

**Study Report on**  
**Expansion of Cell Phone and Behavioral Change in**  
**Interpersonal Communication**

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## Table of Contents

Summary		3
1	Introduction	8
	1.1 Statement of the problem	8
	1.2 Literature Review	9
	1.3 The Objective of the Study	9
	1.4 Methods	10
	1.5 Limitations	10
2.	Study Finds	11-30
3	Recommendations	31
4	Annexure	
	Annex 1: Questionnaire	1-9
	Annex 2: Tables	1-21
	Annex 3: FGD	1-3
	Annex 4: Case Study	1

## SUMMARY

### **Background and Objective:**

Cell phone (CP) has dramatically changed peoples' social and communication behavior use telephones. The land telephone line restricted the user's accessibility to phone and also abilities to move around while talking and telephones were usually located in areas away from and more or less isolated from other activities. After the introduction of Cell Phone in Bangladesh in 1993, today, we see people use CP in all kinds of situations, from the most private situations such as in bed and in the bathroom, to public places such as in the streets, on the bus, in shops, restaurants, public theaters, offices, at work as well as leisure, while attending seminars, alone as well as together with others. There are over six nation-wide independently owned cell phone companies competing for business. As of March, 2011 there are 70.963 million CP subscribers in Bangladesh (BTRC). Expansion of cell phone has an impact on our behavior. Cell phone users often perform cell phone conversations in combination with multiple other activities and simultaneously with other social interactions. This study was undertaken with the objective to understand why people use cell phone in a range of situations and identify the impact of expansion of cell phone on interpersonal communication and behavior change.

### **Study Methodology:**

Study population included 500 CP users from four different categories such as student, homemaker, businessman and service holder residing in Dhaka city selected on the basis of stratified sampling using purposive method. Method used included literature review, primary data collected through direct interview of the individual using pre-tested structured interview schedule, FGD and case study. Statistical analysis was done with SPSS.

### **Findings:**

- **Users and Brand:**

Large number of respondents especially in the category of business people and service holders are using CP for four years and more. Businessmen and service holders mostly purchased the CP themselves. Whereas majority cases parents and siblings paid for CP owned by students and husbands paid for CP of homemakers. Around two third of home makers, businessman and service holders is using GP/ Banglalink. Among students a little more than half using GP/ Banglalink, and one fourth is using Warid .

- **Method of Payment:**

Most of the homemakers and students using pre-paid connections. Only a few of the respondents using post-paid especially among service holders. Most probably office pays CP bills.

- **Use of CP Options:**

General calls are used by all the respondents and clock/alarm by most of the respondents. SMS, Games, camera, internet, MP3 player are mostly used by students. While certain percentage of

student consider that SMS as an alternative to letter other categories of respondents mostly have negative response. Majority of the respondents do not use MMS and radio.

All respondents save in their CP name, address and phone numbers of the people they make calls. Students install and use various CP options since being young and with their inquisitiveness about new technology they prefer to explore with various options. Also selected people in the categories of service holders and businessman are interested in optimum use of new technology. Since the homemakers are mostly involved in household activities and taking care of their children, they have limited time and interest to explore and use various CP options. All four categories of respondents agreed that CP users should be conscious about privacy of the data stored in the cell phone

- Reason for use of CP:

Most of the respondents said that they use CP to keep contact with others. In addition the students use CP to keep themselves informed about study and business people to maintain business related contact. Homemaker use CP also for safety.

Home makers, make and receive calls mostly from guardians and relatives. Students, in addition to guardians and relatives make and receive substantial percentage of calls to and from friends and classmates. Business people mostly make business related calls and service holders receive and make calls to keep contacts with colleagues.

- Number of calls made and Expense:

Around two third of the total respondents said that daily approximate dialed call is 10 and below which includes mostly homemakers, students and service holders. Among businessman, half of them said daily approximate dialed call varies between 11 to 20. Most of the students and homemakers spend between Tk.300/- to Tk. 1000/- monthly. Businessman generally spend more money for payment of cell phone calls. Most of the respondents do not agree that cell phone expense curtails the demands of everyday need and expense for CP is wastage.

- Benefits of CP:

Respondents from all categories highly support the statement that CP facilitates in maintaining interpersonal communication. Large number of respondents agree that using cell phone increasing social communication and spread one's circle of acquaintance. Most of the respondents especially service holders and business people who want to optimize use of their time agree that using cell phone help in increasing proficiency in efficient delivery of responsibilities and goods. Also the respondents in the categories of student, business man and service holders agree that using CP enriches their information and knowledge base. Among homemakers half of them did not agree to this, most probably because few of them use internet option.

Most of the respondents think that carrying cell phone gives a feeling of security which is especially supported by homemaker and business people. Home makers being women are more susceptible to insecure environment. They are also anxious about security of their children and spouse. Business people handling cash may also use CP for safety measures.

- Use of ring tone

Service holders, students and homemaker mostly do not like to use high pitch ringtone. Only, some business man are in favor of using high pitch ringtone. Substantial number of respondents have knowledge about health hazards in excessive use of cell phone.

Students and service holders switch the ring off or switch the phone off in class and work place. On the other hand, most of the businessman and homemaker receive phones. It is interesting to note that homemaker, service holder and mostly businessman said that there is no particular place where they stop using CP. Students mostly restrict themselves in the class. However, most of the respondents in all categories are conscious of the fact that high pitch ring tone hamper public interest and they support that there should be mobile silent zone in class/ Workplace.

- Pattern of CP use:

The respondents are mostly get annoyed when some one around talk through CP in loud voice and also conscious about not to do the same when they are using CP. Only some businessman said they are not that concerned about whether people around gets annoyed or not. To avoid unnecessary calls respondents generally do not pick up the CP and some of them cut off the line. A few of the respondents including students use call block option.

- Behavioral effect:

The respondents in general supported that there are some amount of moral degradation due to increased use of CP which includes enhancement in:

1. Tendency of telling lies;
2. Watching pornography;
3. Public discloser of personal and confidential information/ photograph
4. Habit of unnecessary talking
5. Annoying people through unnecessary miss call and eve teasing.
6. Indecent behavior in public place

Considerable percentage of homemakers and service holders considers calling people after midnight is interference of personal time of others. Whereas student and businessmen do not consider this as improper. However, along with home maker, service holder, most of the business man do not prefer to use CP to call late at night. Only certain percentage of student like to use discount call offered by CP companies to make late night calls.

## Recommendations:

The respondents made following recommendations to promote positive behavioral change among CP users:

- Creating awareness and positive attitude about use of CP, especially among youths.
- Not to consider CP as social status.
- CP should be used only to maintain contacts.
- Tendency of telling lies over CP should be abandoned.
- Should not talk at late night (without sleep), Day call rate should be reduced and night call rate should be increased.
- Should not misuse free talk/SMS time, free talk time/SMS by CP companies should be stopped.
- Unnecessary use of call/gossip /SMS should be stopped.
- Conscious about not to use high ring tone, not to use offensive ring tone.
- Not to disturb some one especially girls/women by CP. There should be law to prevent such incidence.
- Flexi-load shop keepers should be warned not to give girls/women's CP numbers to others.
- Be conscious of not to cause inconvenience to others.
- Not to make miss calls to disturb some one.
- Not to disturb some one with repeated call when he or she is busy.
- Not to call unknown people/number especially at night in order to disturb.
- Should not talk loudly or listen to high sound music over CP.
- CP should be kept in silent mode in a class/ hospital/work place.
- While calling some one should consider time of calling such as rest or prayer time of the receiver.
- Not to use abusive language during CP conversation, try to be courteous while talking over CP.
- Avoid speaking in a CP in public place/ talk gently in a public place.
- Not to misuse money/spend money for CP use beyond their means.
- CP call rate should be enhanced in order to reduce number of calls made.
- Not to use CP while driving or crossing road.
- Purchase of Sim card should not be allowed without registration number.
- CP users should be controlled by a socially recognized institution.
- CP companies should be made aware of social implications of various offers they make.
- Age of CP users should be restricted. Use of CP by under age (18 years and below) children should not be allowed.
- One should not use more than one sim.
- Organize movement against unjustified offer of the CP companies
- Call block service should be improved.
- CP companies should play positive role in preventing unacceptable social behavior.

- Taking photographs by CP especially without consent of the person being photographed should be discouraged. Not to use pornography or foul language in CP.
- Not to publicize personal information/photograph through CP.
- Not to be addicted in use of CP.
- Not to attach CP continuously to the ear.
- One should exercise commonsense in use of CP.
- CP should be considered as a necessary tool to meet the need.
- Too much or unnecessary talk should be avoided.
- Every technology has both good and bad side; we have to accept both good and bad side.
- Excessive checking by the guardians should be stopped

# 1. Introduction

## 1.1. Statement of the problem:

Cell phones (CP) or mobile phones have dramatically changed the way people communicate. Traditionally, telephone conversations were restricted to relatively fixed locations. The land telephone lines restricted the user's abilities to move around while talking and telephones were usually located in areas away from and more or less isolated from other activities. Telephone booths and phone boxes were located in designated areas and designed for the purpose of not disturbing and/or being disturbed by others. The locations of the telephone in private homes and offices have also been regulated by norms and traditions, balancing the benefits of a central location with the comfort of having the phone conversation away from the noise and disturbance of other activities.

The cell phone has brought telephone conversations out from these designated areas of traditional fixed line telephones, and into the huge variety of social situations and settings people take part in. Today, we see people use cell phones in all kinds of situations, from the most private situations such as in bed and in the bathroom, to public places such as in the streets, on the bus, in shops, restaurants, public theaters, offices, at work as well as leisure, while attending seminars, alone as well as together with others. Bangladesh is one of the few countries in the world that can guarantee each one of its residents can get a cell phone signal - no matter where they are in the country with a population of over 150 million. There are over six nation-wide independently owned cell phone companies competing for business. Bangladesh's six cell phone carriers added 2.05 million new subscribers in January, 2009 making the total number of user to 36.4 million in the one of the world's fastest growing mobile market, official data showed.

Expansion of cell phone has an impact on our behavior. Cell phone users often perform cell phone conversations in combination with multiple other activities and simultaneously with other social interactions. Rather than being a one-to-one interaction between the two telephone speakers, mobile phone conversations often involve other persons in the speaker's local context. Today, a cell phone is not merely a tool which enables us to make phone calls and send text messages or pictures. It can process, store, and output/input complex and diverse information. For instance, the functions the Apple iPhone has: Multimedia, Internet connectivity, Web accessibility, E-mail, etc. It is also time consuming and cost effecting to us.

There is no doubt that many find cell phone highly useful, and appreciate the flexibility and accessibility they represent. However, the use of cell phones may also be experienced as annoying and disturbing, and even perceived as improper behavior in many social situations. The problem of cell phone disturbance in public spaces has mainly been treated as a social phenomenon related to norms of social behavior in the various social settings. The general argument being that cell phone usage may challenge the social norms of behavior of the social setting, and/or that specific norms of cell phone usage have yet to be established.



While the performance and cost of current new cell phone functionalities, or call services, are not yet completely satisfying no one can deny that a new age is coming – the age that belongs to the cell phone. In today’s world nearly everyone has access to a cell phone. How people use cell phones is an interesting topic. It is related to how cell phones will be designed in the future and how to apply information technology to our quality of life. Thus, the answers to these questions may inspire thoughts towards the expansion of cell phones.

## **1.2. Literature Review:**

There is limited number of literature especially on the subject “Cell Phone and Behavioral Change in Interpersonal Communication”. There is no research work on Bangladesh perspective. Some of the available research reports include:

- Going Wireless: Behavior and Practice of New Mobile Phone Users by Leysia Palen, Marilynj Salzman & Ed Youngs in 2000.
- Cellular Telephone Use Behavior by Richard A. Hudiburg and Undergraduate Research Team, University of North Alabama
- Disturbing cell phone behavior- a psychological perspective. Implications for mobile technology in tourism by Svein Bergvik, Telenor R&D.
- Cell Phones - A Youngster’s Favorite Toy by Shahana Ferdous, Star Weekend Magazine, Vol 4 Issue 55, July 22, 2005.

These researches are centered on health related behavior change through cell phone, disturbing cell phone behavior etc and not focused on behavior change in interpersonal communication.

## **1.3. The Objective of the Study:**

The general objective of the study is to understand why people use cell phone in a range of situations and identify the impact of expansion of cell phone on interpersonal communication and behavior change. More specifically to identify

- Change in the behavior of the cell phone users.
- Communicative practices of mobile phone users.
- Perception of and adaptation of social norms
- Concerned academic use with cell phones in the classroom (disturbances, tests).
- User comprehension of mobile telephony technology.
-

## 1.4. Methods:

### A. The Conceptual Framework:

**Cell Phone:** Wireless phones which brought conversations out from designated areas of traditional fixed line telephones, and into the huge variety of social situations and settings people use it/ .

**Behavioral Change:** Modification of behavior or practices and environmental factors related to that behavior.

**Interpersonal Communication:** Communication with person to person.

### B. Methods of Investigation:

- **Universe of Study:** Equal number (125) from all four categories such (student/business people/ homemaker / service holder) residing in Dhaka city using cell phone were selected.
- **Sampling Frame:** 500 users of cell phone selected as sample.
- **Gender:** Male (256) and female (244) almost equally distributed.
- **Sampling Procedures:** Cell phone users of different categories selected on the stratified sampling using purposive method.
- **Units of Observations and Sampling Size:** Each cell phone user was taken as unit of analysis.

