Missing The Internet In Digital Era: A Case Study Of Longest Internet Blackout In Jammu And Kashmir

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Abstract: The present study applies uses & gratification theory to assess motivations of people in J&K towards Internet access, their attitudes and opinions on the longest ever Internet blackout for more than 120 days in Jammu & Kashmir. Routine life of almost everyone was affected in some ways or the other. In the 21st Century when access to Internet is recognized globally as a basic human right, this basic right was denied to the people of J&K not just once but several times. Since 2012, almost 180 shutdowns were reported in J&K. Since life at present revolves around the Internet undoubtedly and when that plug is pulled-off several times, it ruptures the social balance from the view of social determinism. Technology that drives the development of society, its social structure and cultural values is the new norm in the 21st Century. The study thus aims to find specific uses of Internet by people in J&K, study their perception and opinions towards "missing" the Internet. The paper thus uses "What Missing the Newspaper Means" as a model to study what missing the Internet means to the people of J&K. Uses and gratifications approach is applied to explain the shifting focus of media from the purposes of communicator to the purposes of the receiver with the help of a survey. The study found that there is significant difference between gender and use of internet for process needs (purposeful navigation) as well as there is a significant difference between gender and loss experienced in the Internet's absence.

Keywords: Missing Internet; Digital Journalism; Uses and gratifications, J&K, social determinism, technological determinism

Introduction

According to Shutdown Tracker Optimization Project data, India continues to be the Internet shutdown capital of the world. Recently, India Today Data Intelligence Unit (DIU, 2019) analysed the Internet shutdowns in the country and found that since 2014, 357 times Internet services were suspended in India. In 2018, 67 per cent of the world's Internet shutdowns were imposed in India and in 2019 almost 93 Internet shutdowns were announced in India, impacting around 167 areas. Internet shutdown was imposed as a preventive measure on 4th August 2019, due to the abrogation of Article 370 of the Constitution of India and even after six months broadband and 2G Internet services were partially restored in J&K on 14 January, 2020. Besides, The Hindu reported that in the three-page order by the Home Ministry, complete restriction would however be

observed on social media that aid peer-to-peer communication. The question that remains relevant still is the dependency on media for social, cultural or emotional needs. This dependency however continues to grow bigger and deeper in our lives as we have already embraced convergence of media with the advent of Internet and telecom reforms. The gratifications one derives through the use of media still remains an interesting area of study as life without it could be hinting back to the caves?

Power of telecommunications specifically, mobile phone is beyond individual use. It allows users to virtually access their social networks and by cutting that connection by way of Internet shutdown also implies cutting off the users' social networks which in-a-way adds to anger of individuals in society as it curbs their right to freedom of expression. For instance the same anger was experienced among the people of Nepal in case of telecommunication shutdown in Nepal in 2005 when the kingdom of Nepal cut off all public telecommunication links to the outside world (Ang, Tekwani, & Wang, 2012). The study suggested that mobile phone being a social device should only be shut down for a brief time and for security reasons only. From the social determinists view on one hand since life at present revolves around the Internet it ruptures the social balance when the channels of social communications are cut off for long period of time or several times. From technological determinism view on the other hand according to Thorstein Veblen, technology drives the development of society, its social structure and cultural values.

Another study on 41 Internet shutdowns in Pakistan between 2017 & 2017, the attempt is made to understand the dynamics of shutdowns and communicative ruptures to help understand the intentional shutdowns of communications channels by governments.

In the 1948-49 edition of Communication Research journal, Bernard Berelson of Columbia University published a paper titled, "What 'Missing the Newspaper' Means". The paper was an analysis of the 1945 New York newspaper delivery strike. In order to understand what people felt when the newspaper didn't arrive, Berelson arrived at a conclusion that more than the physical loss it was social and psychological trauma for the people and explained it by a saying "absence makes the heart grow fonder." Berelson's research question "what does it mean when people say they 'miss the newspaper'?" rooted in "why do people read the newspaper?" is perhaps the model for this study to repeat his idea and spin the question to the people of J&K who were deprived of the Internet for over six months to ask them what is missing Internet in 21st Century means to them and why do they like Internet. Besides, finding out if there is any possibility of an alternate to Internet in the digital era?

