their friends (contacts) about their food, clothing, festivals, it is likely that this tendency can be encouraged so as to bring intercultural understanding and harmony.

While there were issues of language and cultural distortion and they required reasonable attention, it was seen that the use of mobile technology has in overall improved the way we communicate and has enhanced our quality of life. A teen (Respondent 8) even reported that they have been facilitated in English learning due to the commands and other features of devices which are basically in English.

There are some issues raised by the teens about the aspects of mobile service which require proper attention so that we continue to enjoy its fruits. Most of the respondents rose following issues which are likely problems although they have highlighted the usefulness in enhancing secrecy, economy, and accessibility.

- i) Every parent is not capable to afford mobile for their children. This might create another gap between 'haves' and 'have nots' where poverty causes access to facility of mobile which is no longer a luxury.

- ii) It is likely that people get acquainted virtually with the people with bad intentions.
- iii) It might disturb one's profession because all calls are not welcome calls but draw attention willingly or unwillingly

This way the study of the respondents' responses and comments provided a cautionary note for those who were conscious to bring about balance and harmony between different social forces and the unavoidable but potentially useful modern developments.

### **8.2.2 Reasons for the Requirement and Use of Cell Phone**

The second aspect this study was concerned in studying was the main causes of teenagers for using cell phone. While there is not any action without its reason, we cannot always ensure that the agent of action is aware of the reason behind it. Very often it is generalized that the spread of cell phone has come up as a fashion which is simply the result of adopting or doing what the contemporary circle is doing.

One of the factors that might look startling is that most of the teenagers used the cell phone facility mainly to communicate or interact with their boy/girl friend. It was rather unusual in the culture. Although, this phenomenon can not be taken as something that is negative use, the principal business of teenagers being study, it should have purposefully used to enhance study. Another matter of concern was that they did use it to communicate with their family and relatives. That was sign of a new culture different from traditional one, where people would give priority to the relationship with family and relatives. The use of cell phone by teenagers thus signified the enhancement of the extra-family/relative relationships. Although, it was not appropriate in the modern context to take this emerging relationship as unusual, proper attention required from the society and community so that the traditional forms of relationship which are the beauty of our society are kept intact.

The teenagers of today prefer secrecy. It is evident when they expressed their reasons behind using mobile phone instead of land-line to communicate. Although they seemed economic in use of mobile device as many of them prefer SMS over voice call, they gave more importance to secrecy because they choose mobile over land-line even if land line is cheaper than the mobile. Another important area of priority for

them was easiness of device that it is handy and readily available. Their preference for easiness also can be linked to secrecy because it might be interpreted that they felt easy where there was secrecy. The teenagers taking mobile device as an essential part of everyday life also thought that it offered some secrecy and that they got used to it or it becomes a kind of habit for them. This finding denotes a culture that teenagers of today want some degree of secrecy which was to be respected by the elder members of the community. However, there requires some cautious monitoring because high degree of secrecy may also lead to anti-social behavior.

Teenagers require certain degree of control and monitoring from their parents/guardians. While the period of teenage is very sensitive in term of their self-image and personality development, use of mobile phone is likely to offer extra freedom keeping children further beyond the required monitoring. This might bring about socially unacceptable behavior as one of the key informant commented, “when there is some family gathering or social event taking place, boys and girls seem to be sitting in the corner and interacting with someone on mobile and they become less social which is not good”(Informant 12). This also showed what sort of social behavior the use of cell phone is creating among teenagers. This is, however, in no way to mean that the use of mobile is totally responsible for this situation. But it was one of the many responsible factors which are dominant.

We have some very beautiful aspects of our social practices which are being maintained even in the use of cell phone users. In case of most of the teens in this study, it was found that they shared their cell phone with other members of their family. Although this sort of tendency can be linked to the economic status of the people and availability of the service, it can also be linked to the adoption of the culture of sharing which is part of the social norm/values. On the other hand, the use of mobile has given advantage that teens feel more confident to speak with someone with whom they would feel uncomfortable to speak face to face.

Financial management and cost economization are very important skills required in modern day world. It might be generalized that the use of cell phone has created financial burden to the parents. However, most of the teenagers have learnt to economize themselves as many of them have been covering the cost of mobile with their pocket money. On the opposite, a significant number of teens were not open

about how they manage cost. This might be a matter of concern for parents and other members of the community.