### C. Data Collection:

- **Literature Review:** Available literature was reviewed.
- **Primary Data Collection:** Primary data collected through direct interview of the individual using pre-tested structured interview schedule (Bangla).
- **Case study:** Case study on some special incidences related to study subject collected and incorporated in order to enrich the findings.
- **Focus Group Discussion:** Two Focus Group Discussions (FGD) conducted.

## 1.5. Limitations

Frequent disruption of electricity and power cuts created problems for data compilation, analysis and report writing.

Businessmen are busy with various activities. So it took more time than estimated to get them for interview.

## 2. Study Findings

### 2.1 Features of the CP Device and Packages by Profession of the respondents

#### 2.1.1 Time period of using CP

While percentage of respondents using cell phone for 4 years and more varies between 90% to 92% among business people and service holders, in case of home maker and students it is slightly less i.e. 68% and 70% respectively.

#### 2.1.2 Person who purchased CP for You

**Table: 1**

Person who purchase Cell Phone for You	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Parents	80	21	4	19	124
	64.0%	16.8%	3.2%	15.2%	24.8%
Siblings	24	4	6	6	40
	19.2%	3.2%	4.8%	4.8%	8.0%
Friends	0	1	0	0	1
	.0%	.8%	.0%	.0%	.2%
By own	12	8	108	88	216
	9.6%	6.4%	86.4%	70.4%	43.2%
Lover	2	0	0	0	2
	1.6%	.0%	.0%	.0%	.4%
Spouse	4	82	5	8	99
	3.2%	65.6%	4.0%	6.4%	19.8%
Others	3	9	2	4	18
	2.4%	7.2%	1.6%	3.2%	3.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

In case of business and service holders 86% and 70% respondents respectively purchased the CP themselves. Another 20% among service holders reported that their parents and siblings bought it for them. In case of students 83% cases parents and siblings bought the CP for them and 66% home makers reported that their spouse purchased it and another 20% cases parents and siblings paid for the CP.

### 2.1.3 Type of sim used

Out of 924 responses 35% respondents have GP connections which is followed by Banglalink (28%) and Airtel (16%). In most cases (68%) CP is registered in their own name.

Around two third of home makers, businessman and service holders is using GP/Banglalink. Out of 272 responses received from students 55% using GP and Banglalink, and 25% using Warid .

### 2.1.4 Types of Connection

**Table: 2**

Types of Connection	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Pre-paid	124	125	98	94	441
	99.2%	100.0%	78.4%	75.2%	88.2%
Post-paid	1	0	18	6	25
	.8%	.0%	14.4%	4.8%	5.0%
Both	0	0	9	25	34
	.0%	.0%	7.2%	20.0%	6.8%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

Most (88%) of the respondents using pre-paid connections among whom 100% homemakers, 99% students, 78% businessman and 75% service holders. Through use of pre-paid connection the respondents can keep track of number of calls made in order to control expenditure especially in cases of home makers and students who are dependent on others to pay the bills. Certain percentage (14%) of post paid and both pre-paid and post paid (7%) connections are used by the business people. Similarly, among service holders 20% using both pre-paid and post paid and another 5% using post paid. In both cases (businessman and service holders) probably office pays CP bills fully or partially.

### 2.1.5 Use of various options

#### a. General call

All the respondents uniformly said that they use general calls.

#### b. SMS

SMS is a useful CP options to reach a person who is not reachable over general call. Use of SMS is more common among students (90%) and service holders (70%). Seventy two percent students said that they always use SMS and another 18% use some time. In case of service holders, 47% reported that they always use SMS and another 23% use it some time. Around two third of the home makers and businessman never use SMS.

#### c. MMS

Most of the respondents (94%) in all four categories said that they never use MMS.

#### **d. Games**

Playing games in CP are not that popular especially among homemakers (96%), businessman (90%) and service holders (84%). Even among students only 45% said that they use this option.

#### **e. Radio**

Similarly, radio options in CP is also not being used much (71%) by the respondents.

#### **f. Camera**

Sixty two percent students use CP camera which is followed by 42% service holders. Only one fourth of the homemakers and businessman use CP camera.

#### **g. Internet**

Only 28% respondents including 46% students, 36% service holders and 26% businessman use internet service of CP. Among homemakers only negligible (6%) use internet service.

#### **h. MP3 player**

MP3 player is mostly (68%) used by students and service holders (44%). Three fourth of the respondents in the categories of businessman and homemakers never used CP MP3 player .

#### **i. Clock/alarm**

Eighty six to ninety one percent of all respondents such as students (91%) businessman and service holders (88%), and homemakers (86%) use clock and alarm options provided in the CP.

Most of the respondents' said that a little bit changes of peoples lifestyle has been observed whilst the number of cell phone subscriber increased. For instance, cell phone subscribers are less intended to purchase a wrist watch. Rather s/he prefers to see their daily time from their own mobile. All respondents' admitted that mobile phone is one of the popular entertaining medium for the people. Browsing internet, listing F.M. radio, sports update, photo capturing are the common mobile entertainment criteria. (FGD with student group).

They also prefer the entertainment of the cell phone handsets. For instance, listening radio, MP3, capturing photo and video, alarm clock, reminder list, games and browsing internet are the common entertainment pattern. Besides, all respondents' appreciated the utility bill payment system of the cell phone operators. These services were highly appreciated because it is not time consuming and there no extra cost demand for using these services. In addition to that some respondents' get information about their banking transactions using the cell phone. For instances, to know about the bank account balance as well as deposit and debit info the respondents' use cell phone. Earlier they had to meet with the banker for collecting bank account related information. All respondents' observed that some people impulsively tell lies whenever they use cell phone. (FGD with home makers and service holders)

## 2.2. Cost and Call by Profession of the Respondents:

### 2.2.1. Monthly expenditure for cell phone- pre paid

**Table: 3**

Monthly expenditure for cell phone- pre paid	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Less than 300	32 25.8%	42 33.6%	10 9.3%	15 12.5%	99 20.8%
300 to 500	56 45.2%	55 44.0%	22 20.6%	50 41.7%	183 38.4%
500 to 1000	28 22.6%	22 17.6%	50 46.7%	35 29.2%	135 28.4%
More than 1000	8 6.5%	6 4.8%	25 23.4%	20 16.7%	59 12.4%
<b>Total</b>	<b>124</b> 100.0%	<b>125</b> 100.0%	<b>107</b> 100.0%	<b>120</b> 100.0%	<b>476</b> 100.0%

Most cases students ( 94%) and homemakers (95%) monthly expenditure varies between less than Tk. 300/- to Tk.1000/-. However, monthly expenditure is less than Tk. 300/- among 26% students and 34% home makers. Businessman (91%) and service holders' (88%) monthly expenditure on CP is between Tk. 300/- to Tk. 1000/- and above. Expenditure is more than Tk. 500/- among 70% businessman and 46% service holders. This shows that businessman generally spend more money for payment of bills for cell phone calls.

### 2.2.2. Monthly expenditure for cell phone- post paid

**Table: 4**

Monthly expenditure for cell phone- post paid	Profession of the respondents			Total
	Student	Businessman	Service holder	
500 to 700	1 100.0%	0 .0%	1 3.3%	2 3.5%
700 to 1000	0 .0%	3 11.5%	12 40.0%	15 26.3%
1000 to 1500	0 .0%	7 26.9%	5 16.7%	12 21.1%
More than 1500	0 .0%	16 61.5%	12 40.0%	28 49.1%
<b>Total</b>	<b>1</b> 100.0%	<b>26</b> 100.0%	<b>30</b> 100.0%	<b>57</b> 100.0%

Post paid bills are paid by 57 respondents out of which 30 are service holders, 26 business man

and only one student. Most (88%) of the business people pay monthly bill of between Tk. 1000/- to Tk. 1500 and above and service holders (97%) pay Tk. 700/- to Tk. 1500/-and above. The student expenditure is limited to Tk.500/- to Tk. 700/-.This shows that students and home makers with limited budget do not use post paid accounts Even limited number of business man and service holders use post paid accounts.

### 2.2.3. Number of calls made in a day

**Table: 5**

Daily approximate dialed call	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
1 to 10 call	87	111	44	61	303
	69.6%	88.8%	35.2%	48.8%	60.6%
11 to 20 call	30	13	62	44	149
	24.0%	10.4%	49.6%	35.2%	29.8%
21 to 30 call	6	1	17	16	40
	4.8%	.8%	13.6%	12.8%	8.0%
31 to 40 call	1	0	1	2	4
	.8%	.0%	.8%	1.6%	.8%
41 to 50 call	1	0	1	2	4
	.8%	.0%	.8%	1.6%	.8%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

Sixty one percent of the total respondents said that daily approximate dialed call is 10 and below which includes mostly homemakers (89%) followed by students (70%) and service holders (49%). Among businessman, half of them (50%) said daily approximate dialed call varies between 11 to 20 and another one third it is between 1-10 calls. Thirteen to 14% service holders and businessman make 21-30 calls daily.

### 2.2.4. Number of calls received in a day

Forty five percent of the total respondents said that daily approximate received call is 10 and below and another 41% receive daily calls ranging from 11-20. Among students 50% receives 1-10 calls and another 44% receives 11-20 calls daly. Among service holders 78% said that daily received calls ranges from 1-20. Most (71%) homemakers receive 1-10 calls daily and 70% businessman receive daily calls between 11-30.

### 2.2.5. Person from whom most calls received

**Table: 6**

Person from whom most calls received	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Guardian/Relatives	76	110	58	58	302
	60.8	88.0	46.4	46.4	60.4
Business related	0	0	106	4	110
	.0	.0	84.8	3.2	22.0
Friends	85	25	38	58	206
	68.0	20.0	30.4	46.4	41.2
Classmate	32	0	0	0	32
	25.6	.0	.0	.0	25.6
Lover	48	0	6	12	66
	38.4	.0	4.8	9.6	13.2
Colleagues	2	0	4	78	84
	1.6	.0	3.2	62.4	16.8
Others	3	77	12	42	134
	2.4	61.6	9.6	33.6	26.8

Sixty percent of total respondents said that they receive calls from guardians/relatives. This includes 88% homemakers and 60% students. Out of 206 (41%) respondents receiving calls from friends, majority are from students (68%) followed by service holder (46%). Business related call are mostly (85%) received by business people and call from colleagues mostly (62%) are received by the service holders.

### 2.2.6. Most call made to person by Profession of the respondents

**Table: 6**

Most call made to person	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Guardian/Relatives	46	112	62	74	294
	36.8	89.6	49.6	59.2	58.8
Business related	0	0	103	2	105
	.0	.0	82.4	1.6	21.0
Friends	82	24	28	57	191
	65.6	19.2	22.4	45.6	38.2
Classmate	29	0	0	0	29
	23.2	.0	.0	.0	23.2
Lover	47	0	5	13	65
	37.6	.0	4.0	10.4	13.0
Colleagues	2	0	4	77	83
	1.6	.0	3.2	61.6	16.6
Others	6	69	28	40	143
	4.8	55.2	22.4	32.0	28.6



Fifty nine percent of total respondents said that they call guardians and relatives which is complemented by all four categories; homemakers (90%), service holder (59%), business community (50%) and student (37%). The students mostly make calls to friends (66%), class mate (23%) and fiancé (38%). Business people mostly make business related calls.

## 2.3. Behavior of the CP Respondents by Profession of the Respondents

### 2.3.1. Reason for use of CP

**Table: 7**

Reason for Use of CP	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Cell phone is the part of daily life	43	33	35	45	156
	34.4	26.4	28.0	36.0	31.2
To keep contact with everyone	101	115	117	115	448
	80.8	92.0	93.6	92.0	89.6
For safety	27	44	19	21	111
	21.6	35.2	15.2	16.8	22.2
Economical communicative media	20	23	25	18	86
	16.0	18.4	20.0	14.4	17.2
Study / work purpose	76	19	87	75	256
	60.8	15.2	69.6	60.0	51.4
Everybody around me has cell phone	15	5	2	3	25
	12.0	4.0	1.6	2.4	5.0
Parents/friends told to buy	3	0	0	0	3
	2.4	.0	.0	.0	2.4

Among total respondents (500) 90% said that they use CP to keep contact with others which is in general equally shared by all four categories of respondents. This is followed by work and study purposes (51%) where highest number (87) is business people followed by Reason for use of Cell Phone students and service holder (30,29)). Among homemakers only 19 Of them agreed to this statement. On the other hand respondents who mentioned use of CP for safety, 40% are homemakers, which is followed by students (24%).

### 2.3.2. Response about using high pitch ring tone

**Table: 8**

Response about using high pitch ring tone	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	28	36	53	23	140
	22.4%	28.8%	42.4%	18.4%	28.0%
No	97	89	72	102	360
	77.6%	71.2%	57.6%	81.6%	72.0%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

Among four categories of respondents service holders (82%), student (78%), and homemaker (71%) mostly do not like to use high pitch ring tone. However, 42% business men are in favor of using high pitch ring tone.

### 2.3.3. Response when CP rings in class/ work place/household work

Eighty six percent students and 44% service holders said that they switch the ring off or switch the phone off in class and work place.

On the other hand, most of the businessman (86%) and homemaker (81%) receive phones in when CP rings in work place/ during household work.