Theoretical background and research questions

The original study
In June 1945, delivery workers of eight major newspapers in New York City went on strike. Almost after two weeks of no printed news or any polls being conducted to look into the attitudes of people who were deprived of the news, Bernard Berelson from Columbia University was keen to figure out what missing the newspapers meant for the people. He conducted an exploratory study by using a qualitative study of 18 questions and interviewed 60 people in order to understand the function of modern newspaper for its readers. The study found that almost everyone valued newspapers as a serious source

of information and looked forward to reading papers for information and educational purpose. Many considered reading a socially acceptable thing to do and some considered them as a way to be in touch with world affairs. People valued awareness of public affairs in conversations and considered reading newspapers as a matter of social prestige. Some looked forward to newspapers for an escape, relaxation and entertainment besides finding help in them for in their routine lives. The study broadly identified five specific uses of newspapers for people such as information and interpretation of public affairs, tools for daily living, respite, social prestige and social contact. Most readers were forced to find alternate sources of news.

Uses and gratification approach

Uses and gratification research in the field of mass communication and journalism dates back to 1940s. The theory claims that media do not do things to people; rather people do things with media. The influence of media is limited to what people allow it to be (Baran, 2010). Bernard Berelson (1959) claimed that the field of mass communication research appeared dead and reacting to his claim Elihu Katz in 1959 described uses and gratification approach for the first time in an article by pointing out that communication research earlier was investigating the question "what do media do to people?" and suggested that the field could be saved by turning the question to "what do people do with the media?" He gave various examples of such studies one being the Berelson (1949) study on the functions of newspaper reading. Katz, Blumler and Gurevitch (1974) suggested that uses and gratification studies are concerned with various individual needs and media uses such as the social and psychological needs, expectations of mass media or other sources, different patterns of media exposure that result in need gratifications. The main assumptions of the theory conceived audience as active and mass media usage is goal oriented; media choice and need gratification lies with the audience and media competes with other sources of need satisfaction (Severin & Tankard, 2001). After studying various radio and TV programmes in Britain, McQuail, Blumler, & Brown (1972) proposed a "media-person interactions" to capture the most important media satisfactions. The typology of media-person interactions according to them included diversion, personal relationships, personal identity and survelliance (McQuail, 2011).

Table 1: Uses and gratifications studies

Author & year	Gratifications
Hossain (2019)	Enjoyment, passing time, information seeking, self-presentation, social presence, and social interaction, user habit, subjective norm, and usage intention
Ruggiero (2000)	Interactivity, demassification, hypertextuality and asynchroneity
Wimmer& Dominick (1994)	Social and psychological
Schramm,	Individual ability and relationships

Lyle, and Parker (1961)	
Svennevig (2000)	Diversion, personal relationships, social relationships, personal identity, surveillance, imagination, stimulation and mood changing
Mendelsohn (1964)	Companionship, changing mood, counteracting loneliness, useful news and information, participation, social interaction
Blumler (1979)	Normative influences, socially distributed life changes and subjective reaction to social situation
Bryant and Zillmann (1984)	Stressed individuals watched tranquil programs and bored participants opted for exciting fare
Dobos (1992)	Media satisfaction and choice
Mukherji, and Nicivich (1998)	Entertainment, interpersonal utility, social interactions, and surveillance

Uses and gratifications from the Internet
The uses and gratification approach has also been applied to study new electronic media and uses of telephone (Dimmick & Rothenbuhler, 1984). Uses and gratifications theory fits best for studies on Internet use. Research shows that users are more expressive, active and engaged communication participants on the Internet as compared to other traditional media (Ruggiero, 2000). The Internet is giving users more choices (Severin & Tankard, 2001). But there is a competition between various Internet options as well as suggested by Katz.

In a survey by Choi & Haque (2002) anonymity was found as a big motivational factor for Internet users apart from democratic communication with anonymous participants in virtual communities. In an exploratory study on Internet gratification Roy (2009) found relaxation to be the most dominant factor as far Internet gratification is concerned apart from other six gratification factors, including self development, wide exposure, relaxation, user friendly, career opportunities and global exposure. Kaye & Johnson (2004) in their study to examine Internet as a source of political information found that people use the Internet mainly for surveillance, voter guidance and other reasons such as entertainment, social utility and excitement.

In a study on gratifications obtained from TV shows on Internet and conventional TV Li (2013) found that for watching television shows it was the convenience of using Internet TV that people enjoyed the most as audiences could choose the place, select the time and even pick specific episodes freely and thus suggested that Internet TV will be the future of media. Research also suggests that with less fear of punishment minority groups can also participate in the communication process provided the availability of technology.