### **8.2.3 Impacts of Cell Phone**

When we talk about the impact of any scientific invention, it might be financial or social or individual. Obviously, the use of mobile has extra financial burden on its user or in the case of the studying teenagers and to the family. The financial impact is expressed by a key informant as he said “yes there needed more money when mobile is given to them (teenager son/daughters) and, on the other hand, they spent their study time and time to socialize with family in talking to their friends on the phone” (informant 13). This expression rightly addresses both the impacts (unwanted) of the cell phone viz. financial as well as social.

While looking at the financial impact of the cell phone, it was discovered that most of the teenagers in the research spent between Rs. 30-60 a day. In a country where the per capita average annual income is very low, spending this much of money a day on phone is not easy for common people. Therefore, it seems that this facility is still beyond the reach of common public. However, it is also possible to use this facility more economically as is seen in this study that the second largest number of the respondents spent less than the majority. The financial impact of this can be lessened as seen by the study. To talk about its impact on family and society, it was already discussed that there are some indications of some negative impacts on family relationship and a kind of mobile community (network) seems to have emerged.

The time spent on the use of mobile also has impact on aspects of personality or social relationships. It is found here that most of the respondents spend up to half an hour a day in the use of mobile which is normal and it can be argued that it did not hamper the conventional lifestyle of study, and supporting the family. Although, there were a big number of respondents who spent between 30-60 minutes on the phone, it can be seen that the elder teenagers used it more economically than the younger ones. The indication is that the teenagers’ consciousness should be raised with regard to various impacts of mobile facility so that they could become responsible users and also responsible members of their family and community.



The presentation of the result was mainly classified on the basis of two variables i.e. age and sex. The age wise classification of respondents' responses has in overall provided some difference in the tendency of understanding and using mobile service. It was seen that the younger teenagers' were in little excess which in case of elder respondents seemed very balanced. It might be because of the age and the period of their possession that might have caused this difference. As young teens normally were relatively newer users of this service than the older ones, they might be much more excited. On the other hand, as age 13-15 is normally the early puberty stage, they might not be able to make balanced use of resources. This phenomenon seems to decline where teens become more responsible in its use towards early adolescence (16-18). However, we require some controlling and monitoring mechanism especially in the case of the younger teens so that their early misuse or misunderstanding resulting from their early excitement does not become their habit.

Another variable that we were trying to observe was sex. Although, there were some variations between male and female respondents which were also described in the presentation section above, the classificatory analysis in terms of sex does not show us the significant degree of difference in their responses based on sex. It can be taken as a diminishing gender based conventional norm where females were always considered to be behind males in every aspect. While the number of female respondents (hence the users of cell phone) was more than the male respondents, there were also not such gender based difference in their responses. It might be an indication of the emerging urban society where traditional gender based views were being discarded.

### **8.3 Conclusions**

On the basis of the detailed discussion on the findings of this study, the following conclusion has been drawn.

1. Most of the teenagers were aware of the advantages and uses of mobile services. While younger teens seemed more excited about its uses and diverse facilities available, the elder teens were more aware of the possible negative sides of it. From the perspective of gender, there are not marked variations between the views of the male and female respondents. However, when some

differences were found, female teenagers seemed more sensitive to aspects of cell phone which might influence negatively to our society.

2. Mobile technology has enhanced the culture of close relationship between the teens of opposite sex was most of the teen reported to have used mobile service primarily to communicate/interact with their boy/girl friends. Similarly, the search for individual secrecy is a top priority (It might perhaps be concluded that they even did not want to share openly with their family). Therefore teens preferred SMS over voice call and mobile communication over land-line service. It can also be concluded here that the popularity of land-line service is getting limited. Moreover, use of cell phone has somehow helped in enhancing confidence in speaking with people other than their family members or friends.
3. Although most of the teenagers used their cell phone economically, it has created extra-financial burden on the part of guardian/parents. Parents / guardians required extra awareness of the teenagers' expenditure on the cell phone and if they are actually within the limit of finance available to them a significant proportion of the teenagers hesitated to spell out the source of financing. Similarly, the use of mobile technology has encouraged a culture where the teenagers' gave more importance to the relationship with their girl/boyfriends affecting the relationship with family and relationship.

The overall finding of this study with regard to sex and age variables is that while there were some variations between the young and old teenagers with regard to the aspects of awareness, uses, reasons and impacts of/about the use of cell phone, the conventional variation as seen in traditional societies between males and female in every aspects of socio-economic life was not found present at least in the case of the teenagers who were the subject of present study.