### 2.3.4. Restrain from use of CP

**Table: 9**

Restrain from use of CP	Profession of the respondents				Total
	Student	Homemaker	Business man	Service holder	
At home	3	2	2	2	9
	2.4	1.6	1.6	1.6	1.8
In transport	7	23	4	17	51
	5.6	18.4	3.2	13.6	10.2
In shopping mall	1	9	2	5	17
	.8	7.2	1.6	4.0	3.4
In hospital	16	27	15	17	75
	12.8	21.6	12.0	13.6	15.0
In workplace	4	0	2	27	33
	3.2	.0	1.6	21.6	6.6
In class	104	2	0	0	106
	83.2	1.6	.0	.0	21.2
No where	16	79	103	68	266
	12.8	63.2	82.4	54.4	53.2

It is interesting to note that more than half of the respondents, mostly businessman (82%), homemaker (63%) and service holders ((54%) said that there is no particular place where they stop using CP. This is mainly applicable for business people. Only negligible number of

respondents in all categories said that they refrain from using CP at home and at shopping mall. Students mostly (83%) restrict themselves in the class and 22% service holder said that they refrain themselves from talking at work place. Around one fourth of the homemakers do not use CP while travelling in a public transport.

### 2.3.5.State of cell phone interruption during interpersonal communication

In order to attend CP call most (82%) business people suspend the communication with another person. This also true about home maker (78%) student (70%)and service holder (69%). Due to urgent business related calls, business people need to be connected with people related to their business and the homemakers have to attend calls especially from children and spouse.

### 2.3.6. Mode of Communication before CP use

**Table: 10**

Mode of Communication before CP use	Student	Homemaker	Businessman	Service holder	Total
<b>Letter</b>	48	69	73	70	260
	38.4	55.2	58.4	56.0	52.0
<b>Land phone</b>	78	94	92	94	358
	62.4	75.2	73.6	75.2	71.6
<b>Telegram</b>	1	3	16	8	27
	.8	2.4	12.8	6.4	5.6
<b>Others</b>	29	7	11	15	52
	15.2	5.6	8.8	12.0	10.4

Seventy two percent of the total respondents used land phone to communicate with others before use of CP which is almost equally (74-75%)responded by service holder, homemaker and businessman. Also, 62% students used land phone for communication with others. This shows that substantial number of respondents have access to land phone. A little more than half of the total respondents mentioned about communication through letters. In this case also percentage (38%) of students is less than other category of respondents (55-58%.)

### 2.3.7. Information stored in CP

**Table: 11**

Information stored in CP	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Name-Address-Phone number	125	125	125	125	500
	100.0	100.0	100.0	100.0	100.0
Music	86	34	45	54	219
	86.8	27.2	36.0	43.2	43.8
Picture	72	31	37	54	194
	57.6	24.8	29.6	43.2	38.8
Video	30	7	7	20	64
	24.0	5.6	5.6	16.0	12.8
SMS	91	42	51	65	249
	72.8	33.6	40.8	52.0	49.8
Games	31	5	4	15	55
	24.8	4.0	3.2	12.0	11.0
Others	5	0	0	2	7
	4.0	.0	.0	1.6	1.4

Hundred percent of all four categories of respondents said that they save in their CP name, address and phone numbers of the people they make calls. Forty four percent of the total respondents save music of which 69% is student and 43% service holder. A little more than One third (36%) of the business people and one fourth (27%) homemakers also have music option in their CP. Out of 39% who save pictures majority (58%) is student followed by service holder (43%), businessman (30%) and homemaker (25%). Fifty percent of total respondents said they use SMS of which nearly three fourth (73%) are students, 52% service holders, 41% business people and 34% homemakers. Only few respondents have video and games in their CP and that is mostly among students. Students install and use various CP options since being young and with their inquisitiveness about new technology they prefer to explore with various options. Also selected people in the categories of service holders and businessman are interested in optimum use of new technology. Since the homemakers are mostly involved in household activities and taking care of their children, they have limited time and interest to explore and use various CP options.

### 2.3.8. Information stored before using CP

All the respondents said that they used to maintain (systematic/unsystematic) dairy to store information.

### 2.3.9. Action taken to avoid unnecessary CP calls

Out of total responses 72% said that they do not pick up the CP to avoid unnecessary calls and one third (35%) said that they cut off the line. Only fifty eight respondents said that they put the call block among whom nearly half of them are students.

## 2.4. Perception of the Respondents about CP and Behavioral Change by Profession of the respondents

### 2.4.1. Cell phone expense curtails the demands of everyday need

Table: 12

Cell phone expense curtails the demands of everyday need	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	23	6	14	11	54
	18.4%	4.8%	11.2%	8.8%	10.8%
No	102	119	111	114	446
	81.6%	95.2%	88.8%	91.2%	89.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

Majority of the respondents (89%) collectively and profession wise (Student 82%, home maker 95%, Businessman 88% and service holders 91%) do not agree that cell phone expense curtails the demands of everyday need.

### 2.4.2. Cell Phone Expenses Seems to be wastage

Table: 13

Cell Phone Expenses Seems To Be Wastage	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	20	16	8	12	56
	16.0%	12.8%	6.4%	9.6%	11.2%
No	105	109	117	113	444
	84.0%	87.2%	93.6%	90.4%	88.8%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

Eighty nine percent of the respondents do not consider expense for CP is wastage which is highly supported by all four categories of respondents .

### 2.4.3. CPs Effect on Environment

#### a.High pitch ringtone hamper public interest

Most (84-85%) of the respondents in the category of student, service holder, and homemaker are conscious of the fact that high pitch ringtone hamper public interest. Although 70% of business people are also conscious about the negative impact of high pitch ringtone, around one third of them do not agree that high pitch ringtone hampers public interest. This is in conformity with the previous table where considerable percentage of business people use

## b. Response about mobile silent zone in class/ Workplace

Most cases student (94%), homemaker (88%), and service holder (85%) are in agreement that there should be mobile silent zone in class and work place. Although percentage of response is less (71%) business people also concur with the statement. (Why 29% do not agree?)

We generally use the soft incoming ring tone or prefer to keep the tune in mute form during the office time.

(FGD with home makers and service holders)

### 2.4.4. CP's Effect on Social Value:

#### a. Tendency of telling lie is increasing

All categories of respondents highly (94-97%) support the statement that tendency to tell lies has increased due to use of cell phone. People using CP usually talk in a secluded place can tell lies without being exposed by people around. Also, users cannot see the **situation in the other end and had to trust what she/he is told. Even if they guess that the person on the other end is telling lies, they have no way to challenge it.**

Shahana (35) is a homemaker. Her daughter Lima is studying in a local college. She regularly goes out of home to attend the classes in the college. A few days back Shahana received a call from Farhana's class friend enquiring why she is not attending the college for last five days. Although surprised, she avoided to reply her. But she was worried and called Lima to know where she is. Lima replied angrily "Why, I am in the class". Shahana could feel that she is lying, but she had no way to check it. (Case Study)

#### b. Tendency of watching porn is increasing

Table: 14

Tendency of watching porn is increasing	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	96	85	98	106	385
	76.8%	68.0%	78.4%	84.8%	77.0%
No comments	28	40	25	16	109
	22.4%	32.0%	20.0%	12.8%	21.8%
Not agreed	1	0	2	3	6
	.8%	.0%	1.6%	2.4%	1.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

The respondents from all four categories more or less (68-85%) agree that tendency of watching pornography is increasing. Only six respondents do not agree and 22% restraint from making any comments.

**c. Increasing public disclosure of personal and confidential information/ photograph**

Most (87-94%) of the respondents in all four categories agree that public disclosure of personal and confidential information/ photograph is increasing. Only eight respondents have negative response and another 34 respondents restrained from making any comments,

**d. Increasing the habit of unnecessary talking**

Expansion of CP has increased the habit of unnecessary talking which was supported by most (90-93%) of the respondents in all four categories. Only 36 respondents do not agree and nine of them restrained from making any comment.

**e. Increasing the tendency of mixed language communication**

Two third of the respondents agreed that there is an increase tendency to talk a mixed language of Bangla and English. Twenty percent of the respondents does not agree with the statement and another 13% made no comment. irritate

**f. Increasing the tendency of annoying through cell phone**

Large percentage (95-98%) of respondents of all categories agreed that annoying others through CP has increased. Only four respondents have negative view.

Mrs. Huq received a miss call from an unknown person. She called back and told the caller that this is not the CP of the person he is trying to reach. In spite of that the caller continue to bother her with miss calls. Mrs. Huq’s daughter saved the number as “disturb” so that she can avoid the miss call. (Case study)

**g. Increasing the tendency of eve teasing**

**Table: 15**

Increasing the tendency of eve teasing	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	119	123	122	125	489
	95.2%	98.4%	97.6%	100.0%	97.8%
No comments	5	2	3	0	10
	4.0%	1.6%	2.4%	.0%	2.0%
Not agreed	1	0	0	0	1
	.8%	.0%	.0%	.0%	.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

Among the service holders 100% agreed that tendency of eve teasing has increased through use of MP which is supported by large number of respondents (95-98%) in other categories.

All respondents' opined that comparatively female are mostly sufferer from unexpected call /mobile teasing than the male. Four out of five adolescent girls said that they themselves used to solve such type of problem without informing their parents. Mostly unexpected mobile call bothered them during their resting time. They said that the cell phone operator should inaugurate free services to block these irritating incoming calls. Currently the call block services of the operators are costly enough. The respondents' said that the cell phone subscribers do not get any orientation on cell phone usage from the family and/or from the educational institutions. (FGD)

**h. Increasing the tendency of unnecessary miss call**

High (91-95%) percentages of respondents from all four categories agree that there is increasing tendency of unnecessary miss calls. Only 23 respondents replied negatively.

**i. Develop complicity in personal/family relation**

Three fourth of the respondents uniformly in all categories agreed that expansion of CP in some cases creating misunderstanding and complicity in personal and family life.

Hossain is a businessman. His wife lima comes from a large extended family. She is also very social. As such, she receives and make lots of call daily. Some time even at night she is talking with some one over CP. This irritates her husband. As such there is often conflict between them.  
(case study)

**j. Increasing the tendency of indecent behavior in public place**

**Table: 16**

Increasing the tendency of indecent behavior in public place	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	101	92	111	95	399
	80.8%	73.6%	88.8%	76.0%	79.8%
No comments	12	20	13	18	63
	9.6%	16.0%	10.4%	14.4%	12.6%
Not agreed	12	13	1	12	38
	9.6%	10.4%	.8%	9.6%	7.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

Eighty nine percent business people and 81% students responded positively towards increase tendency of indecent behavior in public places as an effect of expansion of CP. Also three fourth of the homemaker and business people have the same opinion.



CP is commonly own by people both in urban and rural areas and belonging to different classes. Like other land phone, CP is not limited as possession of the rich and well to do. Ownership of CP is a symbol of power and privilege of common people who are sometime breaking traditional behavior pattern of acting as subordinate to social elites.

#### 2.4.5. Accompanying cell phone gives a feeling of security

Table: 17

Using cell phone build up security	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	97	108	102	94	401
	77.6%	86.4%	81.6%	75.2%	80.2%
No comments	11	8	6	8	33
	8.8%	6.4%	4.8%	6.4%	6.6%
Not agreed	17	9	17	23	66
	13.6%	7.2%	13.6%	18.4%	13.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

Out of total respondents 80% think that accompanying cell phone gives a feeling of security. Mostly homemaker (86%) agreed with this statement followed by business people (82%). Home makers being women are more susceptible to various unsecured situation and also comparatively easy access to family members especially children and spouse through CP gives them feeling of security. Business people generally dealing with large amount of fund may also be porn to unsecured position.

#### 2.4.6.Using cell phone maintain interpersonal communication

Respondents from all four categories highly support the statement that CP facilitates in maintaining interpersonal communication.

#### 2.4.7 Using cell phone build proficiency

Out of total respondents 81% agreed that using cell phone assist in increasing proficiency in efficient delivery of responsibilities, especially service holders (87%) and business people (87%) who continuously communicate with their clients to follow up programs.

Ms. Rafayet Ara is a housewife and involve in a cooperative society where all 40 members are female. Most of the society members are small and medium handicraft garments entrepreneur. Earlier they directly interacted with the customer and ship-owners to receive selling order. Hence, they had to invest a lot of time to convince the customer. As a result they could not provide much more time to increase their production level. But when they started to use the cell phone they communicated quickly with the customer and received order from them. Gradually their business area expanded. Presently all entrepreneurs are able to provide more time to increase their production level (Case study)

#### 2.4.8. Feeling lost without cell phone

Out of total respondents 71% disagree with the statement that they will feel lost without cell phone (Contradictory with other responses), especially professionals (80%) which is followed by business people (70%) , students (69%), and home makers (66%).

#### 2.4.9. Excessive using of cell phone cause health hazard

Sixty six percent total respondents including service holders (70%), students (66%), business people (65%) and home makers (62%) agree that excessive using of cell phone cause health hazard. The percentage of respondents who do not agree is only 16%. This shows that considerable percentage of respondents have knowledge about health hazards in excessive use of cell phone.

#### 2.4.10. Preference of talking over night

**Table: 18**

Preference of talking over night	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	70	3	10	14	97
	56.0%	2.4%	8.0%	11.2%	19.4%
No	44	110	96	100	350
	35.2%	88.0%	76.8%	80.0%	70.0%
No comment	11	12	19	11	53
	8.8%	9.6%	15.2%	8.8%	10.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

Large percentage of home makers (88%), service holders (80%) and business people (77%) do not prefer to converse at night disturbing their sleep. Only certain percentage of students (56%) would like to talk over night. As such deal offered by various CP companies is mainly applicable to students.

