

PERCEPTION AND SATISFACTION OF STUDENTS TOWARDS ONLINE EDUCATION: A STUDY OF SANATAN DHARMA COLLEGE, AMBALA CANTT

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ABSTRACT

The COVID19 pandemic has disrupted the normal functioning of various activities across the world including learning and education of Students. The shift from offline education mode to online education mode during the pandemic of COVID19 has led many studies to focus on the Students' Perception and Satisfaction for online education as a learning environment. This study aims to examine the relationship between students' perception and level of satisfaction about online education. The Data is collected from Undergraduate and Postgraduate Students of Sanatan Dharma College, Ambala Cantt. The study finds that there is a High Positive Correlation between Students' Perception and Satisfaction towards Online Education. Students' perception and their satisfaction levels towards online education about online education being given by the college, both are highly correlated with each other. And there is no significant difference between their Perception and Satisfaction. This study also finds that most of the students perceive that online learning contributes positively to their learning experience. Most of the Students also think that they can easily access contents of the course anytime and anywhere and it makes it easier for them to prepare for their exams. Students also say that online learning gives them opportunity for self pace learning. Most of the students are fully satisfied with the MOODLE classroom of the college. This study also reveals that LMS MOODLE is an appropriate platform for uploading the study material by the teachers of different courses. The study will be helpful for the educationists and academicians to identify the factors enhancing the Students' learning outcomes and satisfaction levels in online classes provided by the college during the Corona virus pandemic.

KEYWORDS: Perception, Satisfaction, Online Education, Sanatan Dharma College, Ambala Cantt, COVID-19

INTRODUCTION

The main aim of this Study is to know the Students' perceptions and their Satisfaction Levels about online Education during COVID-19 pandemic. The pandemic of Covid-19 has spread over the whole world and compelled the human society to maintain social distancing. It has significantly disrupted the education sector which is a critical determinant of a country's economic future. Online learning refers to an electronic learning environment where, there are no physical peer learners and

there is freedom of time and space. However, online learning makes learning flexible and provides an alternative for those who cannot attend traditional classrooms for any reason. With the growth of technology and the Internet, e-learning has secured a good position in the academic world. The broad objectives of Online Learning are:

- Develop the quality of learning and teaching by Online Education.
- Convene the learning style or needs of students by Online Education.
- Develop the efficiency and effectiveness of teaching via Online Education.
- Facilitating direct, universal access to information and services for all faculty, staff, and students.
- Investigate and provide more advanced web tools for Education to augment its web presence in a way that will attain and attract more potential students and meet changing needs of the society.
- Improve the online interaction ability for individuals and groups connected to the field of Education.
- Expand and improve technology and support tools to meet the present and future needs and expectations of online learners.

Impacts of Online Education during Covid-19 on teachers and students - Both teachers and students are facing many hurdles to online education. Lack of basic facilities, external distraction and family interruption during teaching and learning are the major issues noticed. In case of educational institution, the support barriers such as the budget for purchasing advanced technologies, lack of training, lack of technical support and a lack of clarity and direction were also noticed. Teachers also faced technical difficulties in teaching online.

Positive Impact on Education System - Though the outbreak of COVID-19 has created many negative impacts on education, but the educational institutions of India have accepted the challenges and are trying their best to provide seamless support to the students during the pandemic. Indian education system got the opportunity for transformation from traditional ways of teaching to modern, competitive and technology based teaching practices. The following points may be considered as the positive impacts of online learning on education system:

- **E-books as Learning Material** - In lockdown situation, students were not able to collect the hard copies of study materials and hence most of the students used soft copy materials for reference. Thus it saves the time of students and also easy for students to handle the study materials.
- **Improvement in Collaborative Work** - There is a new opportunity where collaborative teaching and learning can take new forms.
- **Rise in Online Meetings** - The pandemic has created a massive rise in teleconferencing, virtual meetings, and webinars and e-conferencing opportunities.
- **Enhanced Digital Literacy** - The pandemic situation induced people to learn and use digital technology and it has resulted in increased digital literacy.

- **Improved Use of Electronic Media for Sharing Information** - Learning materials are shared among the students easily and the related queries are resolved through e-mail, SMS, phone calls and using different social Media like WhatsApp, Facebook, etc.
- **World Wide Exposure** - Educators and learners are getting opportunities to interact with peers from around the world and are leaning to adapt to international community.
- Indian education system has suffered a lot due to the outbreak of COVID-19. It has created many negative impacts on education and some of them are as pointed below:
- **Unpreparedness of Students/Teachers for Online Education** - Not all the teachers and students were good at IT tools and were ready for this sudden transition from face to face learning to online learning.
- **Limited Access to Electronic Gadgets and Connectivity Issues** - Many students, especially in rural area, have limited or no internet access and many students may not be able to afford computer, laptop or smart phones for their online classes.
- **Creating Difference in Society** - The online teaching-learning methods is creating a big gap between rich and poor and urban and rural students.