Research Questions

The issue of Internet shutdown can be analysed from various perspectives. However, firmly based on Berelson's report, this study seeks to answer the following questions:

1. To find out the use of Internet by people in J&K.

2. To study the perception & opinion of people in J&K towards Internet shutdown.

3. To analyze the opinion of net users on 'missing' the Internet.

Methodology

A survey questionnaire with a total of 39 questions was used as an instrument to get responses from the people of J&K using purposive sampling. The survey was divided into 5 parts. Part A included the demographic profile of the respondents. Part B included multiple choice options to understand the time spend on Internet and its usage patterns among the people in J&K. Part C included three dichotomous questions to determine Internet gratification needs among people of J&K based on content needs, process needs and social needs. Part D included 24 multiple choice questions to understand Internet habits, frequency of Internet usage and respondents' dependency on the Internet. Each item was measured using a five-point scale from 1= strongly agree, 2= agree, 3= neutral, 4= disagree, 5= strongly disagree. The last part of the questionnaire, Part E included a mixed mode of multiple choices and an open-ended question to derive motivations by people for using Internet in J&K as well as to gather opinions of respondents' post Internet restoration in J&K.

Findings & discussion

The study applied uses and gratifications theory to derive the motivations behind Internet usage in the context of J&K. A total of 202 respondents, including 133 males and 69 females from Jammu and Kashmir took part in this survey. Maximum participation was seen in the age group of 25-34. The most commonly used device used to surf Internet among the respondents was Smartphone. More than half of the respondents are using Internet for over eight years and spend minimum 1-2 hours every day on the Internet. This shows that smartphone is not merely a technological device rather it's a social device and denying access to this also implies cutting off the social ties which reflects an end of democracy. This calls for steps to be taken by the Internet society in order to keep Internet free from the intentional shutdowns by the ruling governments in various countries.

Table 2: Internet Uses & Gratifications

Age	No. of respondents	Percentage
25-34	83	41.10%
35-44	57	28.20%
45-54	31	15.30%
55-64	22	10.90%
64 & above	9	4.50%
Gender		
Male	133	65.80%
Female	69	34.20%

Highest Education

Less Than high school	3	1.50%
High School	19	9.40%
College	9	4.50%
Graduate	82	40.60%
Post Graduate	86	42.60%

Occupation

Student	27	13.40%
Professional	47	23.30%
Employee	42	20.80%
Business	63	31.20%

Economic Status

Low Income	6	3%
Lower-middle	15	7.40%
Middle	92	45.50%
Upper Middle	78	38.60%
High	11	5.40%

Devices Used to surf Internet

Desktop	8	4%
Laptop	36	17.80%
Smartphone	149	73.80%
Tablets	5	2.50%
i-pad	4	2%

Time spent on Internet

Less than 1 time	1	0.50%
1-3 times per week	8	4%
4-6 times per week	13	6.40%
1-2 times per day	34	16.80%
More than 3 times per day	142	70.30%
Less Than 30 Minutes	19	9.40%
Between 1-2 hours	79	39.10%
Between 3-4 hours	51	25.20%
Between 4-5 hours	25	12.40%
5 hours and above	28	13.90%

Using Internet Since

Less than 1 year ago	1	0.50%
1-2 years ago	8	4%
3-4 years ago	26	12.90%
5-8 years ago	63	31.20%
8 & above years	104	51.50%

Internet access point

Internet accessed at Home	113	55.90%
Internet accessed at Office	86	42.60%
Internet accessed at School/College	43	21.30%
Internet accessed at Internet Café	48	23.80%

Internet usage		
Emails	53	26.20%
Information	99	49%
Online shopping	29	14.40%
Online news	58	28.70%
Entertainment news	35	17.30%
Social Media	85	42.10%
Paying online bills	63	31.20%
Gamming purpose	34	16.80%
TV Serials/ movies	45	22.30%
Travel plans/ Booking e-tickets	59	29.20%
Order food online	55	27.20%
Online business	56	27.70%
Health reports	48	23.80%
Social connect with friends, family & Colleagues	105	52%
Internet gratification		
Content Needs	198	98%
Process Needs	196	97%
Social Needs	192	95%
Feel less lonely	65	35.20%
Fun time	75	37.10%
Internet is a habit	59	29.20%
Distract from problems	51	25.20%
Missed Internet	77	38.10%
Imagine life without Internet	62	30.70%

While finding out the use of Internet by people in J&K and analyzing their opinion on 'missing' the Internet it was found that 55.90% of respondents accessed Internet at home followed by 42.60% who accessed Internet at office. 52% respondents used Internet for connecting with friends, family and colleagues followed by 49% respondents who used Internet for Information needs. 42.10% respondents used Internet for social media needs (Facebook/Twitter/YouTube/WhatsApp) and 27.70% respondents used Internet for utility needs like paying online bills.