### 2.4.11. Reaction of calling people after midnight

Table: 19

Reaction of calling people after midnight	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Interference of personal time	39	88	45	70	242
	31.2%	70.4%	36.0%	56.0%	48.4%
Anti human rights	3	8	7	5	23
	2.4%	6.4%	5.6%	4.0%	4.6%
It's not misdeed	80	28	73	49	230
	64.0%	22.4%	58.4%	39.2%	46.0%
Others	3	1	0	1	5
	2.4%	.8%	.0%	.8%	1.0%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

77% homemakers and 60% service holders considers calling people after midnight is interference of personal time of others and violation of human rights. Where as 64% students and 58% businessman do not consider this as improper.

### 2.4.12. SMS as alternative of letter

Two third (65%) of the total respondents said that SMS cannot be an alternative to letters which is largely (70-72%) supported by businessman and service holders, followed by homemaker (65%). However 46% students who comparatively use CP more said that SMS can be an alternative to letter writing.

### 2.4.13. Using cell phone spread your circle

Among total respondents 71% agrees that using CP spread one's circle of acquaintance. This statement is supported by 86% businessman, 79% students and 77% service holders. Only 58% home makers does not agree.

### 2.4.14. Using cell phone increasing social communication

Most (93 to 98%) of the professional in all four categories support the statement that using cell phone increases social communication.

#### 2.4.15. Using cell phone enriching knowledge

Table: 20

Using cell phone enriching knowledge	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	104	64	97	94	359
	83.2%	51.2%	77.6%	75.2%	71.8%
No	21	61	28	31	141
	16.8%	48.8%	22.4%	24.8%	28.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

Out of four categories of respondents 83% students agree that use of CP enriches information and knowledge base which is followed by businessman (78%) and service holders (75%). Among the homemakers nearly 50% do not agree with the statement because only few of them can use internet and information and entertainment features provided by the telephone carriers.

#### 2.4.16. Cell phone have seized personal time

Nearly three fourth (70-73%) of all categories of respondents think that use of CP take up substantial amount of their personal time.

#### 2.4.17. Pretend using CP to avoid other people

Substantial percentage (76%) of respondents, especially homemakers (94%) do not agree with the statement that in order to avoiding someone they pretend using CP to show that they are busy. However, 37% students and 28% businessman agreed that they do it. Female students waiting alone for a friend or relative outside home or waiting for a bus attracts attention of some un-scrupulous elements. In order to avoid them they pretend that they are busy talking to some one.

#### 2.4.19. Get annoyed because of someone around talking through CP in loud voice (Earsplitting talking through cell phone making annoyed)

Most (90-94%) of the respondents in the categories of homemakers, service holders and students said that they get annoyed when someone in and around them speaks over CP in loud voice. Also in case of businessman 78% responded that it annoy them when someone in and around them talk loudly while speaking over CP.

#### 2.4.20. Respondents' concern about people around getting annoyed while he/she talking over CP

Around three fourth (77-72%) of the respondents in the category of homemaker, student and service holder said that they are conscious about not to annoy people around while talking over CP. Whereas 45% businessman said they are not that concern and do not care much whether

people around gets annoyed or not.

#### **2.4.21. Privacy of the data stored data in cell phone**

All four categories of respondents such as students (98%), service holder (93%), homemakers (82%) and businessman (82%) consider data stored in CP is totally or moderately personal.

#### **2.4.22. Interest of buying more expensive cell phone rather than present**

Sixty nine percent students expressed their interest to buy more expensive CP than the preset one which is followed by businessman (52%), and service holder (46%). Two third of the homemaker are not interested to buy more expensive CP. It may be that because they generally use CP to call others which does not require expensive CP with many options, they are economical and since they do not go to outside home much, they are not in competition with others having fancy CPs .

#### **2.4.23. Cell phone is the indicator of social status**

Around three fourth of the respondents in the category of student (70%), homemaker (75%), and service holder (74%) do not agree that possessing CP is a status symbol. Substantial percentage of businessman also does not think it is a status symbol.

#### **2.4.24. Problems faced due to use of CP**

Out of total responses 77% identified unnecessary cal/sms/miss call as a problem causing disturbance which is followed by calls received while busy with work and disruption of plans. Among the students 57% think that excessive watchfulness of parents using CP is a problem.

#### **2.4.25. Social harassment is increasing through excessive using of cell phone**

High percentage of respondents in all four categories such as students (89%), homemaker (80%), businessman (73%) and service holders (86%) agree that social harassment is increasing through excessive using of cell phone.

## 2.4.26. Factor contributing in increasing incidence of social disturbance due to CP

Table: 21

Factor contributing in increasing incidence of social disturbance due to CP	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
CP users are misguided due to ambiguous offer by Mobile operators.	59	43	59	47	218
	52.7	43.0	64.8	52.3	52.9
Telling lie through cell phone has become a common phenomenon	89	70	66	87	312
	79.5	70.0	72.5	79.8	75.7
Harassment of people through unnecessary miscall	90	87	66	83	326
	80.4	87.0	72.5	76.1	79.1
Misuse of free sms	55	44	39	54	192
	49.1	44.0	42.9	49.5	46.6
Misuse of free talk time	58	54	42	58	212
	51.8	54.0	46.2	53.2	51.5
Low call rate provoke young generation for crime	56	59	51	61	227
	50.0	59.0	56.0	56.0	55.1
Annoyance due to phone call during off-peak hour	46	48	53	54	201
	41.1	48.0	58.2	49.5	48.8

Out of seven factors contributing in increasing incidence of social disturbance due to CP, harassment of people through unnecessary miscall (79%) and increased incidence of telling lie through cell phone (76%) has been rated high. Responses from all four categories of respondents also scored these statements high. However, responses on other factors such as Low call rate provoke young generation for crime (55%), CP users are misguided due to ambiguous offer by Mobile operators (53%), misuse of free talk time (52%) also scored moderately high as causes of social disturbance due to use of CP.

## 2.5 Recommendations

1. Creating awareness and positive attitude about use of CP, especially among youths.
2. Not to consider CP as social status.
3. CP should be used only to maintain contacts.
4. Tendency of telling lies over CP should be abandoned.
5. Should not talk at late night (without sleep), Day call rate should be reduced and night call rate should be increased.
6. Should not misuse free talk/SMS time, free talk time/SMS by CP companies should be stopped. Unnecessary use of call/gossip /SMS should be stopped.
7. Conscious about not to use high ring tone, not to use offensive ring tone.
8. Not to disturb some one especially girls/women by CP. There should be law to prevent such incidence.
9. Fexi-load shop keepers should be warned not to give girls/women's CP numbers to others.
10. Be conscious of not to cause inconvenience to others.
11. Not to make miss calls to disturb some one.
12. Not to disturb some one with repeated call when he or she is busy.
13. Not to call unknown people/number especially at night in order to disturb.
14. Should not talk loudly or listen to high sound music over CP.
15. CP should be kept in silent mode in a class/ hospital/work place.
16. While calling some one should consider time of calling such as rest or prayer time of the receiver.
17. Not to use abusive language during CP conversation, try to be courteous while talking over CP.
18. Avoid speaking in a CP in public place/ talk gently in a public place.
19. Not to misuse money/spend money for CP use beyond their means.
20. CP call rate should be enhanced in order to reduce number of calls made
21. Not to use CP while driving or crossing road
22. Purchase of Sim card should not be allowed without registration number
23. CP users should be controlled by a socially recognized institution.
24. CP companies should be made aware of social implications of various offers they make.
25. Age of CP users should be restricted. Use of CP by under age (18 years and below) children should not be allowed.
26. One should not use more than one sim
27. Organize movement against unjustified offer of the CP companies
28. Call block service should be improved
29. CP companies should play positive role in preventing unacceptable social behavior.
30. Taking photographs by CP especially without consent of the person being photographed should be discouraged. Not to use pornography or foul language in CP.
31. Not to publicize personal information/photograph through CP
32. Not to be addicted in use of CP
33. Not to attach CP continuously to the ear
34. One should exercise commonsense in use of CP
35. CP should be considered as a necessary tool to meet the need

36. Too much or unnecessary talk should be avoided.
37. Every technology has both good and bad side; we have to accept both good and bad side.
38. Excessive checking by the guardians should be stopped (students)



## Annex 1



### ডেমক্রেসিওয়াচ

৭, সার্কিট হাউজ রোড, ঢাকা ১০০০

ফোন : ৯৩৪৪২২৫-৬, ৯৩৩০৪০৫

## Expansion of Cell Phone and Behavioral Change in Interpersonal Communication

(আমরা ডেমক্রেসিওয়াচের পক্ষ থেকে এসেছি। এটি একটি শিক্ষা, সামাজিক ও গবেষণামূলক বেসরকারী উন্নয়ন প্রতিষ্ঠান। দেশের বিভিন্ন আর্থ-সামাজিক ইস্যু নিয়ে প্রতিষ্ঠানটি নিয়মিত গবেষণা করে থাকে। প্রতিষ্ঠানটি গণপ্রজাতন্ত্রী বাংলাদেশ সরকারের পরিকল্পনা বিভাগের অধীন সামাজিক বিজ্ঞান গবেষণা পরিষদের সাথে যৌথ উদ্যোগে সেল ফোনের বিস্তার ও আন্ত-ব্যক্তিক সম্পর্কের পরিবর্তন বিষয়ে একটি গবেষণা করতে চলেছে। আমরা আশা করি এ বিষয়ে প্রয়োজনীয় তথ্য আপনি দিতে পারবেন। আপনার মতামত আমাদের গবেষণার জন্য অত্যন্ত মূল্যবান। অনুগ্রহ করে সম্পূর্ণ খোলা মনে আপনি আপনার মতামত দিন। উলেখ্য আপনার কাছ থেকে সংগৃহীত তথ্য শুধুমাত্র গবেষণার কাজে ব্যবহৃত হবে। আমরা প্রতিষ্ঠানের পক্ষ থেকে আপনার মতামতের সকল প্রকার গোপনীয়তা রক্ষার নিশ্চয়তা দিচ্ছি।

### ব্যক্তিগত ও পারিবারিক তথ্য:

১. নাম:

২. বর্তমান ঠিকানা:

৩. লিঙ্গ:  নারী  পুরুষ

৪. বৈবাহিক অবস্থা:  বিবাহিত  অবিবাহিত

৫. আপনার পেশা কি:  ছাত্র  গৃহিনী  ব্যবসায়ী  পেশাজীবী

### মোবাইল ফোন ব্যবহার সংক্রান্ত তথ্য

প্রশ্ন: ৬. আপনি কত দিন ধরে মোবাইল ব্যবহার করছেন?

উত্তর:  ২ বছরের কম  ২-৩ বছর  ৪-৫ বছর  ৫ বছরের বেশি

প্রশ্ন : ৭. আপনি কেন মোবাইল ফোন ব্যবহার করছেন?

উত্তর:  মোবাইল ফোন দৈনন্দিন জীবনের একটি অংশ

সবার সাথে যোগাযোগ রাখার জন্য

নিরাপত্তার জন্য

- সশরীয়ী যোগাযোগ মাধ্যম
- লেখাপড়া / কাজের প্রযোজনে
- আমার আশেপাশের সবার মোবাইল আছে তাই
- আমার বাবা-মা অথবা বন্ধুরা কিনতে বলেছে তাই
- অন্যান্য (নির্দিষ্ট করণ).....

প্রশ্ন : ৮. কে আপনার জন্য মোবাইল (সেট ও সংযোগ) ক্রয় করেছেন?

- উত্তর :  বাবা/মা                       বড় ভাই/বোন                       বন্ধু/বান্ধবী                       নিজে
- প্রেমিক/প্রেমিকা                       স্বামী/স্ত্রী                       অন্যান্য (নির্দিষ্ট করণ).....

প্রশ্ন: ৯. আপনি এখন পর্যন্ত কয়টি মোবাইল ফোন সেট ব্যবহার করছেন?

উত্তর:

কোম্পানি	মডেল নম্বর	সেট সংখ্যা

প্রশ্ন: ১০. আপনি এখন পর্যন্ত কয়টি সিম ব্যবহার করছেন?

উত্তর:

কোম্পানির সংযোগের নাম	সংখ্যা	রেজিস্ট্রেশন (কার নামে)
<input type="checkbox"/> জিপি		
<input type="checkbox"/> বাংলালিংক		
<input type="checkbox"/> একটেল		
<input type="checkbox"/> সিটিসেল		
<input type="checkbox"/> ওয়ারিড		
<input type="checkbox"/> টেলিটক		

প্রশ্ন: ১১. একের অধিক সিম ব্যবহারের কারণ ।

উত্তর:

- ১.
- ২.
- ৩.
- ৪.
- ৫.

প্রশ্ন: ১২. কোন ধরনের সংযোগ ব্যবহার করছেন?

উত্তর:  প্রি-পেইড  পোস্ট-পেইড  উভয়ই

প্রশ্ন: ১৩. মোবাইলের কল বাবদ আনুমানিক মাসিক খরচ কত?

