

Evaluating Internet Service Provider Satisfaction Among TRIMEX Colleges Engineering Students: Understanding Connectivity Experiences and Preferences in the Digital Age

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Abstract:

This study investigates the satisfaction levels of Internet Service Providers (ISPs) among engineering students at TRIMEX Colleges, focusing on their connectivity experiences and preferences in the digital age. The findings reveal a distinguished difference in satisfaction across academic years, with 66% of first-year students expressing satisfaction, contrasted by a significant decline among second-year students with 20%, 13% of third-year, and only 1% of fourth-year students reported similar satisfaction. This trend suggests that as students advance in their studies, their connectivity experiences and expectations increasingly remain unmet, indicating a critical area for service improvement. The analysis of ISP usage among students shows a diverse range of preferences, with 30% utilizing Royal Cable and 28% using Converge ICT Solutions, while PLDT and Globe Telecom are less favored, at 19% and 7%, respectively. Particularly, 38% of respondents prioritize pricing and affordability when selecting their ISP, followed by service speed at 29%. In contrast, customer service quality is a minimal concern for only 2% of students. The survey further highlights the occurrence of connectivity issues, with 48% of students experiencing slow speeds or buffering sometimes and 23% often facing these challenges. A significant 55% report frequent disconnections or outages, indicating critical reliability issues, while 25% cite poor customer service responses as a source of frustration. Additionally, 28% of students' encounter internet service issues weekly, and 10% daily, revealing a consistent challenge in performance. This study underscores the urgent need for ISPs to enhance service quality, reliability, and customer support to improve overall user satisfaction among engineering students at TRIMEX Colleges, ultimately fostering a more conducive learning environment in the digital age.

Keywords —Internet Service Provider, Engineering Students, Internet Connectivity, Digital Age, Telecommunications, Internet Satisfaction.

I. INTRODUCTION

In the digital age, reliable internet connectivity is essential for academic success, particularly among engineering students who

often rely on online resources for their studies. As educational institutions increasingly integrate technology into their programs, the quality of internet service provided by Internet Service Providers (ISPs) becomes a critical factor

influencing student satisfaction and overall educational experience. Students experienced improvement with their academic efficiency by using the internet in their daily school activities as it provides different educational resources that were more convenient than any traditional learning material (Waweru & Gichugu, 2021).

The landscape of internet services is characterized by rapid advancements and varying levels of customer satisfaction, which can differ across demographics and regions. It is essential to understand that providing college students an internet connection is not the end of the story; user satisfaction with ISPs frequently correlates with elements like service quality, speed, dependability, and customer support; for this reason, it is crucial to guarantee that internet users are satisfied (Faraj, Rashid, & SHareef, 2023) However, as students' progress through their academic journeys, their expectations and experiences with internet connectivity can evolve, potentially leading to a decreased in satisfaction over time.

This study specifically evaluates the satisfaction levels of engineering students at TRIMEX Colleges with their internet service providers, aiming to understand their connectivity experiences and preferences. By analyzing the diverse factors influencing ISP selection, such as pricing, speed, and service reliability, this research seeks to identify critical areas for improvement that can enhance the overall student experience. The findings will contribute to the broader discourse on internet accessibility and quality in educational settings, emphasizing the importance of responsive service provision in meeting the needs of tech-savvy students.

Through this study, researchers aim to illuminate the discrepancies in satisfaction levels among different academic levels and explore the implications of connectivity issues on students' academic lives. As the reliance on digital resources continues to grow, understanding these dynamics will be essential for both ISPs and educational institutions striving to support their students effectively.