Regarding the gratifications derived from the Internet based on the three main needs in uses and gratification theory it is seen that 98% respondents fulfil their content needs (research or finding specific information) from the Internet, 97% satisfy their process needs (purposeful navigation/ random browsing) from the Internet and 95% satisfy their social needs including the need to be connected with friends, family and colleagues. 35.2% respondents feel less lonely while surfing the Internet, 37.10% used it for fun sake, for 29.2% respondents surfing the Internet is a habit and 25.2% respondents use Internet to distract from other problems. As far as 'missing' the Internet in the past few months in J&K is concerned it is seen that almost 38.10 % respondents strongly missed the Internet and 41% respondents strongly disagreed with the possibility of life without Internet in the 21st Century.

Further, data was analysed with the aim of drawing inferences on missing of the Internet in J&K. An exploratory factor analysis of Internet gratification items yielded six associated factors - Access to Internet; Engagements with Internet; Purpose of Using Internet; Missing Internet; Life without Internet; Remain Connected. The analysis was carried out considering derived gratification from internet in general and based on education, occupation, and economic level. Chi square is applied to find out the degree of difference between gender and uses and gratification of internet in Jammu and Kashmir.

The results of the study are presented as follows:

Table 3: Factor analysis of Internet gratification

		Sum of Squares	df	Mean Square	F	Sig.
Access to internet	Between Groups	5.501	4	1.375	1.386	.240
	Within Groups	195.499	197	.992		
	Total	201.000	201			
Engagements with internet	Between Groups	2.502	4	.625	.621	.648
	Within Groups	198.498	197	1.008		
	Total	201.000	201			
Purpose of Using internet	Between Groups	.251	4	.063	.062	.993
	Within Groups	200.749	197	1.019		
	Total	201.000	201			
Missing Internet	Between Groups	3.979	4	.995	.995	.412
	Within Groups	197.021	197	1.000		
	Total	201.000	201			
Life without internet	Between Groups	9.948	4	2.487	2.564	.040
	Within Groups	191.052	197	.970		
	Total	201.000	201			
Remain Connected	Between Groups	13.854	4	3.464	3.646	.007
	Within Groups	187.146	197	.950		
	Total	201.000	201			

P-value = .000

Access to internet

Ho = There is no significant difference in access to internet with regard to the age of the users.

The above table data presents that the *p value more at 0.05 level (0.240), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on access to internet. It is concluded that there is significant difference on access to internet based on the age factor of the responded. The data presents that the responded differ to internet access. The responded mostly access internet at their home, office, school, internet café for their daily utility. The following table shows that the significance of difference in accessing the internet services at their home, office, school, internet café during the period of the shutdown.

Engagements with internet

Ho = There is no significant difference in Engagements with Internet with regard to the age of the users.

The above table data presents that the *p value more at 0.05 level (0.648), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on Engagements with Internet. The study shows substantially that invariably of all age Engagements with Internet for the use home, office, school, internet café. The respondent engaged themselves into internet service

Purpose of using internet

Ho = There is no significant difference in the purpose of using internet with regard to the age of the users.

The above table data presents that the *p value more at 0.05 level (0.993), hence* the hypothesis of no significant difference stands accepted. It is concluded that there is significant difference on purpose of using internet. There is no significant difference in regard age of the respondent on the purpose of using internet like home, office, school, internet cage. The purpose of using internet is to surface social media, online bills, gaming, serial, travel plan, online food order entertainment. The significance difference stands accept in purpose of using internet during the period of shutdown.

Missing Internet

Ho = There is no significant difference in missing internet with regard to the age of the users.

The above table data presents that the p value more at 0.05 level (*0.412*), hence the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on access to internet the table shows that show the response that there is no significance difference in missing internet for the use and access to internet.

Life without internet

Ho = There is no significant difference in life without internet with regard to age of users.