যদি প্রি-পেইড সংযোগ হয় -		যদি পোস্ট-পেইড সংযোগ হয়
<ul style="list-style-type: none"><li>• ৩০০ টাকার কম</li><li>• ৩০০-৫০০ টাকা</li><li>• ৫০০-১,০০০ টাকা</li><li>• ১,০০০ টাকার বেশি</li></ul>	অথবা	<ul style="list-style-type: none"><li>• ৫০০ টাকার কম</li><li>• ৫০০-৭০০ টাকা</li><li>• ৭০০-১০০০ টাকা</li><li>• ১০০০-১৫০০ টাকা</li><li>• ১৫০০ টাকার বেশি</li></ul>
খরচের উৎস- <ul style="list-style-type: none"><li>• নিজে</li><li>• বাবা-মা</li><li>• বড় ভাই-বোন</li><li>• স্বামী/স্ত্রী</li><li>• অন্যান্য (নির্দিষ্ট করুন).....</li></ul>		

প্রশ্ন: ১৪. মোবাইল ফোনের খরচ বহন করতে গিয়ে আপনার দৈনন্দিন কোন চাহিদা মেটাতে অসুবিধা হচ্ছে কি?

উত্তর:  হ্যাঁ  না

প্রশ্ন: ১৫. মোবাইল ফোনের খরচকে আপনার অপচয় মনে হয় কি?

উত্তর:  হ্যাঁ  না

প্রশ্ন: ১৬. সারাদিনে আনুমানিক কয়টি ফোন কল করে থাকেন?

উত্তর :  টি

প্রশ্ন: ১৭. সারাদিনে আনুমানিক কয়টি ফোন কল পেয়ে থাকেন?

উত্তর :  টি

প্রশ্ন: ১৮. সাধারণত কার কাছ থেকে বেশি ফোন পেয়ে থাকেন?

উত্তর :  অভিভাবক/ আত্মীয়  ব্যবসা সম্পর্কিত  বন্ধু-বান্ধব  সহপাঠী

প্রেমিক/প্রেমিকা       সহকর্মী       অন্যান্য (নির্দিষ্ট করুন).....

প্রশ্ন: ১৯. সাধারণত কাকে বেশী ফোন করে থাকেন?

উত্তর :  অভিভাবক/ আত্মীয়       ব্যবসা সম্পর্কিত       বন্ধু-বান্ধব       সহপাঠী  
 প্রেমিক/প্রেমিকা       সহকর্মী       অন্যান্য (নির্দিষ্ট করুন).....

প্রশ্ন: ২০. সাধারণত আপনি মোবাইল ফোনের কোন কোন সুবিধা গুলো বেশি ব্যবহার করেন?

উত্তর:

ব্যবহার	সবসময়ই	প্রায়ই	মাঝে মাঝে	খুব কম	একদম না
সাধারণ কল					
এস এম এস					
এম এম এস					
গেমস্					
রেডিও					
ক্যামেরা					
ইন্টারনেট					
এম.পি.থ্রি প্লেয়ার					
ঘড়ি দেখা/অ্যালার্ম					
অন্যান্য					

### মোবাইল ফোন ব্যবহার এর পরিবেশগত প্রভাব

প্রশ্ন: ২১. আপনি কি উচ্চস্বরের রিংটোন ব্যবহার করেন?

উত্তর:       হ্যাঁ       না

প্রশ্ন: ২২. উচ্চস্বরে রিংটোন ব্যবহার জনস্বার্থে বিঘ্ন ঘটে বলে মনে করেন কি ?

উত্তর:       হ্যাঁ       না

প্রশ্ন: ২৩. ক্লাসে/কর্মস্থলে/ গৃহস্থালী কাজে এ থাকার সময় ফোন বাজলে—

উত্তর:  ফোন ধরি       ফোন ধরিনা       ফোন বন্ধ রাখি       রিং টোন বন্ধ রাখি

অন্যান্য (নির্দিষ্ট করুন).....

প্রশ্ন: ২৪. সাধারণত আপনি কোথায় ফোন ব্যবহার করা থেকে বিরত থাকেন?

উত্তর:  বাড়িতে  পরিবহনে  শপিং মলে  
 হাসপাতালে  কর্মস্থলে  ক্লাসে  কোথাও না

প্রশ্ন: ২৫. ক্লাসে/কর্মস্থলে মোবাইল সাইলেন্ট জোন থাকা উচিত বলে মনে করেন কি?

উত্তর:  হ্যাঁ  না

প্রশ্ন: ২৬. কারো সাথে কথা বলার সময় ফোন আসলে আপনি কি কথা বলা থামিয়ে ফোন ধরেন?

উত্তর:  কখনো নয়  মাঝেমাঝে  সবসময়  সাধারণত না

### মোবাইল ফোন ব্যবহার এর মূল্যবোধগত পরিবর্তন যাচাই

প্রশ্ন: ২৭. মোবাইল ফোনের ব্যবহার আমাদের সমাজের চিরায়ত মূল্যবোধের ক্ষেত্রে পরিবর্তন এনেছে বলে অনেকে মনে করে থাকেন। এই পরিবর্তন বিষয়ে আপনার মতামত দিন -

ক) মিথ্যা বলার প্রবনতা বৃদ্ধি পাচ্ছে-  সম্পূর্ণ একমত  কিছুটা একমত  মন্তব্য নেই   
একমত নই  মোটেও একমত নই

খ) পর্নো ছবি দেখার প্রবনতা বৃদ্ধি পাচ্ছে-  সম্পূর্ণ একমত  কিছুটা একমত  মন্তব্য নেই   
 একমত নই  মোটেও একমত নই

গ) ব্যক্তিগত ও গোপনীয় তথ্য/ছবির প্রচার বাড়ছে-  সম্পূর্ণ একমত  কিছুটা একমত   
মন্তব্য নেই  একমত নই  মোটেও একমত নই

ঘ) অতিরিক্ত কথা বলার অভ্যাস তৈরী হয়েছে-  সম্পূর্ণ একমত  কিছুটা একমত   
মন্তব্য নেই  একমত নই  মোটেও একমত নই

ঙ) বাংলা ইংরেজী মিশিয়ে কথা বলার প্রবনতা বেড়েছে-  সম্পূর্ণ একমত  কিছুটা একমত   
মন্তব্য নেই  একমত নই  মোটেও একমত নই

চ) ফোনে ডিস্টার্ব করার প্রবনতা বেড়েছে-  সম্পূর্ণ একমত  কিছুটা একমত  মন্তব্য  
নেই  একমত নই  মোটেও একমত নই

ছ) মেয়েদের উত্তর করার প্রবনতা বেড়েছে -  সম্পূর্ণ একমত  কিছুটা একমত   
মন্তব্য নেই  একমত নই  মোটেও একমত নই

জ) অপ্রয়োজনে মিসকল দেয়ার প্রবনতা বাড়াচ্ছে-  সম্পূর্ণ একমত  কিছুটা একমত   
মন্তব্য নেই  একমত নই  মোটেও একমত নই

ঝ) ব্যক্তিগত/পারিবারিক সম্পর্কের জটিলতা তৈরী হচ্ছে-  সম্পূর্ণ একমত  কিছুটা একমত  
 মন্তব্য নেই  একমত নই  মোটেও একমত নই

ঞ) উন্মুক্ত স্থানে অসদাচারণ প্রবনতা বাড়াচ্ছে-  সম্পূর্ণ একমত  কিছুটা একমত   
মন্তব্য নেই  একমত নই  মোটেও একমত নই

### মোবাইল ফোন ব্যবহারকারীর দৃষ্টিভঙ্গি

২৮. অনেকে মনে করেন সেল ফোন প্রযুক্তির ব্যবহার আমাদের দৈনন্দিন জীবনের কিছু বিষয়ের প্রতি বিশ্বাস তৈরী হয়েছে এই বিষয়ে আপনার মতামত দিন -

ক) প্রশ্ন: আপনি কি মনে করেন সেলফোন ব্যবহারের কারণে আপনি নিরাপদ।

উত্তর:  সম্পূর্ণ একমত  কিছুটা একমত  মন্তব্য নেই  একমত নই  মোটেও একমত নই

খ) প্রশ্ন: আপনি কি মনে করেন সেল ফোন মানুষের সাথে আপনার যোগাযোগ রক্ষা করে চলছে।

উত্তর:  সম্পূর্ণ একমত  কিছুটা একমত  মন্তব্য নেই  একমত নই   
মোটেও একমত নই

গ) প্রশ্ন: আপনি কি মনে করেন সেল ফোন মানুষকে দক্ষতার সাথে দায়িত্ব পালনে সহায়ক হয়।

উত্তর:  সম্পূর্ণ একমত  কিছুটা একমত  মন্তব্য নেই  একমত নই   
মোটেও একমত নই

ঘ) প্রশ্ন: আপনার কি মনে হয় সেল ফোন ছাড়া আপনি হারিয়ে যাবেন।

উত্তর:  সম্পূর্ণ একমত  কিছুটা একমত  মন্তব্য নেই  একমত নই  মোটেও একমত নই

ঙ) প্রশ্ন: আপনি কি মনে করেন অত্যাধিক সেল ফোনের ব্যবহার স্বাস্থ্য ঝুঁকি তৈরী করছে।

উত্তর:  সম্পূর্ণ একমত  কিছুটা একমত  মন্তব্য নেই  একমত নই  মোটেও একমত নই

প্রশ্ন: ২৯. আপনি রাত জেগে কথা বলতে পছন্দ করেন কি?

উত্তর:  হ্যাঁ  না  মন্তব্য নেই

প্রশ্ন: ৩০. কাউকে রাত ১২ টার পর ফোন করাকে আপনি কীভাবে নেবেন?

উত্তর:  তার ব্যক্তিগত সময়ে হস্তক্ষেপ  মানবাধিকার পরিপন্থী  
 এতে অপরাধ নেই  অন্যান্য (উল্লেখ করুন).....

প্রশ্ন: ৩১. মোবাইল ফোন ব্যবহারের পূর্বে আপনি কোন মাধ্যমে যোগাযোগ করতেন?

উত্তর:  চিঠি  ল্যান্ড ফোন  টেলিগ্রাম  অন্যান্য (নির্দিষ্ট করুন).....

প্রশ্ন: ৩২. আপনি শেষ কবে চিঠি লিখেছেন?

উত্তর:

প্রশ্ন: ৩৩. এস.এম.এস কে চিঠি লেখার বিকল্প মনে করেন কি?

উত্তর:  হ্যাঁ  না

প্রশ্ন: ৩৪. আপনি কি মনে করেন মোবাইল ফোন ব্যবহার করার কারণে আপনার পরিচয়ের গন্ডি বেড়েছে ?

উত্তর:  হ্যাঁ  না

প্রশ্ন: ৩৫. আপনি কি মনে করেন মোবাইল ফোন ব্যবহার করার ফলে আপনার সামাজিক যোগাযোগ পূর্বের চাইতে বৃদ্ধি পেয়েছে?

উত্তর:  হ্যাঁ  না

প্রশ্ন: ৩৬. আপনি কি মনে করেন মোবাইল ফোন ব্যবহার করার কারণে আপনি তথ্য/জ্ঞান সমৃদ্ধ হচ্ছেন?

উত্তর:  হ্যাঁ  না

প্রশ্ন: ৩৭. আপনি কি মনে করেন মোবাইল ফোন মানুষের ব্যক্তিগত সময়কে কেড়ে নিয়েছে?

উত্তর:  হ্যাঁ  না  মাঝে মাঝে  অন্যান্য (নির্দিষ্ট করুন).....

প্রশ্ন: ৩৮. আপনি কি অন্য মানুষকে এড়িয়ে যাওয়ার জন্য মোবাইলে কথা বলার ভান করেন?

উত্তর:  হ্যাঁ  না  মাঝে মাঝে  অন্যান্য (নির্দিষ্ট করুন).....

প্রশ্ন: ৩৯. অন্য কেউ ফোনে উচ্চস্বরে কথা বললে বিরক্ত হন কি?

উত্তর:  হ্যাঁ  না

প্রশ্ন: ৪০. আপনি নিজে ফোনে কথা বলার সময় অন্যে বিরক্ত হয় কিনা এই বিষয়টি কিভাবে দেখেন?

উত্তর:  কিছু মনে করিনা  সতর্ক থেকে কথা বলি  সব সময় খেয়াল করিনা

প্রশ্ন : ৪১. আপনি সাধারণত মোবাইল ফোনে কী কী তথ্য সংরক্ষণ করেন?

উত্তর:  নাম-ঠিকানা-ফোন নম্বর  গান  ছবি  ভিডিও  
 এস এম এস  গেমস্  অন্যান্য (নির্দিষ্ট করুন).....

প্রশ্ন : ৪২. মোবাইল ফোন ব্যবহারের পূর্বে কিভাবে তথ্য সংরক্ষণ করতেন?

- ১.
- ২.
- ৩.
- ৪.
- ৫.

প্রশ্ন: ৪৩. মোবাইল ফোনে সংরক্ষিত তথ্যসমূহ কে আপনি কতটা ব্যক্তিগত বলে মনে করেন?

উত্তর:  একেবারেই ব্যক্তিগত  কিছুটা ব্যক্তিগত  একেবারেই ব্যক্তিগত না

প্রশ্ন: ৪৪. আপনার বর্তমান ফোন সেটের চেয়ে দামি ফোন সেট কিনতে ইচ্ছে করে কি?

উত্তর:  হ্যাঁ  না

প্রশ্ন: ৪৫. মোবাইল ফোন সেট মানুষের সামাজিক মর্যাদার নিদর্শন মনে করেন কি।

উত্তর:  হ্যাঁ  না

প্রশ্ন: ৪৬. অপ্রয়োজনীয় ফোন কল এড়িয়ে যাবার জন্য আপনি কী করেন?

