

Evaluating the Impact of Network Latency on user Experience in Telecommunication Industries in Ghana

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Abstract:- It is evident that the telecommunications industry in Accra, Ghana, has experienced significant growth, aligning with the influx in mobile devices and internet usage. However, the widespread issue of network latency tends to jeopardize and obstruct the overall user experience. This project focuses on assessing the impact of network latency on user experience in telecommunication industries in Accra, Ghana. The aim of this research was to investigate the causes and effects of network latency on user experience and also, evaluate strategies adopted by telecommunication industries to tackle network latency challenges to aid in the improvement of services in the telecommunications industries in Accra, Ghana. The study employs both qualitative and quantitative methods to conduct a survey where data on user experience and network latency statistics, alongside, interviews with industry experts were acquired. By employing descriptive and inferential statistics, including regression analysis, the study used textual analysis to gain insight from the industry experts. The expected outcome is a comprehensive report that will spotlight the underlying causes, examine the impacts and suggest remedial measures, resulting in implementable steps for enhancement in telecommunications industries. The significance of this project is found in making contribution to the intellectual resource surrounding network latency and its effects on user experience in telecommunications industries in Accra, Ghana. The findings impart understanding to telecommunications industries in Accra, Ghana, facilitating their ability to enhance overall network performance and user experience. In summary, the study pledges a beneficial influence on users, establishing an atmosphere where telecommunications industries in Accra, Ghana provide an ideal and satisfying experiences.

Keywords:- Network Latency.

I. INTRODUCTION

Considering a time where telecommunications technologies are progressing swiftly, our daily routines as individuals now revolve around effortlessly communicating with one another. Communication through voice calls, video calls, online streaming, video gaming and many more rely on the speed of telecommunications networks, which have a massive impact on user experience. However, throughout the entire technological evolution, there has been one major challenge faced by the telecommunications industries-the impact of network latency on user experience. Network

latency is the delay in network communication. It shows the time that data takes to transfer across a telecommunications network. Networks with longer delay or lag have high latency, while those with fast time response have low latency. The desire to investigate the impact of network latency on user experience is propelled by the genuine intention to address a growing concern.

In the recent evolution of Accra, Ghana, the telecommunications industry plays a crucial role in influencing the city's urban characteristics. As Accra embraces a digital future, the constant struggle with network latency disrupts the daily interactions of users in Accra, Ghana, resulting in the discouragement of user experience. This study places a spotlight on the issue by investigating the possible causative factors of network latency and measures to help curb the situation.

> Problem Statement

- **User Dissatisfaction** – The tenacious effect of network latency on user experience in Accra, Ghana makes it evident that there is dissatisfaction and frustration among users when they experience any sort of hindrance in their digital interactions.
- **Telemedicine Service Disruption** - Telemedicine services such as online medical consultations and mobile health applications in Accra, Ghana require a smooth network service to operate. Network latency poses possible threats to the smooth operation of these services.
- **Hurdles to Social Connectivity in the Digital World** - As remote work has become widespread in Accra, it is very necessary to investigate the impact of network latency on user experience.
- **Complications with Virtual Learning** - In an advanced world where virtual learning is much appreciated, network latency is a threat to users who rely on digital platforms for education. This makes it very important to address the challenges faced by learners on digital platforms meant for education.
- **Threat to Security** - The delays caused by network latency as users perform telecommunication activities such as financial transactions can expose users' personal information to risks such as unauthorized access.
- **Collaboration Difficulty among Telecommunications Companies** - Network latency slows down productivity, given a situation where various telecommunications companies come together by collaborating, to enhance network performance to ensure user satisfaction.