The data analysed show that *P value less at 0.05 level* (.040) hence the hypothesis of no significant difference stands rejected. The rejection of hypothesis stands true, as the respondent remark is that there is a significant difference for the respondent life without internet.

Remain connected

Ho = There is no significant difference in remain connected to internet with regard to age of users

The data analyzed show that *P value less at 0.05 level* (.007) hence the hypothesis of no significant difference stands rejected. As the *p value level* is and there is difference in remaining connected to internet and it s purpose.

Education

		Sum of Squares	df	Mean Square	F	Sig.
Access to internet	Between Groups	14.150	5	2.830	**2.969**	**.013**
	Within Groups	186.850	196	.953		
	Total	201.000	201			
Engageme nts with Internet	Between Groups	13.838	5	2.768	**2.898**	**.015**
	Within Groups	187.162	196	.955		
	Total	201.000	201			
Purpose of Using internet	Between Groups	3.101	5	.620	.614	.689
	Within Groups	197.899	196	1.010		
	Total	201.000	201			
Missing Internet	Between Groups	12.452	5	2.490	**2.589**	**.027**
	Within Groups	188.548	196	.962		
	Total	201.000	201			
Life without internet	Between Groups	7.108	5	1.422	1.437	.213
	Within Groups	193.892	196	.989		
	Total	201.000	201			
Remain Connected	Between Groups	4.257	5	.851	.848	.517
	Within Groups	196.743	196	1.004		
	Total	201.000	201			

P-value = .000

Access to internet

Ho = There is no significant difference in access to internet with regard to education of users

The data analysed show that *P value less at 0.05 level* (.013) hence the hypothesis of no significant difference stands rejected. Taking into the *p value level,* there is difference in accessing to internet by educated responded.

Engagementss with internet

Ho = There is no significant difference in Engagements with Internet with regard to education of users

The data analyzed show that *P value less at 0.05 level* (.015) hence the hypothesis of no significant difference stands rejected. According to education of respondents differ in the no significant difference in the Engagements with Internet for information, education, online billing, instruction, and entertainment.

Purpose of using internet

Ho = There is no significant difference in the purpose of using internet with regard to the education of the users. The above table data presents that the *p value more at 0.05 level (0.689), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference in the purpose of the using internet.

Missing Internet

Ho = There is no significant difference in missing internet with regard to education of users

The data analysed show that *P value less at 0.05 level* (.027) hence the hypothesis of no significant difference stands rejected. The rejection of hypothesis stands true as the respondents find that there is a significant difference in missing the internet.

Life without internet

Ho = There is no significant difference in life without internet with regard to the education of the users.

The above table data presents that the *p value more at 0.05 level (0.213), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on life without internet. The rejection of hypothesis goes on to prove that, in the life without internet, there is a significance difference.

Remain Connected

Ho = There is no significant difference in remain connected with regard to the education of the users.

The above table data presents that the *p value more at 0.05 level (0.517), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on access to internet. The p value is more at 0.517 indicates that there is a significance difference in remain connected to internet in the time of the shutdown for the use at home, office, schools, internet café.

Occupation

		Sum of Squares	df	Mean Square	F	Sig.
Access to internet	Between Groups	9.148	3	3.049	**3.147**	**.026**
	Within Groups	191.852	198	.969		
	Total	201.000	201			
Engagements with Internet	Between Groups	4.733	3	1.578	1.591	.193
	Within Groups	196.267	198	.991		
	Total	201.000	201			
Purpose of Using internet	Between Groups	5.951	3	1.984	2.014	.113
	Within Groups	195.049	198	.985		
	Total	201.000	201			
Missing	Between Groups	11.971	3	3.990	**4.180**	**.007**

Internet	Within Groups	189.029	198	.955		
	Total	201.000	201			
Life without internet	Between Groups	2.242	3	.747	.744	.527
	Within Groups	198.758	198	1.004		
	Total	201.000	201			
Remain Connected	Between Groups	6.254	3	2.085	2.119	.099
	Within Groups	194.746	198	.984		
	Total	201.000	201			

P-value = .000

Access to internet

Ho = There is no significant difference in access to internet with regard to occupation of users

The data analysed show that *P value less at 0.05 level* (.026) hence the hypothesis of no significant difference stands rejected. The rejection of hypothesis stands true as the respondent with regard to occupation rating different to access to internet for the purpose of the school, office, home and internet obviously be different.