#### **8.4 Directions for the Further Research**

This descriptive study in itself is illuminating as it has tried to study the socio-cultural and financial aspects of the use of one of the fast growing technological advancement in the field of telecommunication. However, this study suffers some limitations. Methodologically, the study can be made stronger by using varied and multiple data sources like: interviewing the respondents so as to further elaborate what they actually

mean by their response. Similarly, it could use extensive data from multiple sources so that triangulation and verification of data is possible.

Similarly, the study of how the technical aspects of using mobile phones (for example: ring tone setting, listening to music/radio, sending and downloading graphic materials etc.) have taken shape of a different culture in the life of teenagers can be carried out. Moreover, the generalizations and findings of this small scale study can be tested by the study of wider population and from different parts of the country.

The study of the cell phone using culture of the people of different age group and profession also can give a useful insight into the holistic aspect of mobile culture that is emerging rapidly. It is also possible to replicate the same study by using more scientific and expert designed tools for data collection.

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## APPENDICES

### Appendix 1

#### Questionnaire for Cell Phone Holder Teenager Students

Name .....Age.....

Sex.....Caste.....Qualification.....

Address.....Service provider.....

#### Views and Opinions

1. In your opinion which means of communication more advantageous for the personal development of teenager?
2. What do you think about the relation of teenagers with older generation by the use of cell phone?
3. Give your views about the misuse of cell phone by the teenager?
4. What do you say the parents use to get the false message about the location of teenagers by the use of cell phone?
5. Do you think the cell phone is becoming an important tool for study?
6. What do you say about the cultural degradation by the use of cell phone?
7. Do you think the cell phone is becoming a means of imitating the phrases and idioms of languages from your friends?
8. Do you think the cell phone is means of cultural exchange?  
A. Yes .... B. No .....  
If yes, a. food b. dress c. festivals d. others
9. Do you think the use of cell phone has really improved your everyday life?
10. In your views, what are the negative and positive aspects of the use of cell phone?

#### Reasons

11. For what purpose do you use the cell phone?  
a. study, b. e-mail, internet, c. entertainment (Game, Music)  
d. greeting message, e. communicate to family, f. alarm  
g. communicates to boy/girl friend, h. bluff call, I. any other
12. Why do you do SMS instead of phone call?
13. Why do you prefer cell phone instead of set phone (land line)?
14. Why do the most teenagers take cell phone as an essential device?
15. Why these days' teenagers are freer from their parents control and monitoring than the before?
16. Do you share your cell phone to your parents?  
a. yes, b. no.  
If no why?

17. What changes did you get yourself after using the cell phone in your social/cultural aspects?
18. How do you manage the money to be spent for using your cell phone?
19. How conveniently do you operate all the functions available in your cell phone?  
a. very easy, b. easy, c. difficult, d. very difficult

**Impacts**

20. How frequent do you use the cell phone in a day?  
a. call ....., b. SMS ..., c. miss call ....., d. email/internet .....,  
e. entertainment ....
21. How much money do you use the cell phone in a day?
22. Whom do you call mostly?  
a. parents, b. friends, c. relatives, d. girl/boy friend, e. others
23. How long do you use the cell phone a day?  
a. below 30 minutes, b. 30 to 60 minutes, c. 60 to 120 minutes,  
d. above 120 minutes
24. How often do you use the cell phone to talk with your friends?
25. What are the impacts of call by cell phone in your family environment?
26. What are the impact of cell phone in your work and everyday life?
27. What are the effects of the cell phone to your health?
28. Your comments and suggestions.

## Appendix 2

### Questionnaire Schedule for Key Informant Interviews

1. Name ..... Sex .....  
Age .....Position .....Office .....  
Address .....
2. What is the most useful sector of cell phone?
3. do you think that the students are proper users of cell phone?
4. What are the proper users of cell phone?
5. Do you think that the age bar of the cell phone users is the most important aspect to maintain social order?
6. What do you think of providing cell phone on the socio cultural aspects of the society while the users are teenagers?
7. What will be the impact of the use of cell phone on the social/cultural aspects of the society while the users are teenagers?
8. What behavioral changes does it bring to the teenagers?
9. In your opinion, what is the most useful purpose of cell phone to the teenagers?
10. What do you say that the economic burden will increase in the family if the teenagers are users of cell phone?
11. Do you make the students oblige to switch off their cell phone in the classroom?