LITERATURE REVIEW

To justify the need of this study, a detailed review of related literature was carried out. The review includes the following studies:

Dr. Pravat Kumar Jena (31 July 2020) studied the global impact of COVID-19 pandemic on Education system. He observed that the Government took many initiatives to adopt online education system in India. Various schemes were adopted for secondary education like Diksha, E-Pathshala and for higher education Swayam, Swayam Prabha, e-PG Pathshala etc. were created so that students could easily adopt online education system in their routine study. The Indian Govt. explored the possibility of Open and Distance Learning (ODL) by adopting different digital technologies to cope up with the crisis of COVID-19. India is not fully equipped to make education reach all corners of the nation via digital platforms.

The study of **Dr. Pallavi Ughade Badre (April 2020)** explained the importance of blended learning for students and availability of technology during COVID-19 pandemic. In this research it is found that new opportunities for learning and engagement in life would be offering globalization and technology for continually altering our views of education. The main aim of the study was to find out the perception of students towards Blended Learning. Survey method was employed for this research. In this study it was found that blended learning is a suitable and effective method for the better learning and also Technology enables learning extend beyond the classroom walls and facilitates better access to learning resources. The study of **Charu Saxena et al (December 7, 2020)** was referred to because its main aim was to examine the Benefits of Maintaining Social Distance on E-learning Quality during COVID-19 Pandemic. According to the findings of the study, Technology has influenced every aspect of our living; and education was not an exception. During the current pandemic period of COVID-19, the latent motive of maintaining social distancing has been one of the prime reasons for the students to

get enrolled in online courses. This research proposed a conceptual model for understanding the variables influencing the quality of e-learning and satisfaction levels of learners under the moderating effect of maintaining social distancing.

Mukesh Rawal (5 JAN. 2021) carried out a study with an objective to know the impact of COVID-19 on Indian education system. In this study it was analyzed that COVID-19 impacted the education sector of India immensely. Though it created many challenges, various opportunities were also generated. The Indian Govt. and different stakeholders of education have explored the possibility of Open and Distance learning by adopting different digital technologies to cope up with the crisis of COVID-19 because India was not fully equipped to make education reach all corners of the nation via digital platforms when the pandemic first hit the country. According to the study of **Cathy Mae Toquero (11 April, 2020)**, Covid-19 affected the higher educational institutions not only in Wuhan, China where the virus originated but also in the educational institutions in 188 countries as of April 06, 2020. Educational counter measures are taken to continue educating the students despite the COVID-19 predicaments. Based on the author's experiences, research, observations in the academe, COVID-19 guidelines, and the need for alternative solutions, this article introduces how higher education is affected and how it can respond to future challenges. This article recommends to educational institutions to produce studies to proliferate and document the impact of the pandemic to the educational system.

RESEARCH METHODOLOGY

A methodological approach to gather and analyze the data is very important for conducting a research. The present study is exclusively based on Primary data which has been collected from the Students of the Sanatan Dharma College, Ambala Cantt. The study considers the time period of the COVID-19 pandemic. A Google Questionnaire was developed for the collection of data from the students of Sanatan Dharma College, Ambala Cantt to know the perceptions and satisfaction levels of the college students towards the online leaning during COVID-19 pandemic. The collected data has been processed and suitably presented in tables and pie-charts.

OBJECTIVES OF THE STUDY

1. To know the perception of students towards Online Education.
2. To study the level of Satisfaction of students towards Online Education.
3. To know the preferences of students about Mode of Education.
4. To know the Importance of LMS MOODLE Classroom for the college students.

RESEARCH HYPOTHESIS

The following research hypotheses have been formulated for testing:

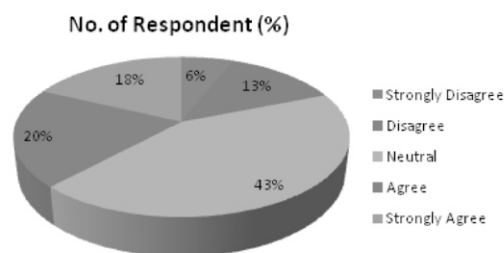
1. H_0 = There is no significant Correlation between Students' Perception and Students' Satisfaction towards Online Education.
2. H_1 = There is a significant Correlation between Students' Perception and Students' Satisfaction towards Online Education.