Engagements with internet

Ho = There is no significant difference in Engagements with regard to the occupation of the users.

The above table data presents that the *p value more at 0.05 level (0.193), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on Engagements with Internet at their home, schools, offices, internet café.

Purpose of using internet

Ho = There is no significant difference in purpose of using internet with regard to the occupation of the users.

The above table data presents that the *p value more at 0.05 level (0.113), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on access to internet. In other words, the purpose of using internet was defeated due to the Internet shutdown.

Missing Internet

Ho = There is no significant difference in missing internet with regard to occupation of users

The data analysed show that *P value less at 0.05 level* (.007) hence the hypothesis of no significant difference stands rejected. It follows the table, that missing internet in the time of shutdown, there is a significance difference stands negative.

Life without internet

Ho = There is no significant difference in life without internet with regard to the occupation of the users.

The above table data presents that the *p value more at 0.05 level (0.527), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on life without internet. Infact, the table brings the awareness that the *p value* is more and there is the rejection of no significance difference for the life without internet and its uses.

Remain Connected

Ho = There is no significant difference in life without internet with regard to the occupation of the users.

The above table data presents that the *p value more at 0.05 level (0.755), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is

significant difference on remain connected to internet. The obviously, the data table shows that there is a significance difference in remaining connected to internet.

Economic

		Sum of Squares	df	Mean Square	F	Sig.
Access to internet	Between Groups	7.841	4	1.960	1.999	.096
	Within Groups	193.159	197	.981		
	Total	201.000	201			
Engagements with Internet	Between Groups	2.144	4	.536	.531	.713
	Within Groups	198.856	197	1.009		
	Total	201.000	201			
Purpose of Using internet	Between Groups	3.701	4	.925	.924	.451
	Within Groups	197.299	197	1.002		
	Total	201.000	201			
Missing Internet	Between Groups	1.914	4	.478	.473	.755
	Within Groups	199.086	197	1.011		
	Total	201.000	201			
Life without internet	Between Groups	5.738	4	1.435	1.447	.220
	Within Groups	195.262	197	.991		
	Total	201.000	201			
Remain Connected	Between Groups	1.914	4	.478	.473	.755
	Within Groups	199.086	197	1.011		
	Total	201.000	201			

P-value = .000

Access to internet

Ho = There is no significant difference in access to internet with regard to the economic status of users.

The above table data presents that the *p value more at 0.05 level (0.096), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on access to internet.

The economic factor table presents in the table to access to internet in positive direction that there is no significance difference in access to internet with the purpose of the access at home, offices, schools, internet café.

Engagements with internet

Ho = There is no significant difference in Engagements with Internet with regard to the economic status of users.

The above table data presents that the *p value more at 0.05 level (0.713), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on access to internet. Directed by the table and the data factor on the economic factor Engagements with Internet, there is no significance difference. According to the economic factor, the Engagements with Internet for the use of checking E-mails for information, for online purpose, shopping online, for entertainment was altered during the shutdown.

Purpose of using internet

Ho = There is no significant difference in purpose of using internet with regard to the economic status of users. The above table data presents that the *p value more at 0.05 level (0.451), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on the purpose of using internet.

Missing Internet

Ho = There is no significant difference in missing internet with regard to the economic status of users.

The above table data presents that the *p value more at 0.05 level (0.755), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on missing to internet. The economical factor stands positive that there's no significance difference in missing internet, as it cannot be rejected.

Life without internet

Ho = There is no significant difference in life without internet with regard to the economic status of users.

The above table data presents that the *p value more at 0.05 level (0.220), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on life without to internet.

Remain connected

Ho = There is no significant difference in remain connected with regard to the economic status of users.

The above table data presents that the *p value more at 0.05 level (0.755), hence* the hypothesis of no significant difference cannot be rejected. It is concluded that there is significant difference on remain connected to internet. In the line of economic, the factor remain connected cannot be rejected and therefore, there is no significance difference.

Further, Chi square is applied to find out the degree of difference between gender and uses and gratification of internet in Jammu and Kashmir. The responses given by the respondents are analyzed to understand the relationship between the gender and use of internet for various purposes.

Gender - Devices to surf Internet

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.594[a]	4	.072
Likelihood Ratio	9.468	4	.050
Linear-by-Linear Association	6.961	1	.008
N of Valid Cases	202		

a. 50.0% have expected count less than 5. The minimum expected count is 1.37.Significance level ($\alpha = 0.05$).