II. METHODOLOGY

This study employed a quantitative research design to evaluate Internet Service Provider (ISP) satisfaction among engineering students at TRIMEX Colleges. A cross-sectional survey was conducted to gather data on students' experiences, preferences, and satisfaction levels regarding their ISP services. This design allowed for the collection of data from a diverse population of engineering students at a single point in time, facilitating the analysis of trends and patterns in ISP satisfaction across different academic years. The population of the study are engineering students who are currently enrolled at TRIMEX Colleges. To ensure a well-balanced representation of students across different academic levels, a stratified random sampling technique was employed, ensuring that data from all year levels (first-year to fourth-year students) are collected. A total sample size of 100 students was carefully selected to provide reliable and statistically significant results. The proportional allocation of participants from each academic year was maintained to reflect the overall distribution of engineering students at the institution, thereby enhancing the accuracy and generalizability of the findings.

A structured questionnaire was developed, incorporating both closed-ended and Likert-scale questions. The questionnaire assessed various factors influencing ISP satisfaction, including: Overall satisfaction with connectivity services; ISP usage and preferences; Reasons for choosing their current ISP; Frequency and nature of connectivity issues experienced; Specific problems with ISPs, such as disconnections and customer service quality. The questionnaire was pre-tested with a small group of students to ensure clarity and relevance before the main survey was administered. The survey was distributed and administered electronically to maximize accessibility and convenience. The study utilized email and social media platforms ensuring that students from all year levels had the opportunity to participate regardless of their schedules. The data collection period lasted for

two weeks, providing ample time for students to respond. To encourage participants and improve response rates, reminders were sent through multiple communication channels. Faculty members and student organizations also promoted the survey, enhancing awareness. These efforts ensured a diverse and representative sample, improving the reliability and validity of the data.

Data were coded and analyzed using statistical software. Descriptive statistics, including frequencies and percentages, were utilized to summarize the findings. Comparative analyses were conducted to identify satisfaction levels across different academic years and to examine the relationship between ISP selection criteria and reported connectivity issues. Informed consent was obtained from all participants prior to data collection. The confidentiality of respondents was maintained, and data were anonymized to protect individual identities. Participation was voluntary, with students free to withdraw from the study at any time without consequence.

III. RESULTS AND DISCUSSIONS

The results and discussions that follow offer valuable insights into the satisfaction levels of TRIMEX Colleges engineering students with their Internet Service Providers (ISPs). The comprehensive survey explored several aspects with a particular focus on service reliability and customer support.

Table 1: Data tabulation of responses of survey for year level.

Year Level	Responses (%)
1st year	66%
2nd year	20%
3rd year	13%
4th year	1%
Total	100%

Table 1 Shows the results of the study on Internet Service Provider satisfaction among

TRIMEX Colleges engineering students reveal a significant disparity in satisfaction levels across different academic years. Particularly, 66% of first-year students reported satisfaction, indicating a strong initial impression of connectivity services. In contrast, satisfaction sharply declines among upperclassmen, with only 20% of second-year students, 13% of third-year students, and a mere 1% of fourth-year students expressing similar satisfaction. This trend suggests that as students' progress through their studies, their experiences and expectations regarding internet connectivity may not be adequately met, highlighting a critical area for improvement in service provision.

Table 2: Data tabulation of responses of survey question "Which internet service provider do you currently use?"

Internet Service Provider (ISP)	Responses (%)
PLDT	19%
Globe Telecom	7%
Converge ICT Solutions	28%
Royal Cable	30%
Others	16%
Total	100%

Table 2 Shows the findings regarding the internet service providers used by TRIMEX Colleges engineering students indicate a diverse range of preferences. A significant portion of students, 30%, utilize Royal Cable, followed closely by Converge ICT Solutions at 28%. PLDT and Globe Telecom are less favored, with only 19% and 7% of students using their services, respectively. Additionally, 16% of respondents reported using other providers. This distribution highlights the varying connectivity choices among students and suggests potential areas for further investigation into the drivers behind these preferences.

Table 3: Data tabulation of responses of survey question "What is the primary reason for choosing your current ISP?"