উত্তর:  ফোন ধরিনা  কল ব্লক করি  ফোন বন্ধ রাখি  লাইন কেটে দিই  
 অন্যান্য (নির্দিষ্ট করুন).....

প্রশ্ন: ৪৭. মোবাইল ফোন ব্যবহারের কারণে আপনি কী কী সমস্যার সম্মুখীন হয়েছেন বলে মনে করেন?



- উত্তর:  অনাকাঙ্ক্ষিত কল/ এস.এম.এস/ মিস কল বিরক্তির কারণ হয়  
 কাজের সময় ফোন কল বিরক্তির কারণ হয়ে দাঁড়ায়  
 নিজস্ব পরিকল্পনাকে পরিবর্তন করে  
 ব্যয় বহুল  
 অভিভাবকদের অতিরিক্ত সচেতনতা  
 অন্যান্য (নির্দিষ্ট করুন).....

প্রশ্ন: ৪৮. আপনি কি মনে করেন মোবাইল ফোন ব্যবহার বৃদ্ধির কারণে সামাজিক হয়রানিমূলক ঘটনা বৃদ্ধি পেয়েছে?

- উত্তর:  হ্যাঁ  না  ভেবে দেখিনি

(উত্তর 'হ্যাঁ' হলে )

প্রশ্ন: ৪৯. আপনার জানা মতে কি কি ভাবে সামাজিক হয়রানিমূলক ঘটনা বৃদ্ধি পাচ্ছে?

- উত্তর:  অনেক সময় কোম্পানি কর্তৃক প্রদত্ত সুবিধার সঠিক ব্যাখ্যা না দেওয়ায় মানুষ প্রতারিত হয়।  
 মোবাইল ফোনে মিথ্যা বলা একটি সংস্কৃতি হয়ে দাঁড়িয়েছে  
 অপ্রয়োজনে মানুষকে মিস কল দিয়ে হয়রানি করা  
 ফ্রি এস.এম.এস এর অপব্যবহার  
 ফ্রি টক টাইমের অপব্যবহার  
 কম কল রেট হওয়ার কারণে যুব সমাজ অপরাধমূলক কর্মকাণ্ডে জড়িয়ে পরে  
 অফ পিক আওয়ারে বিশ্রামের সময় কল এসে বিরক্ত করে  
 অন্যান্য (নির্দিষ্ট করুন).....

প্রশ্ন: ৫০. মোবাইল ফোন ব্যবহার কে সামাজিকভাবে গ্রহণযোগ্য করতে ব্যবহারকারীর কোন কোন আচরণগত পরিবর্তন প্রয়োজন বলে আপনি মনে করেন।

- উত্তর: ১. ২.  
৩. ৪.

এতক্ষণ ধৈর্য্য ধরে সময় দেয়ার জন্য আপনাকে ধন্যবাদ।

সাক্ষাৎকার গ্রহণকারীর নাম :

.....

স্বাক্ষর ও তারিখ:

.....

উত্তরপত্র যাচাই কারীর নাম :

.....

স্বাক্ষর ও তারিখ:

.....

## Tables

### 6. Time period of using cell phone \* Profession of the respondents

Time period of using cell phone	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
less than 2 year	14	12	6	1	33
	11.2%	9.6%	4.8%	.8%	6.6%
2-3 year	23	28	7	9	67
	18.4%	22.4%	5.6%	7.2%	13.4%
4-5 year	48	28	27	41	144
	38.4%	22.4%	21.6%	32.8%	28.8%
above 5 year	40	57	85	74	256
	32.0%	45.6%	68.0%	59.2%	51.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 7. Reason for use of CP \* Profession of the respondents

Reason for Use of CP	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Cell phone is the part of daily life	43	33	35	45	156
	34.4	26.4	28.0	36.0	31.2
To keep contact with everyone	101	115	117	115	448
	80.8	92.0	93.6	92.0	89.6
For safety	27	44	19	21	111
	21.6	35.2	15.2	16.8	22.2
Economical communicative media	20	23	25	18	86
	16.0	18.4	20.0	14.4	17.2
Study / work purpose	76	19	87	75	256
	60.8	15.2	69.6	60.0	51.4
Everybody around me has cell phone	15	5	2	3	25
	12.0	4.0	1.6	2.4	5.0
Parents/friends told to buy	3	0	0	0	3
	2.4	.0	.0	.0	2.4

## Q8. Person who purchase Cell Phone for You \* Profession of the respondents

Person who purchase Cell Phone for You	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Parents	80	21	4	19	124
	64.0%	16.8%	3.2%	15.2%	24.8%
Siblings	24	4	6	6	40
	19.2%	3.2%	4.8%	4.8%	8.0%
Friends	0	1	0	0	1
	.0%	.8%	.0%	.0%	.2%
By own	12	8	108	88	216
	9.6%	6.4%	86.4%	70.4%	43.2%
Lover	2	0	0	0	2
	1.6%	.0%	.0%	.0%	.4%
Spouse	4	82	5	8	99
	3.2%	65.6%	4.0%	6.4%	19.8%
Others	3	9	2	4	18
	2.4%	7.2%	1.6%	3.2%	3.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

## 10. Connections used by the respondents\* status of registration

Connections	Registration status of the connection						Total	
	Registered				No registration			
	In their own name		Others		Count	%	Count	%
	Count	%	Count	%				
GP	263	80.7%	49	15.0%	14	4.3%	326	100.0%
Banglalink	167	64.0%	63	24.1%	31	11.9%	261	100.0%
Aktel/Robi	57	60.0%	33	34.7%	5	5.3%	95	100.0%
Citycell	31	56.4%	20	36.4%	4	7.3%	55	100.0%
Warid/Airtel	89	59.7%	41	27.5%	19	12.8%	149	100.0%
Teletalk	21	55.3%	15	39.5%	2	5.3%	38	100.0%
Total	628						924	

## 12. Types of Connection \* Profession of the respondents

Types of Connection	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Pre-paid	124	125	98	94	441
	99.2%	100.0%	78.4%	75.2%	88.2%
Post-paid	1	0	18	6	25
	.8%	.0%	14.4%	4.8%	5.0%
Both	0	0	9	25	34
	.0%	.0%	7.2%	20.0%	6.8%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 13. Monthly expenditure for cell phone- pre paid \* Profession of the respondents

Monthly expenditure for cell phone- pre paid	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Less than 300	32	42	10	15	99
	25.8%	33.6%	9.3%	12.5%	20.8%
300 to 500	56	55	22	50	183
	45.2%	44.0%	20.6%	41.7%	38.4%
500 to 1000	28	22	50	35	135
	22.6%	17.6%	46.7%	29.2%	28.4%
More than 1000	8	6	25	20	59
	6.5%	4.8%	23.4%	16.7%	12.4%
Total	124	125	107	120	476
	100.0%	100.0%	100.0%	100.0%	100.0%

### 13. Monthly expenditure for cell phone- post paid \* Profession of the respondents

Monthly expenditure for cell phone- post paid	Profession of the respondents			Total
	Student	Businessman	Service holder	
500 to 700	1	0	1	2
	100.0%	.0%	3.3%	3.5%
700 to 1000	0	3	12	15
	.0%	11.5%	40.0%	26.3%
1000 to 1500	0	7	5	12
	.0%	26.9%	16.7%	21.1%
More than 1500	0	16	12	28
	.0%	61.5%	40.0%	49.1%
Total	1	26	30	57
	100.0%	100.0%	100.0%	100.0%

### 14. Cell phone expense curtails the demands of everyday need \* Profession of the respondents

Cell phone expense curtails the demands of everyday need	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	23	6	14	11	54
	18.4%	4.8%	11.2%	8.8%	10.8%
No	102	119	111	114	446
	81.6%	95.2%	88.8%	91.2%	89.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 15. Cell Phone Expenses Seems to be wastage \* Profession of the respondents

Cell Phone Expenses Seems To Be Wastage	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	20	16	8	12	56
	16.0%	12.8%	6.4%	9.6%	11.2%
No	105	109	117	113	444
	84.0%	87.2%	93.6%	90.4%	88.8%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 16. Number of calls made in a day \* Profession of the respondents

Daily approximate dialed call	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
1 to 10 call	87	111	44	61	303
	69.6%	88.8%	35.2%	48.8%	60.6%
11 to 20 call	30	13	62	44	149
	24.0%	10.4%	49.6%	35.2%	29.8%
21 to 30 call	6	1	17	16	40
	4.8%	.8%	13.6%	12.8%	8.0%
31 to 40 call	1	0	1	2	4
	.8%	.0%	.8%	1.6%	.8%
41 to 50 call	1	0	1	2	4
	.8%	.0%	.8%	1.6%	.8%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 17. Number of calls received in a day \* Profession of the respondents

Daily approximate received call	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
1 to 10 call	62	89	31	43	225
	49.6%	71.2%	24.8%	34.4%	45.0%
11 to 20 call	55	34	60	54	203
	44.0%	27.2%	48.0%	43.2%	40.6%
21 to 30 call	5	2	27	20	54
	4.0%	1.6%	21.6%	16.0%	10.8%
31 to 40 call	2	0	6	5	13
	1.6%	.0%	4.8%	4.0%	2.6%
41 to 50 call	1	0	1	3	5
	.8%	.0%	.8%	2.4%	1.0%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

## 18. Person from whom most calls received by profession of the respondents

Person from whom most calls received	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Guardian/Relatives	76	110	58	58	302
	60.8	88.0	46.4	46.4	60.4
Business related	0	0	106	4	110
	.0	.0	84.8	3.2	22.0
Friends	85	25	38	58	206
	68.0	20.0	30.4	46.4	41.2
Classmate	32	0	0	0	32
	25.6	.0	.0	.0	25.6
Lover	48	0	6	12	66
	38.4	.0	4.8	9.6	13.2
Colleagues	2	0	4	78	84
	1.6	.0	3.2	62.4	16.8
Others	3	77	12	42	134
	2.4	61.6	9.6	33.6	26.8

## 19. Most call made to person by Profession of the respondents

Most call made to person	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Guardian/Relatives	46	112	62	74	294
	36.8	89.6	49.6	59.2	58.8
Business related	0	0	103	2	105
	.0	.0	82.4	1.6	21.0
Friends	82	24	28	57	191
	65.6	19.2	22.4	45.6	38.2
Classmate	29	0	0	0	29
	23.2	.0	.0	.0	23.2
Lover	47	0	5	13	65
	37.6	.0	4.0	10.4	13.0
Colleagues	2	0	4	77	83
	1.6	.0	3.2	61.6	16.6
Others	6	69	28	40	143
	4.8	55.2	22.4	32.0	28.6

## 20. Use of various options by profession of the respondents

### 20a. General call \* Profession of the respondents

Use of various options		Profession of the respondents				Total
		Student	Homemaker	Businessman	Service holder	
General call	Always	125	125	125	125	500
		100.0%	100.0%	100.0%	100.0%	100.0%
Total		125	125	125	125	500

	100.0%	100.0%	100.0%	100.0%	100.0%
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## 20b. SMS \* Profession of the respondents

Use of various options		Profession of the respondents				Total
		Student	Homemaker	Businessman	Service holder	
SMS	Always	90	21	21	59	191
		72.0%	16.8%	16.8%	47.2%	38.2%
	Sometime	23	24	23	29	99
		18.4%	19.2%	18.4%	23.2%	19.8%
	Never	12	80	81	37	210
		9.6%	64.0%	64.8%	29.6%	42.0%
Total		125	125	125	125	500
		100.0%	100.0%	100.0%	100.0%	100.0%

## 20c. MMS \* Profession of the respondents

Use of various options		Profession of the respondents				Total
		Student	Homemaker	Businessman	Service holder	
MMS	Always	5	0	2	5	12
		4.0%	.0%	1.6%	4.0%	2.4%
	Sometime	10	2	2	4	18
		8.0%	1.6%	1.6%	3.2%	3.6%
	Never	110	123	121	116	470
		88.0%	98.4%	96.8%	92.8%	94.0%
Total		125	125	125	125	500
		100.0%	100.0%	100.0%	100.0%	100.0%

## 20d. Games \* Profession of the respondents

Use of various options		Profession of the respondents				Total
		Student	Homemaker	Businessman	Service holder	
Games	Always	29	2	9	8	48
		23.2%	1.6%	7.2%	6.4%	9.6%
	Sometime	27	3	3	12	45
		21.6%	2.4%	2.4%	9.6%	9.0%
	Never	69	120	113	105	407
		55.2%	96.0%	90.4%	84.0%	81.4%
Total		125	125	125	125	500
		100.0%	100.0%	100.0%	100.0%	100.0%

### 20e. Radio \* Profession of the respondents

Use of various options		Profession of the respondents				Total
		Student	Homemaker	Businessman	Service holder	
Radio	Always	28	6	7	16	57
		22.4%	4.8%	5.6%	12.8%	11.4%
	Sometime	33	18	14	24	89
		26.4%	14.4%	11.2%	19.2%	17.8%
Never	64	101	104	85	354	
	51.2%	80.8%	83.2%	68.0%	70.8%	
Total		125	125	125	125	500
		100.0%	100.0%	100.0%	100.0%	100.0%

### 20f. Camera \* Profession of the respondents

Use of various options		Profession of the respondents				Total
		Student	Homemaker	Businessman	Service holder	
Camera	Always	42	10	9	27	88
		33.6%	8.0%	7.2%	21.6%	17.6%
	Sometime	35	22	24	25	106
		28.0%	17.6%	19.2%	20.0%	21.2%
Never	48	93	92	73	306	
	38.4%	74.4%	73.6%	58.4%	61.2%	
Total		125	125	125	125	500
		100.0%	100.0%	100.0%	100.0%	100.0%