To a question on various devices use for surfing internet the data revealed that there is no significance difference between gender and use of different devices for surfing internet. The value of the test statistic is 8.594. The corresponding p-value of the test statistic is p = 0.072. Since the p-value is greater than our chosen significance level ($\alpha = 0.05$), the null hypothesis cannot be rejected. Rather, it is concluded that there is not enough evidence to suggest an association between gender and internet devices used for surfing.

Gender - Internet access frequency

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.417[a]	4	.491
Likelihood Ratio	4.746	4	.314
Linear-by-Linear Association	.241	1	.623
N of Valid Cases	202		

a. 40.0% have expected count less than 5. The minimum expected count is 1.37.Significance level ($\alpha = 0.05$).

The data revealed on internet access to frequency that there is no significance difference between gender and internet access frequency. The value of the test statistic is 3.417. The corresponding p-value of the test statistic is p = 0.491. Since, the p-value is greater than our selected significance level ($\alpha = 0.05$), the null hypothesis cannot be rejected. Instead, it concludes that there is no sufficient evidence to understand an association between gender and internet access to frequency.

Gender * Time on Internet every day

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.768[a]	4	.597
Likelihood Ratio	2.920	4	.571
Linear-by-Linear Association	1.459	1	.227
N of Valid Cases	202		

a. 0.0% have expected count less than 5. The minimum expected count is 6.49. Significance level ($\alpha = 0.05$).

The current table to a question on time on internet every day data has revealed that there is no significance difference between gender and time on internet every day.
The value of the test statistic is 2.768. The statistical corresponding p-value of the test statistic is p = 0.597. In the result, the p-value is greater than our given significance level ($\alpha = 0.05$), the null hypothesis cannot be rejected. Rather, it is concluded that there is not enough evidence to suggest a relationship between gender and time on internet every day as per the study.

Gender * Using Internet since

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.399[a]	3	.334
Likelihood Ratio	3.360	3	.339
Linear-by-Linear Association	1.312	1	.252
N of Valid Cases	202		

a. 12.5% have expected count less than 5. The minimum expected count is 2.73. Significance level ($\alpha = 0.05$).

With regard to a question on using internet since the data revealed that there is no significance difference between gender and using internet since. The value of the test statistic is 3.399. The corresponding p-value of the test statistic is p = 0.334.
Since the p-value is greater than our chosen significance level ($\alpha = 0.05$), the null hypothesis cannot be rejected. Rather, it is concluded that there is not enough evidence to suggest an association between gender and using internet since.

Gender - Internet for content needs

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.152[a]	1	.696		
Continuity Correction[b]	.000	1	1.000		
Likelihood Ratio	.160	1	.689		
Fisher's Exact Test				1.000	.578
Linear-by-Linear Association	.151	1	.697		
N of Valid Cases	202				

a. 50.0% have expected count less than 5. The minimum expected count is 1.37.
b. Computed only for a 2x2 table. Significance level ($\alpha = 0.05$).

To a question on internet for contents needs, the data revealed that there is no significance difference between gender and use internet for contents needs.
The value of the test statistic is 1. 152. The corresponding p-value of the test statistic is p = 0.696. Since the p-value is greater than our chosen significance level (α = 0.05), the null hypothesis cannot be rejected. Rather, it is concluded that there is not enough evidence to suggest an association between gender and internet for content needs.

Gender- Internet for Process Needs

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.002[a]	1	.965		
Continuity Correction[b]	.000	1	1.000		
Likelihood Ratio	.002	1	.965		
Fisher's Exact Test				1.000	.665
Linear-by-Linear Association	.002	1	.966		
N of Valid Cases	202				

a. 50.0% have expected count less than 5. The minimum expected count is 2.05.
b. Computed only for a 2x2 table. Significance level (α = 0.05).

In the table on internet for process needs the data revealed that there is a significance difference between gender and use of internet for process needs. The value of the test statistic is 0.002. The corresponding p-value of the test statistic is p = 0.072
Since the p-value is greater than our chosen significance level (α = 0.05), the null hypothesis stands rejected. Hence, it is concluded that there is enough evidence to suggest an association between gender and internet for process needs.