SAMPLE SIZE

All the students of Sanatan Dharma College constituted the population of the study. A total of 100 students were randomly selected for responses due to shortage of time and availability of fewer contact numbers and email IDs as more students could not be contacted due social distancing restrictions prevailing during the period.

DATA ANALYSIS AND INTERPRETATION

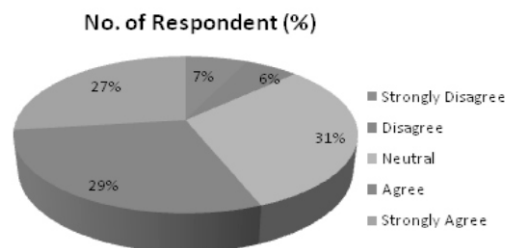
1. Do You Think Incorporation of Blended Learning Encourages Students to Learn And Increase their Interest in the Subject Matter of the Course?



Source: survey data and author's calculation

The above graph shows that 6% of the students Strongly Disagree and 13% Disagree with the statement that the blended learning encourages them to learn and increases their interest in the subject matter of the course whereas 43% of the students are Neutral, 20% are Agree and 18% are Strongly Agree with the statement.

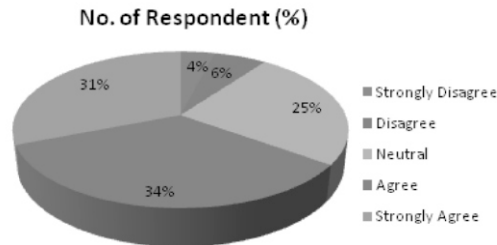
2. Do you think that Design and the User Interface of E-Learning System (MOODLE) of the college are attractive and user-friendly?



Source: survey data and author's calculation

The above graph shows that 7% of the students are Strongly Disagree, 6% are Disagree, 31% are Neutral; 29% of the students are Agree with the statement that MOODLE is attractive and user-friendly whereas 27% are Strongly Agree with the statement.

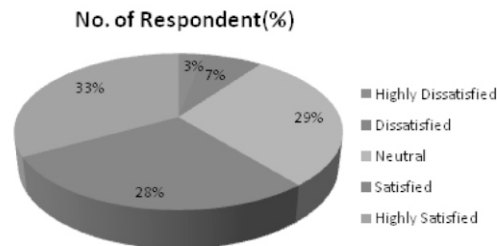
3. Do you think that the E-Learning System (MOODLE) of the College has provided students the appropriate Course Content as per the Syllabus?



Source: survey data and author's calculation

The above table shows that 4% of the students Strongly Disagree, 6% Disagree, 34% Agree and 31% Strongly Agree with the statement that MOODLE is providing them appropriate course content as per the syllabus. 25% students remain Neutral about the statement.

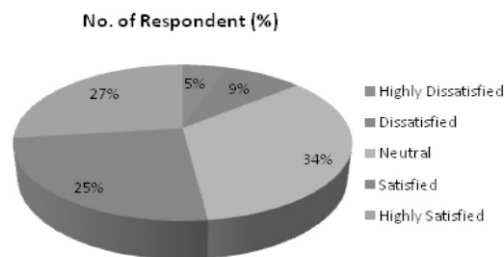
4. How much are you satisfied with LMS MOODLE of the College?



Source: survey data and author's calculation

The above graph reveals that 3% of the students are Highly Dissatisfied with the LMS MOODLE of the college, 7% are dissatisfied, 29% are neutral, 28% are satisfied and 33% are highly satisfied with the LMS MOODLE of the college.

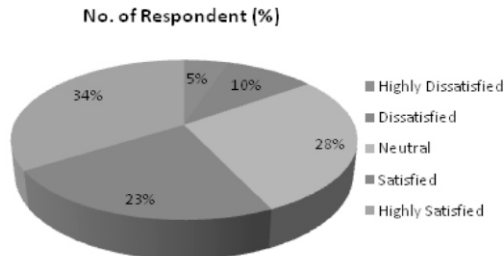
5. How Much are you Satisfied with Online Classes of the College?



Source: survey data and author's calculation

The above data shows that 5% of the students are Highly Dissatisfied, 9% Dissatisfied, 34% Neutral and 25% Satisfied and 27% are Highly Satisfied with the online classes of the college.

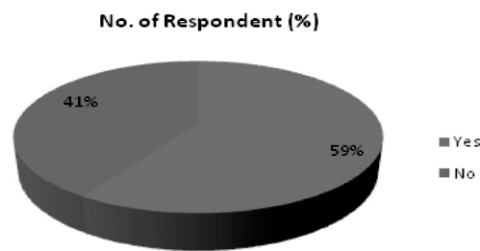
6. How much are you satisfied with the Course Content on MOODLE Classroom uploaded by teachers?