### 20g. Internet \* Profession of the respondents

Use of various options		Profession of the respondents				Total
		Student	Homemaker	Businessman	Service holder	
Internet	Always	36	2	17	35	90
		28.8%	1.6%	13.6%	28.0%	18.0%
	Sometime	21	5	15	10	51
		16.8%	4.0%	12.0%	8.0%	10.2%
Never	68	118	93	80	359	
	54.4%	94.4%	74.4%	64.0%	71.8%	
Total		125	125	125	125	500
		100.0%	100.0%	100.0%	100.0%	100.0%



## 20h. MP3 player \* Profession of the respondents

Use of various options		Profession of the respondents				Total
		Student	Homemaker	Businessman	Service holder	
MP3 player	Always	76	14	10	38	138
		60.8%	11.2%	8.0%	30.4%	27.6%
	Sometime	9	18	20	17	64
		7.2%	14.4%	16.0%	13.6%	12.8%
	Never	40	93	95	70	298
		32.0%	74.4%	76.0%	56.0%	59.6%
Total		125	125	125	125	500
		100.0%	100.0%	100.0%	100.0%	100.0%

## 20i. Clock/alarm \* Profession of the respondents

Use of various options		Profession of the respondents				Total
		Student	Homemaker	Businessman	Service holder	
Clock/alarm	Always	109	88	100	102	399
		87.2%	70.4%	80.0%	81.6%	79.8%
	Sometime	5	20	10	8	43
		4.0%	16.0%	8.0%	6.4%	8.6%
	Never	11	17	15	15	58
		8.8%	13.6%	12.0%	12.0%	11.6%
Total		125	125	125	125	500
		100.0%	100.0%	100.0%	100.0%	100.0%

## 21. Response about using high pitch ringtone \* Profession of the respondents

Response about using high pitch ringtone		Profession of the respondents				Total
		Student	Homemaker	Businessman	Service holder	
Yes	28	36	53	23	140	
	22.4%	28.8%	42.4%	18.4%	28.0%	
No	97	89	72	102	360	
	77.6%	71.2%	57.6%	81.6%	72.0%	
Total		125	125	125	125	500
		100.0%	100.0%	100.0%	100.0%	100.0%

## 22. High pitch ringtone hamper public interest \* Profession of the respondents

High pitch ringtone hamper public interest	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	106	105	87	106	404
	84.8%	84.0%	69.6%	84.8%	80.8%
No	19	20	38	19	96
	15.2%	16.0%	30.4%	15.2%	19.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

## 23. Response when CP rings in class/ work place/during household work by Profession of the respondents

Response when CP rings in class/ work place/household work	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Receive phone	11	101	107	62	281
	8.8	80.8	85.6	50.0	56.3
Do not receive phone	29	17	5	23	74
	23.2	13.6	4.0	18.5	14.8
Switch the phone off	22	2	4	9	37
	17.6	1.6	3.2	7.3	7.4
Switch the ring off	86	7	11	46	150
	68.8	5.6	8.8	37.1	30.1
Others	0	0	0	2	2
	.0	.0	.0	1.6	1.6

## 24. Restrain from use of CP\* Profession of the respondents

Restrain from use of CP	Profession of the respondents				Total
	Student	Homemaker	Business man	Service holder	
At home	3	2	2	2	9
	2.4	1.6	1.6	1.6	1.8
In transport	7	23	4	17	51
	5.6	18.4	3.2	13.6	10.2
In shopping mall	1	9	2	5	17
	.8	7.2	1.6	4.0	3.4
In hospital	16	27	15	17	75
	12.8	21.6	12.0	13.6	15.0
In workplace	4	0	2	27	33
	3.2	.0	1.6	21.6	6.6
In class	104	2	0	0	106
	83.2	1.6	.0	.0	21.2
No where	16	79	103	68	266
	12.8	63.2	82.4	54.4	53.2

**25. Response about mobile silent zone in class/ Workplace \* Profession of the respondents**

Response about mobile silent zone in class/ Workplace	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	118	110	89	106	423
	94.4%	88.0%	71.2%	84.8%	84.6%
No	7	15	36	19	77
	5.6%	12.0%	28.8%	15.2%	15.4%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**26. State of cell phone interruption during interpersonal communication \* Profession of the respondents**

State of cell phone interruption during interpersonal communication	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Never	4	5	1	5	15
	3.2%	4.0%	.8%	4.0%	3.0%
Sometimes	69	51	62	59	241
	55.2%	40.8%	49.6%	47.2%	48.2%
Always	19	46	40	27	132
	15.2%	36.8%	32.0%	21.6%	26.4%
Usually not	70.4%	77.6%	81.6%	68.8%	
	33	23	22	34	112
	26.4%	18.4%	17.6%	27.2%	22.4%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**27a. Tendency of telling lie is increasing \* Profession of the respondents**

Tendency of telling lie is increasing	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	121	117	120	121	479
	96.8%	93.6%	96.0%	96.8%	95.8%
No comments	3	2	2	3	10
	2.4%	1.6%	1.6%	2.4%	2.0%
Not agreed	1	6	3	1	11
	.8%	4.8%	2.4%	.8%	2.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 27b.Tendency of watching porn is increasing \* Profession of the respondents

Tendency of watching porn is increasing	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	96	85	98	106	385
	76.8%	68.0%	78.4%	84.8%	77.0%
No comments	28	40	25	16	109
	22.4%	32.0%	20.0%	12.8%	21.8%
Not agreed	1	0	2	3	6
	.8%	.0%	1.6%	2.4%	1.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 27c.Increasing public discloser of personal and confidential information/ photograph\* Profession of the respondents

Increasing the discloser of personal and confidential information	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	118	109	114	117	458
	94.4%	87.2%	91.2%	93.6%	91.6%
No comments	5	13	10	6	34
	4.0%	10.4%	8.0%	4.8%	6.8%
Not agreed	2	3	1	2	8
	1.6%	2.4%	.8%	1.6%	1.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 27d.Increasing the habit of unnecessary talking \* Profession of the respondents

Increasing the habit of unnecessary talking	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	113	116	114	112	455
	90.4%	92.8%	91.2%	89.6%	91.0%
No comments	2	3	2	2	9
	1.6%	2.4%	1.6%	1.6%	1.8%
Not agreed	10	6	9	11	36
	8.0%	4.8%	7.2%	8.8%	7.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**27e. Increasing the tendency of mixed language communication \* Profession of the respondents**

Increasing the tendency of mixed language communication	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	88	86	66	93	333
	70.4%	68.8%	52.8%	74.4%	66.6%
No comments	9	24	25	7	65
	7.2%	19.2%	20.0%	5.6%	13.0%
Not agreed	28	15	34	25	102
	22.4%	12.0%	27.2%	20.0%	20.4%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**27f .Increasing the tendency of annoying through cell phone \* Profession of the respondents**

Increasing the tendency of annoying through cell phone	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	123	121	122	119	485
	98.4%	96.8%	97.6%	95.2%	97.0%
No comments	1	2	3	5	11
	.8%	1.6%	2.4%	4.0%	2.2%
Not agreed	1	2	0	1	4
	.8%	1.6%	.0%	.8%	.8%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**27g. Increasing the tendency of eve teasing \* Profession of the respondents**

Increasing the tendency of eve teasing	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	119	123	122	125	489
	95.2%	98.4%	97.6%	100.0%	97.8%
No comments	5	2	3	0	10
	4.0%	1.6%	2.4%	.0%	2.0%
Not agreed	1	0	0	0	1
	.8%	.0%	.0%	.0%	.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**27h. Increasing the tendency of unnecessary miss call \* Profession of the respondents**

Increasing the tendency of unnecessary miss call	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	118	119	116	114	467
	94.4%	95.2%	92.8%	91.2%	93.4%
No comments	1	2	3	2	8
	.8%	1.6%	2.4%	1.6%	1.6%
Not agreed	6	4	6	9	25
	4.8%	3.2%	4.8%	7.2%	5.0%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**27i. Develop complicity in personal/family relation \* Profession of the respondents**

Develop complicity in personal/family relation	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	94	94	94	94	376
	75.2%	75.2%	75.2%	75.2%	75.2%
No comments	16	17	18	17	68
	12.8%	13.6%	14.4%	13.6%	13.6%
Not agreed	15	14	13	14	56
	12.0%	11.2%	10.4%	11.2%	11.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**27j. Increasing the tendency of indecent behavior in public place \* Profession of the respondents**

Increasing the tendency of indecent behavior in public place	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	101	92	111	95	399
	80.8%	73.6%	88.8%	76.0%	79.8%
No comments	12	20	13	18	63
	9.6%	16.0%	10.4%	14.4%	12.6%
Not agreed	12	13	1	12	38
	9.6%	10.4%	.8%	9.6%	7.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**28a. Accompanying cell phone gives a feeling of security \* Profession of the respondents**

Using cell phone build up security	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	97	108	102	94	401
	77.6%	86.4%	81.6%	75.2%	80.2%
No comments	11	8	6	8	33
	8.8%	6.4%	4.8%	6.4%	6.6%
Not agreed	17	9	17	23	66
	13.6%	7.2%	13.6%	18.4%	13.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**28b. Using cell phone maintain interpersonal communication \* Profession of the respondents**

Using cell phone maintain interpersonal communication	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	123	123	125	124	495
	98.4%	98.4%	100.0%	99.2%	99.0%
No comments	1	2	0	1	4
	.8%	1.6%	.0%	.8%	.8%
Not agreed	1	0	0	0	1
	.8%	.0%	.0%	.0%	.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**28c. Using cell phone build proficiency \* Profession of the respondents**

Using cell phone build proficiency	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	91	95	109	109	404
	72.8%	76.0%	87.2%	87.2%	80.8%
No comments	18	28	10	12	68
	14.4%	22.4%	8.0%	9.6%	13.6%
Not agreed	16	2	6	4	28
	12.8%	1.6%	4.8%	3.2%	5.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**28d. Feeling lost without cell phone \* Profession of the respondents**

Feeling lost without cell phone	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	31	20	17	12	80
	24.8%	16.0%	13.6%	9.6%	16.0%
No comments	8	22	20	13	63
	6.4%	17.6%	16.0%	10.4%	12.6%
Not agreed	86	83	88	100	357
	68.8%	66.4%	70.4%	80.0%	71.4%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 28e.Excessive using of cell phone cause health hazard \* Profession of the respondents

Excessive using of cell phone cause health hazard	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally agreed	83	78	81	88	330
	66.4%	62.4%	64.8%	70.4%	66.0%
No comments	19	27	25	18	89
	15.2%	21.6%	20.0%	14.4%	17.8%
Not agreed	23	20	19	19	81
	18.4%	16.0%	15.2%	15.2%	16.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 29. Preference of talking over night \* Profession of the respondents

Preference of talking over night	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	70	3	10	14	97
	56.0%	2.4%	8.0%	11.2%	19.4%
No	44	110	96	100	350
	35.2%	88.0%	76.8%	80.0%	70.0%
No comment	11	12	19	11	53
	8.8%	9.6%	15.2%	8.8%	10.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 30. Reaction of calling people after midnight \* Profession of the respondents

Reaction of calling people after midnight	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Interference of personal time	39	88	45	70	242
	31.2%	70.4%	36.0%	56.0%	48.4%
Anti human rights	3	8	7	5	23
	2.4%	6.4%	5.6%	4.0%	4.6%
It's not misdeed	80	28	73	49	230
	64.0%	22.4%	58.4%	39.2%	46.0%
Others	3	1	0	1	5
	2.4%	.8%	.0%	.8%	1.0%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%



### 31. Mode of Communication before CP use \* Profession of the respondents

Mode of Communication before CP use	Student	Homemaker	Businessman	Service holder	Total
Letter	48	69	73	70	260
	38.4	55.2	58.4	56.0	52.0
Land phone	78	94	92	94	358
	62.4	75.2	73.6	75.2	71.6
Telegram	1	3	16	8	27
	.8	2.4	12.8	6.4	5.6
Others	29	7	11	15	52
	15.2	5.6	8.8	12.0	10.4

### 33 SMS as alternative of letter \* Profession of the respondents

SMS as alternative of letter	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	57	44	35	37	173
	45.6%	35.2%	28.0%	29.6%	34.6%
No	68	81	90	88	327
	54.4%	64.8%	72.0%	70.4%	65.4%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 34.Using cell phone spread your circle \* Profession of the respondents

Using cell phone spread your circle	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	99	52	108	96	355
	79.2%	41.6%	86.4%	76.8%	71.0%
No	26	73	17	29	145
	20.8%	58.4%	13.6%	23.2%	28.8%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 35 Using cell phone increasing social contact \* Profession of the respondents

Using cell phone increasing social contact	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	116	118	122	120	476
	92.8%	94.4%	97.6%	96.0%	95.2%
No	9	7	3	5	24
	7.2%	5.6%	2.4%	4.0%	4.8%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 36. Using cell phone enriching knowledge \* Profession of the respondents

Using cell phone enriching knowledge	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	104	64	97	94	359
	83.2%	51.2%	77.6%	75.2%	71.8%
No	21	61	28	31	141
	16.8%	48.8%	22.4%	24.8%	28.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 37. Cell phone have seized personal time \* Profession of the respondents