Gender -Internet for Social Needs

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.938[a]	1	.333		
Continuity Correction[b]	.392	1	.531		
Likelihood Ratio	1.022	1	.312		
Fisher's Exact Test				.499	.274
Linear-by-Linear Association	.933	1	.334		
N of Valid Cases	202				

a. 25.0% have expected count less than 5. The minimum expected count is 3.42.
b. Computed only for a 2x2 table. Significance level (α = 0.05).

Regarding the question on internet for social needs the data revealed that there is no significance difference between gender and use of different devices for surfing internet. The value of the test statistic is 0.938. The corresponding p-value of the test statistic is p = 0.333. Since, the p-value is greater than our chosen significance level (α = 0.05), the null hypothesis cannot be rejected. Rather, it is concluded that there is not enough evidence to suggest an association between gender and internet for social needs.

Gender - Loss experienced in Internet's absence

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	**29.897[a]**	**5**	**.000**
Likelihood Ratio	32.969	5	.000
Linear-by-Linear Association	.118	1	.731
N of Valid Cases	202		

a. 16.7% have expected count less than 5. The minimum expected count is 3.07. Significance level (α = 0.05).

To a question on loss experienced in internet's absence, the data revealed that there is significance difference between gender and loss experienced in internet's absence.
The value of the test statistic is 29.897. The corresponding p-value of the test statistic is p = 0.000. Since, the p-value is greater than our chosen significance level (α = 0.05), the null hypothesis stands rejected. Hence, it is concluded that there is enough evidence to suggest an association between gender and loss experienced in internet's absence.

Gender -Reason for Internet shutdown

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.126[a]	6	.167
Likelihood Ratio	9.336	6	.156
Linear-by-Linear Association	.748	1	.387
N of Valid Cases	202		

a. 28.6% have expected count less than 5. The minimum expected count is 2.73. Significance level (α = 0.05).

With regard to the question on reason for internet shutdown the data revealed that there is no significance difference between gender and reason for internet shutdown. The value of the test statistic is 9.126. The corresponding p-value of the test statistic is p = 0.167. Since, the p-value is greater than our chosen significance level (α = 0.05), the null hypothesis cannot be rejected. Rather, it is concluded that there is not enough evidence to suggest an association between gender and reason for internet shutdown.

Gender - Feel about Internet restoration

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.154[a]	2	.926
Likelihood Ratio	.157	2	.925
Linear-by-Linear Association	.116	1	.734
N of Valid Cases	202		

a.16.7% have expected count less than 5. The minimum expected count is 3.42. Significance level (α = 0.05).

To a question on the table feel about internet restoration the data revealed that there is no significance difference between gender and feel about internet restoration. The value of the test statistic is .154. The corresponding p-value of the test statistic is p = 0.926. Since, the p-value is greater than our chosen significance level (α = 0.05), the null hypothesis cannot be rejected. Rather, it is concluded that there is not enough evidence to suggest an association between genders and feel about internet restoration.
Significant studies have been done in this area with important findings (Munjal K. and Verma S. 2016; Gupta R. and Kumar K. 2020, Manocha et al. 2020; Kuldeep and Meenakshi, 2019, Lakhwani et al. 2019).

Conclusion
The issue of Internet shutdown can be analysed from various perspectives. For instance Wagner (2018) suggested Internet shutdown to be a deliberate disrruption of communication. For this study, however, uses and gratifications theory of mass communication was used to assess the Internet gratification by the people in Jammu & Kashmir. Bereslsons' study "What Missing the Newspaper Means" was used to reflect

on the feelings and opinions of people from J&K on 'missing' the Internet in J&K. The study used exploratory factor analysis to identify the gratifications derived from 24 factors and concluded with six main factors namely access to Internet, Engagements with Internet, purpose of using Internet, missing the Internet, life without Internet and remain connected. By using Anova test, the study further identified the significant level of difference between the Internet gratifications of males and females. Chi square test was applied to find out the degree of difference between gender and uses and gratification of Internet in Jammu and Kashmir. The study concludes that there is significant difference between gender and use of internet for process needs (purposeful navigation) as well as there is a significant difference between gender and loss experienced in the Internet's absence. The study thus adds to the existing knowledge on Internet uses and gratifications in various parts of developing countries. The study was limited to certain sections as well as areas in J&K as it was conducted during the period of Internet shutdown. However, future studies could be done to understand inter-state differences in Internet usage to get a clear picture of digital challenges in India, especially the deliberate disruption of communication is recommended for future studies.

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