Source: survey data and author's calculation

The above graph shows that 33% students are Highly Satisfied with the course content uploaded on MOODLE classroom by teachers. 23% of the students are Satisfied and 28% students are Neutral. 10% students are dissatisfied with course contents and 5% students are Highly Dissatisfied.

7. Will you like to Continue Online Mode for Studies in Future?



Source: survey data and author's calculation

The above pie chart shows that 59% students from the respondent students want to use Online Mode for their Future Studies whereas 41% students want to use offline Mode for their future studies. This shows that a majority of the students is in favor of online Mode of Education.

HYPOTHESIS TESTING

Research Hypothesis

The following research hypotheses are formulated for testing:-

1. H_0 = There is no significant Correlation between Students' Perception and Students' Satisfaction towards Online Education.
2. H_1 = There is a significant Correlation between Students' perception and Students' satisfaction towards Online Education.

There are two variables (X = Students' Satisfaction) and (Y = Students' Perception) where, X is a Dependent Variable on Y which is an Independent Variable.

Here, we analysis, the relationship between X and Y .

RESULTS

Correlations

		X	Y	
X	Pearson Correlation	1	.749**	
	Sig. (2-tailed)		<.001	
	N	100	100	
	Bootstrap ^b	Bias	0	-.002
		Std. Error	0	.042
		95% Confidence Interval	Lower	1
Upper			1	.823
Y	Pearson Correlation	.749	1	
	Sig. (2-tailed)	<.001		
	N	100	100	
	Bootstrap ^b	Bias	-.002	0
		Std. Error	.042	0
		95% Confidence Interval	Lower	.658
Upper			.823	1

** . Correlation is significant at the 0.01 level (2-tailed).

b. Unless otherwise noted, bootstrap results are based on 1000 bootstrap samples

Confidence Intervals

	Pearson Correlation	Sig. (2-tailed)	95% Confidence Intervals (2-tailed) ^a	
			Lower	Upper
X and Y	.749	<.001	.648	.825

a. Estimation is based on Fisher's r-to-z transformation.

MEASURES OF ASSOCIATION

	R	R Squared	Eta	Eta Squared
X * Y	.749	.562	.899	.808

From the above analysis of data, the following results have been found:

Coefficient of Correlation (r) = 0.749

H₁ is accepted and H₀ is rejected by the analysis of the data.

Hence, According to the Pearson Correlation coefficient (r = 0.749) which shows High Positive correlation between Students' Perception and Satisfaction towards Online Education.

FINDINGS

After analyzing the responses, it is found that:

1. 20% (n=100) are Agreed and 18% (n=100) are Strongly Agreed with the statement that Incorporation of Blended learning encourages Students to learn and increase their interest in the subject matter of the course.
2. 27% (n=100) of the Students are Strongly Agreed and 29% (n=100) are Agreed with the Design and User-Interface of the E-learning System (MOODLE) is Attractive and User-Friendly.

3. 34% (n=100) of Students are Agreed and 31% (n=100) are Strongly Agreed with the statement that E-learning System (MOODLE) of the College is providing them the Appropriate Course Content as per the Syllabus.
4. 33% of Students (n=100) are Highly Satisfied and 28% (n=100) with LMS MOODLE of the College.
5. 27% (n=100) of the students are Highly Satisfied and 25% (n=100) are Satisfied with the Online Classes of the college.
6. 33% (n=100) of the students are Highly Satisfied and 23% (n=100) are Satisfied with the Course Content on MOODLE Classroom uploaded by teachers.
7. Most of Students 59% (n=100) want to use Online Mode for Future Studies.
8. There is a Highly Positive Correlation between Students' Perception and Students' Satisfaction towards online education by ($r = 0.749$).

CONCLUSION

This study provides a short analysis of the Student's perception and satisfaction towards online studies offered by Sanatan Dharma College. While receiving online education, students have had both positive and negative experiences, although their experiences are more positive than negative. When students were asked to evaluate the overall quality of online education imparted by their college, their answers were mixed but mostly positive. They indicated to be getting online classes close to their perceptions. From this research work, it is found that maximum students of the college are satisfied with the online education provided by the college. Maximum of the students are aware about the online tools and college's LMS MOODLE for online learning and have positive perception about online education and facilities provided by the college. This study also shows that more research needs to be conducted in the areas of improving communications and utilizing various online tools and platforms like LMS MOODLE for improved online educational experiences of students in regard to both course content and social connectedness.

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