Reason for choosing ISP	Responses (%)
Speed of service	29%
Pricing and affordability	38%
Customer service quality	2%
Availability in my area	18%
Recommendations from others	13%
Total	100%

Table 3 shows the primary reasons for choosing their current Internet Service Provider (ISP) among TRIMEX Colleges engineering students reveals that pricing and affordability are the leading factors, with 38% of respondents citing this as their main consideration. Speed of service follows closely at 29%, indicating a strong emphasis on performance. In contrast, customer service quality is a less significant concern, with only 2% of students prioritizing it. Availability in the area and recommendations from others account for 18% and 13%, respectively. These results suggest that cost and speed are critical determinants in ISP selection for students, while service quality and external recommendations play a minimal role.

Table 4: Data tabulation of responses of survey question “How often do you experience bandwidth limitations (slow speeds or buffering) when using the internet?”.

Experience Bandwidth (slow speeds or buffering)	Responses (%)
Always	6%
Often	23%
Sometimes	48%
Rarely	23%
Never	0%
Total	100%

Table 4 presents the frequency of bandwidth limitations experienced by TRIMEX Colleges engineering students indicate that connectivity issues are a common concern. A distinguished

48% of respondents’ report experiencing slow speeds or buffering sometimes, while 23% encounter these issues often. Likewise, 23% experience them rarely, and none of the students indicated that they never face bandwidth limitations. This data highlights a predominant challenge in internet performance among students, suggesting a need for improved service quality to enhance their online experiences.

Table 5: Data tabulation of responses of survey question “What specific problems have you experienced with your current ISP? (Select all that apply) Slow internet speeds”.

Problem experienced with current ISP	Responses (%)
Frequent disconnections or outages	55%
Poor customer service response	25%
Billing issues	10%
Installation delays	7%
Others	3%
Total	100%

Table 5 shows the specific problems encountered by TRIMEX Colleges engineering students with their current Internet Service Providers reveals significant dissatisfaction. A substantial 55% of students’ report experiencing frequent disconnections or outages, indicating a critical issue with reliability. Additionally, 25% have faced poor customer service responses, which further mixes their frustrations. Billing issues and installation delays are less predominant concerns, reported by 10% and 7% of respondents, respectively, while only 3% noted other unspecified problems. These findings underscore the urgent need for ISPs to address reliability and customer service to improve overall user satisfaction among students.

Table 6: Data tabulation of responses of survey question “How often do you encounter issues with your internet service?”.

Problem encounter with current ISP	Responses (%)
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Daily	10%
Weekly	28%
Monthly	18%
Rarely	42%
Never	2%
Total	100%

Table 6 presents the results regarding the frequency of issues encountered with internet service among TRIMEX Colleges engineering students indicate that connectivity problems are a common occurrence, although with varying regularity. Particularly, 28% of students' report facing issues weekly, while 10% encounter them daily. In contrast, 18% experience problems monthly, and a significant 42% report encountering issues rarely. Only 2% of respondents claim to never face any internet service issues. This distribution highlights that while many students deal with connectivity problems, a considerable portion experiences them infrequently, suggesting an opportunity for ISPs to enhance service reliability.

IV. CONCLUSIONS AND RECOMMENDATIONS

The evaluation of Internet Service Provider (ISP) satisfaction among TRIMEX Colleges engineering students reveals critical insights into their connectivity experiences and preferences. There is a notable decline in satisfaction levels as students' progress through their academic years, with satisfaction dropping from 66% in first-year students to just 1% in fourth-year students. This suggests that current ISPs may not adequately meet the evolving expectations and needs of students. The diversity in ISP preferences, particularly for Royal Cable and Converge ICT Solutions, highlights the importance of pricing and speed in ISP selection. Interestingly, customer service quality appears to be a lesser concern, indicating that students may prioritize affordability and performance over service deficiencies.

Moreover, many students report frequent connectivity issues, such as slow speeds and

disconnections, underscoring the urgent need for improved reliability and service quality among ISPs. To address these challenges, it is recommended that ISPs should enhance infrastructure for consistent connectivity, develop tailored packages for students, and improve customer service through better training and communication. Establishing feedback mechanisms, conducting awareness campaigns about service offerings, and partnering with educational institutions for bundled services could further ensure that students have reliable internet access from the start of their academic journey.

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