Cell phone have seized personal time	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	26	30	25	35	116
	20.8%	24.0%	20.0%	28.0%	23.2%
No	37	34	36	31	138
	29.6%	27.2%	28.8%	24.8%	27.6%
Sometime	62	61	64	59	246
	49.6%	48.8%	51.2%	47.2%	49.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

### 38. Pretend using CP to avoid other people \* Profession of the respondents

Pretend using CP to avoid other people	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	14	1	10	7	32
	11.2%	.8%	8.0%	5.6%	6.4%
No	76	117	89	96	378
	60.8%	93.6%	71.2%	76.8%	75.6%
Sometime	33	7	26	22	88
	26.4%	5.6%	20.8%	17.6%	17.6%
Others	2	0	0	0	2
	1.6%	.0%	.0%	.0%	.4%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**39. Get annoyed because of someone around talking through CP in loud voice (Earsplitting talking through cell phone making annoyed) \* Profession of the respondents**

Get annoyed because someone around talking through CP in loud voice (Earsplitting talking through cell phone making annoyed)	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	113	117	98	114	442
	90.4%	93.6%	78.4%	91.2%	88.4%
No	12	8	27	11	58
	9.6%	6.4%	21.6%	8.8%	11.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**40. Respondents' concern about people around getting annoyed while he/she talking over CP \* Profession of the respondents**

Respondents' concern about people around getting annoyed while he/she talking over CP	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Do not care	9	3	8	2	22
	7.2%	2.4%	6.4%	1.6%	4.4%
Talking consciously	95	96	69	90	350
	76.0%	76.8%	55.2%	72.0%	70.0%
Do not concern always	21	26	48	33	128
	16.8%	20.8%	38.4%	26.4%	25.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**41. Information stored in CP\* Profession of the respondents**

Information stored in CP	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Name-Address-Phone number	125	125	125	125	500
	100.0	100.0	100.0	100.0	100.0
Music	86	34	45	54	219
	86.8	27.2	36.0	43.2	43.8
Picture	72	31	37	54	194
	57.6	24.8	29.6	43.2	38.8
Video	30	7	7	20	64
	24.0	5.6	5.6	16.0	12.8
SMS	91	42	51	65	249
	72.8	33.6	40.8	52.0	49.8
Games	31	5	4	15	55
	24.8	4.0	3.2	12.0	11.0
Others	5	0	0	2	7
	4.0	.0	.0	1.6	1.4

#### 43. Privacy of the data stored data in cell phone \* Profession of the respondents

Privacy of the data stored data in cell phone	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Totally personal	83	38	39	55	215
	66.4%	30.4%	31.2%	44.0%	43.0%
Moderately personal	39	65	63	61	228
	31.2%	52.0%	50.4%	48.8%	45.6%
Totally unrestricted	3	22	23	9	57
	2.4%	17.6%	18.4%	7.2%	11.4%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0 %

#### 44. Interest in buying more expensive cell phone rather than present \* Profession of the respondents

Interest of buying expensive cell phone rather than present	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	86	43	65	58	252
	68.8%	34.4%	52.0%	46.4%	50.4%
No	39	82	60	67	248
	31.2%	65.6%	48.0%	53.6%	49.6%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0 %

#### 45. Cell phone is the indicator of social status \* Profession of the respondents

Cell phone is the indicator of social status	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	37	31	47	33	148
	29.6%	24.8%	37.6%	26.4%	29.6%
No	88	94	78	92	352
	70.4%	75.2%	62.4%	73.6%	70.4%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

#### 46. Action taken to avoid unnecessary CP calls \* Profession of the respondents

Action taken to avoid unnecessary CP calls	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Do not pick the phone	80	101	96	85	362
	64.0	80.8	76.8	68.0	72.4
Put the call block	25	14	3	16	58
	20.0	11.2	2.4	12.8	11.6
Put the cell off	22	23	18	18	81
	17.6	18.4	14.4	14.4	16.2
Cut off the line	49	44	32	49	174
	39.2	35.2	25.6	39.2	34.8
Others	9	0	1	7	17
	7.2	.0	.8	5.6	3.4

#### 47. Problems faced due to use of CP \* Profession of the respondents

Problems faced due to use of CP	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Unnecessary cal/sms/miss call causes disturbance	95	105	90	92	382
	76.6	84.0	72.6	73.6	76.7
Phone call during work time causes disturbance	66	84	87	102	339
	53.2	67.2	70.2	81.6	68.1
Changing plans	45	26	69	57	197
	36.3	20.8	55.6	45.6	39.6
Costly	26	22	22	13	83
	21.0	17.6	17.7	10.4	16.7
Excessive consciousness of parents	71	8	7	17	103
	57.3	6.4	5.6	13.6	20.7
Others	3	2	0	3	8
	2.4	1.6	.0	2.4	1.6

#### 48. Social harassment is increasing through excessive using of cell phone \* Profession of the respondents

Social harassment is increasing through excessive using of cell phone	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
Yes	111	100	91	108	410
	88.8%	80.0%	72.8%	86.4%	82.0%
No	1	1	4	3	9
	.8%	.8%	3.2%	2.4%	1.8%
Do not think about it	13	24	30	14	81
	10.4%	19.2%	24.0%	11.2%	16.2%
Total	125	125	125	125	500
	100.0%	100.0%	100.0%	100.0%	100.0%

**49. Factor contributing in increasing incidence of social disturbance due to CP \***  
**Profession of the respondents**

Factor contributing in increasing incidence of social disturbance due to CP	Profession of the respondents				Total
	Student	Homemaker	Businessman	Service holder	
CP users are misguided due to ambiguous offer by Mobile operators.	59	43	59	47	218
	52.7	43.0	64.8	52.3	52.9
Telling lie through cell phone has become a common phenomenon	89	70	66	87	312
	79.5	70.0	72.5	79.8	75.7
Harassment of people through unnecessary miscall	90	87	66	83	326
	80.4	87.0	72.5	76.1	79.1
Misuse of free sms	55	44	39	54	192
	49.1	44.0	42.9	49.5	46.6
Misuse of free talk time	58	54	42	58	212
	51.8	54.0	46.2	53.2	51.5
Low call rate provoke young generation for crime	56	59	51	61	227
	50.0	59.0	56.0	56.0	55.1
Annoyance due to phone call during off-peak hour	46	48	53	54	201
	41.1	48.0	58.2	49.5	48.8

# Focus Group Discussion

### FGD 1: Adolescent Group

The focus group discussion was purposively conducted with an adolescent mixed group in which a number of total nine respondents including five female participated. The average age of the respondents is 16.2 years and every participant recently appeared in Secondary School Certificate examination (*completed 10 years of schooling*). This is assumed that all participants deserve urban middle class values.

Three adolescent boys opined that cell phone is a blessing innovation of science. But not all subscribers are using it properly due to not having any orientation on it. This is true that interpersonal communications become easier and smarter than earlier, they added. Besides, most of the girls' respondents' thought that they have limited mobility in comparison to the boys; hence often the cell phone used as medium of their personal sharing. All respondents admitted that cell phone is more popular than the land phone in lined to maintain the privacy of telephonic conversation. Cell phone use during off pick hour (*midnight*) is rationale and cost effective for the students, they added.

They believe that some services namely utility bill payment through cell phone is a digital blessing for the nation as it is less time consuming. Earlier people had to wait in line for utility bill payment. Presently now and then they get different social services and information from the cell phone operator.

Most of the respondents' said that a little bit changes of peoples lifestyle has been observed whilst the number of cell phone subscriber increased. For instance, cell phone subscribers are less intended to purchase a wrist watch. Rather s/he prefers to see their daily time from their own mobile. All respondents' admitted that mobile phone is one of the popular entertaining medium for the people. Browsing internet, listing F.M. radio, sports update, photo capturing are the common mobile entertainment criteria. In most cases they use head phone during the MP3 and ratio listening. But the evil consequences of using head phone are not explicitly realized to all respondents. They all know that excess head phone usage might causes hearing problem but they all prefer it to use.

All respondents' opined that comparatively female are mostly sufferer from unexpected call /mobile teasing than the male. Four out of five adolescent girls said that they themselves used to solve such type of problem without informing their parents. Mostly unexpected mobile call bothered them during their resting time. They said that the cell phone operator should inaugurate free services to block these irritating incoming calls. Currently the call block services of the operators are costly enough. The respondents' said that the cell phone subscribers do not get any orientation on cell phone usage from the family and/or from the educational institutions. On the other hand, all respondents' said that cell phone companies are maximizing their profit rather than contributing in social services. For instance, so far the respondents' recall; none of the mobile company publicly disseminated the rules and regulations of mobile phone usage.

### FGD 2: service holder

This focus group discussion was conducted with six female service holders. Among the participants' three were married and three were single. The average age of the respondents was 29 years and their average year of schooling was 13.7.

All respondents' said that they use cell phone to maintain the family task as well as personal purpose. For instance, to know about the kids and other necessary task of the family they generally use it. According to them usage of cell phone strengthened the interpersonal communication rather than the previous time. In addition to that the rural community life becomes faster due to the cell phone availability. The most of the villagers of Bangladesh don't have access to the TnT facilities but the cell phone access strengthened their communication. In other words, the social relation and bonding become stronger due to the cell phone usage. Now and then people get information from any end of the country. Hence all respondents' said that increasing pattern of cell phone usage secured the social life.

The married respondents' opined that the social life become very busy mostly who maintain the nuclear family. That's why people prefer to maintain the communication through cell phone rather than face-to-face interaction.

All respondents' said that they receive irritating call/SMS from the unknown numbers which hampered their privacy. Such type of incoming calls bothered them a lot during their leisure time. Hence their husband (married respondents') discourages to use the mobile phone in leisure time especially at mid nights. Mostly the married respondents' use call block services of the cell phone operators to avoid unexpected call. On the other hand, rests of the respondents' avoid these calls.

The respondents' said that maximum mobile phone subscribers don't know about the general courtesy of cell phone usage. Half of the respondents' opined that every parent should orient their kids to use the cell phone properly. On the other hand, rest of the respondents' replied that the courtesy of using cell phone might not be oriented to all families. So, comprehensive initiatives from the cell phone operators should be taken to disseminate the courtesy of cell phone usage. Finally they all admitted that family customs and educational background are the determinants/key factors of the cell phone subscribers' attitude.

The respondents' generally use the soft incoming ring tone or prefer to keep the tune in mute form during the office time. They also prefer the entertainment of the cell phone handsets. For instance, listening radio, MP3, capturing photo and video, alarm clock, reminder list, games and browsing internet are the common entertainment pattern. Besides, all respondents' appreciated the utility bill payment system of the cell phone operators. These services were highly appreciated because it is not time consuming and there no extra cost demand for using these services. In addition to that some respondents' get information about their banking transactions using the cell phone. For instances, to know about the bank account balance as well as deposit and debit info the respondents' use cell phone. Earlier they had to meet with the banker for collecting bank account related information. All respondents' observed that some people impulsively tell lies whenever they use cell phone.



## **Annex 4**

# **Case Study**

### **Case study 1**

Ms. Shirin Afroz (28) working in an NGO for last two years. She is from Chittagong and living at Dhaka with her husband. She was involved in Red Crescent Society as a volunteer in 2003 while she was student. As a part of assignment she joined a seminar in Dhaka arranged by Red Crescent Society in which participants from different districts attended. During the seminar Ms. Shirin introduced with Mr. Zakaria who was from Narshindhi and they exchange their address and phone number. Gradually they shared all about their personal and family affairs via cell phone. According to her opinion, day by day interpersonal communication and mental dependency between each other increased. After a long sharing they mutually decided to get married and accordingly did so.

### **Case study 2**

Ms. Rafayet Ara is a housewife and involve in a cooperative society where all 40 members are female. Most of the society members are small and medium handicraft garments entrepreneur. Earlier they directly interacted with the customer and ship-owners to receive selling order. Hence, they had to invest a lot of time to convince the customer. As a result they could not provide much more time to increase their production level. But when they started to use the cell phone they communicated quickly with the customer and received order from them. Gradually their business area expanded. Presently all entrepreneurs are able to provide more time to increase their production level.

### **Case study 3**

Ms. Ferzana Nargis (33) is working in an NGO using the cell phone for last 10 years. She said that cell phone make easier to communicate with the friends. When she completed SSC examination some of her close friends got admitted in different colleges of Dhaka city. Therefore she couldn't communicate with all of them. 15 years later, suddenly one of her friend called her. At first Ms. Ferzana could not recognize that person but after a while she recalled that the caller is her childhood friend. Therefore they started to communicate in a regular interval. At present they meet each other in different social occasion and share about their family life.

### **Case study 4**

Mrs. Huq received a miss call from an unknown person. She called back and told the caller that this is not the CP of the person he is trying to reach. In spite of that the caller continue to bother her with miss calls. Mrs. Huq's daughter saved the number as "disturb" so that she can avoid the miss call.

### **Case study 5**

Shahana (35) is a homemaker. Her daughter Lima is studying in a local college. She regularly goes out of home to attend the classes in the college. A few days back Shahana received a call from Farhana's class friend enquiring why she is not attending the college for last five days. Although surprised, she avoided to reply her. But she was worried and called Lima to know where she is. Lima replied angrily "Why, I am in the class". Shahana could feel that she is lying, but she had no way to check it.

### **Case study 6**

Hossain is a businessman. His wife Mily comes from a large extended family. She is also very social. As such, she receives and make lots of call daily. Some time even at night she is talking with some one over CP. This irritates her husband. As such there is often conflict between them.