Evaluating Telecommunication Technology In Medicine

Judd E. Hollander



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Sewerage and Sewage Treatment Harold Eaton Babbitt, Edward Robert Baumann, 1958 *Compendium of HHS*

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Care Books and Serials in Print , 1986

EBU Review European Broadcasting Union, 1984

Evaluation of Hospital

Information System (HIS) in Advanced Cure Medical Center, UAE Shijin Prasad, 2015-02-18 Hospital information systems HIS

have changed spectacularly since the introduction of computers in health care organizations in Abu Dhabi as per the Health

Authority HAAD Standards These changes were inevitable not only because of the changes in the information technology IT

but mainly because of the realization of the benefits that a computerized hospital offers Initially HIS incorporated financial

and partial patient care systems Later many hospitals started adopting specialized systems in other areas such as Outpatient

Department OPD Inpatient Department IPD Emergency Department radiology and laboratory departments Support Service

like Facility Management Team Insurance Billing Purchase Medical Records IT and Other Services with more emphasis to

patient interest Now major hospitals and clinics are focusing on complete Paperless HIS by using Electronic Health Records

EHR Electronic Medical Records EMR and E Authorizations of Insurance Approvals As a result the number of the

organizational personnel who directly interact daily with computers has also recorded an explosive growth and changing the

facilities to Paperless Environment Due to the complex environment that hospitals function in the use of HIS has become very

important is of importance When choosing an Information System IS hospitals must avoid pitfalls and errors in order to

achieve a sustainable computer management information system The chain or cascade involved in this system include

supplier vendor local hospital environment and administration on campus IT staff continuous quality improvement and end

users Therefore the evaluation of HISs is an extremely important issue which helps to test the effectiveness of these systems

According to DeLone and McLean 1992 the most widely known measure of IS evaluation is user satisfaction The literature

suggests that user satisfaction can play a vital role and can affect users behavior toward computer use which in turn can also

affect the actual usage of the system

Telecommunications , 1984

Library & Information Science Abstracts , 2006

Assessing Interventions Fred Tudiver, 1992-08-20 Research methods for primary care often require adaptation of

methodologies that were developed for other health care fields To help meet the distinct needs of researchers in primary care *Assessing Interventions* takes a comprehensive look at specific research methods that can be used to assess interventions in primary care settings successfully This information packed volume is divided into four parts and covers such issues as assessing interventions in primary care and two major assessment strategies quantitative methodologies the traditional approach and qualitative methodologies some of which are new to primary care It also explores topics such as principles and approaches to measures of self report assessing a smoking cessation intervention and assessing primary health care delivery The final section presents a panel discussion that outlines possible future directions in particular the challenge for the primary care discipline to define its own foci of research activities *Assessing Interventions* will be useful for both new and experienced researchers whether practitioner oriented or professional Writers and reviewers of grant applications and scientific papers will also find this volume invaluable The book clearly attains its goals Research by generalists for generalists and others is early in its evolution Books like this help those who are just beginning to explore the field find support and encouragement to foster critical self examination of what we do rather than having our practice determined by those who are not generalists I recommend it to all not just researchers but to those who reflect on what they do Canadian Family Physician *A Real Options Model for the Evaluation of Telemedicine* Andrew E. Cameron,1998 *Documentation Abstracts* ,1998 *Books in Print* ,1977 *Books in Print Supplement* ,1984 *Paramedic Care: Patient assessment* Bryan E. Bledsoe,Robert S. Porter,Richard A. Cherry,2005 Written by the best selling author team of Bryan E Bledsoe D O F A C E P EMT P Robert S Porter M A NREMT P and Richard A Cherry M S NREMT P this student friendly easy to understand series covers the DOT National Standard Curriculum The second of 5 titles in the Brady Paramedic Care Principles and Practice series Volume 2 Patient Assessment covers history physical exam field assessment clinical decision making communications and documentation Paramedic Level Emergency Responders or Intermediate level responders training to enter into Paramedic *Pacific Medical Technology Symposium* IEEE Computer Society,1998 Comprising the proceedings of the PACMEDTek symposium held in Honolulu in August 1998 this volume addresses the progress of medical technologies that are suitable for the Pacific Region a vast area of responsibility that doesn t always permit conventional medical services The conference s subtitle *Transcending Time Distance and Structural Barriers* refers to the projects developed in recent years to provide a medical care system that works in spite of the disparate locations of service Technological clinical and management issues are addressed as well as the evaluation and impact of telemedicine in the context of patient care education and economic development Includes an author index but lacks indexing by subject Annotation copyrighted by Book News Inc Portland OR *Health planning reports subject index. pt. 3, 1980* United States. Health Resources Administration,1979 *Government Reports Annual Index* ,1980

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