



UNIVERSITI TEKNOLOGI MARA

STUDY OF SMS USES AMONG STUDENT

BY;

ASMIJAH BT MOHAMED SHAMSI

2002278932

NORIN BT MAZAN

2002278527

NORFARINA BT JAMALUDDIN

2002410461

SUHELEY BT YUSOF

2002278838

SYARIFAH FADHILAH BT SYED MOHD DARDIN

2002644535

**This project paper is submitted as a fulfillment of the Diploma in
Public Administration program, Faculty of Administrative Science
and Policy Studies**

MARCH 2005

TABLE OF CONTENTS

	<u>PAGE</u>
Submission letter	I
Letter of transmittal	II
Acknowledgement	IV
Table of contents	VI
List of tables	VIII
List of charts	X
List of abbreviation	XII
Abstract	XIV

CHAPTER 1: BACKGROUND OF THE STUDY

1.1 Introduction	1
1.2 Problem statement	5
1.3 Objectives of the study	6
1.4 Scope of the study	7
1.5 Hypotheses development	8
1.6 Significance of the study	9

CHAPTER 2: LITERATURE REVIEW

2.1 Introduction	11
2.2 Mobile phones	14
2.3 SMS	15
2.4 History of SMS	17
2.5 SMS applications	18
2.6 How to send SMS	21
2.7 How does SMS work	23
2.8 Benefits of SMS	26
2.9 GPRS	28
2.10 WAP	30
2.11 SMS Gateway	31

ABSTRACT

The use of Short Messaging Services (SMS) is very popular among the society especially the students. This means of communication gives lots of advantages. However, it also leads to disadvantage if they misused the technology. SMS is one of the ways of communication between the students. This is because they rather send messages than to call their friend because it is cheaper. However it will give bad impact if there are misused of the technology. The main objective of this project is to identify the problems, the effect of the uses of SMS among the students; whether it can make students become SMS addicted, its consequences and how important the uses of SMS among the students. The scope of this research is among the full-time Diploma students and full-time Degree students in Universiti Teknologi MARA, Samarahan campus. This research is conducted to gain information on how the students handle their addiction and also the overspending in reloading their credit.

1.1 INTRODUCTION

Nowadays, technology is moving towards the future of the wireless web. Mobile devices such as PDA's, communicators, and cellular phones are becoming all the rage. People want these devices to do everything from access to their e-mail accounts, to utilize the Internet services, and to access to personal and corporate information. A type of service that is available is a technology called SMS (Short Messaging Service). SMS is the technology that allows text messages to be sent and received to and from mobile telephones.

SMS is very much popular amongst the people in Europe, the Middle East, Asia and Africa. In Malaysia itself, the people tend to spend more than RM 3 billion on SMS everyday. SMS is a very popular, inexpensive way of communicating with one another. More than 160 characters take up as much room as a one-second voice call. Those 160 characters can comprise of words or number or alphanumeric combination. Non-text based short message (for example, in binary format) are also supported. Messages are delivered immediately (or when the phone is turned on). Like e-mail, they can also be reviewed or stored in your phone for as long as you wish. SMS messages can also be sent out to huge groups of people with the single press of a button.

SMS also allows for unified messaging. This is where SMS can take on a number of different message formats (including voice mail,

2.1 INTRODUCTION

Mobile phone is one of the sources of communication among the peoples. Nowadays, to have a mobile phone is not a big problem for the students. They have their own sources of money either from loans, scholarship or from their parents. When they have hand-phone, the students will spent their money to buy reload card every time they run out of credits. They will send SMS either to their friends, downloading ringing tones, picture messages, screen savers or maybe get involve in SMS competition and SMS voting in the television such as voting for Akademi Fantasia, Bintang RTM, Malaysian Idol and Who Will Win . If this is not under control, it will cause an addiction among the student and it will affect their daily life.

(Sources: UTOPIA , 1 March 2005)

Today, technology is moving towards the future of the wireless web. Mobile devices such as palmtops, handhelds, and cellular phones are becoming all the rage. People want these devices to do everything from access their e-mail accounts, to utilize the Internet, to access personal and corporate information.

One type of service that is available is a technology called SMS (Short Messaging Service). SMS is the technology that allows text messages to be received and sent over mobile devices.