



## STUDENTS' PERCEPTION ON ONLINE EDUCATION

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### Abstract

The research paper aims at exploring the perception of students on online education. Data for the study have been collected from 230 college students through issue of well- structured questionnaire by adopting convenience sampling method. Simple Percentage and has been used to analyze the data. The study reveals that majority of the students are female residing in village and are UG students. Most of the students are highly satisfied with presentation/quality of audio and video followed by online test. Also, Majority of the students are satisfied by group communication, understanding level, submission of assignment and availability of the study materials whereas most of the students are dissatisfied with interaction between teacher and student during online class. It is also found that majority of the students are strongly agree with the issues in online education like network issues followed by health issues. Also, most of the students agree with issues like lengthy class hours followed by adaptability, security, difficult to understand, Lack of technical knowledge and No-face to face interaction whereas most of the students disagree with cost.

**Keywords:** Students –Perception- Online Education.

### I. Introduction

Educational institutions are striving to provide education to students in online with dynamic changes in higher education. Online learning is a form of pedagogy delivered using technology in the growing education sector. Online learning also comes as an interesting and interactive additional resource as compared to the normal class room. Teachers are promoting online learning among their students through which all the students are ensured to be benefitted except a few belonging to underprivileged sections and those could not be reached due to network connection. Hence online learning will be the few format of learning which helps to improve the teaching-learning process. So, the study is intended to know the students perception towards online education and to study the motivational factors behind the online class.

### II. Review of Literature

**Suvarchala Rani et al. (2020)** has conducted a study on student's perception towards online education in higher education. Data for the study have been collected by issuing questionnaire to 795 students in Hyderabad, Telangana State. The findings of this study indicated that attitude towards online learning and flexibility is significantly related to course interaction, perceived learning is positively related to instructor behaviours, and perceived learning and attitude towards online learning is significantly related to perceived course satisfaction. **Blagovesna yovkova et al. (2018)** has conducted a study on factors affecting student's attitude towards online learning. Data for the study have been collected by issuing questionnaire to 590 respondents by adopting convenience sampling method. They used chi-square test to analyze the collected data. The finding of the study indicates that students have a positive attitude towards online learning. **Mohammed Arshad Khan et al. (2020)** has conducted a study on students' perception towards E-Learning during COVID-19 pandemic in India. Data for the study have been collected by issuing questionnaire to 184 university



students. Data have been analyzed using statistical tools like Cronbach's alpha technique and chi-square test. The findings of study reveal students' have positive perception towards e-learning and accepts the new learning system.

### **Statement of the Problem**

In this technological era, part of the course content offered in higher education institutions are being delivered through online. Most of the colleges and universities have shifted to online mode using online platforms like Blackboard, You tube, Facebook, Google Meet, Zoom and the like. Educational institutions and students across the world have accepted and appreciated the online platform of learning. The reasons of this acceptability are ease of use, learning flexibility and controllable environment. However, despite its multiple advantages there are quite a few limitations of e-learning such as social isolation, no face to face interaction between teacher and student, connectivity issues, etc. The success of e-learning depends on many factors, including accessibility, usage of appropriate methods, course content, and assessment criteria. E-learning, like any method of teaching, has its advantages and disadvantages for both students and teachers. Online education also have limitations, including problems with internet access, poor internet connection quality, and insufficient digital skills of the respondents. So, there arise questions like what is the socio-economic profile of college students? Whether the students are satisfied on online education? and Is there any issues faced during online education? To find solution to the above raised questions the following objectives have been framed.

### **Objectives**

- To know the socio-economic profile of college students
- To determine the level of satisfaction of college students on online education
- To find out the issues faced by college students during online education

### **III. Research methodology**

The present study is based on primary data which have been collected through issue of well structured questionnaire. It contains questions relating to socio-economic profile, satisfaction on online education and issues faced during online education. The data for the study have been collected from 230 students through Google forms. Convenience sampling technique has been adopted to collect data. The data collected have been analyzed using simple percentage.

### **Findings**

The findings of the study are divided into four sections namely, Socio-economic profile of the sample students, usage of internet, satisfaction level on online education and issues in online education are showed in the following paragraphs.

#### **(i) Socio - Economic Profile**

- Majority 130(56.5%) of the college students are female.
- Majority 142(61.7%) of the college students are residing in village
- Most 88(38.2%) of the students are 19 years.
- Majority 132(57.4%) of the students are studying in self-financing college.
- Majority 162(70.4%) of the students are from UG.

#### **(ii) Usage of Internet**

- Most 112(48.7%) of the students are using internet for more than three hours per day.
- Majority 190(82.6%) of the students is attending online classes for more than 2 hours.
- Most 114(49.6%) of the students are using smart phones for attending online classes.
- Majority 170(73.9%) of the students are submitting their online assignments through Google classroom.

#### **(iii) Students Satisfaction Level on Online Education**



Satisfaction may change from one to another person. Here an attempt has been made to know the students satisfaction level on online education.

**Table -1**  
**Students Satisfaction Level on Online Education**

| Factors                                 | Highly Satisfied | Satisfied      | Dissatisfied  |
|---|------------------|----------------|---------------|
| Presentation/quality of audio & video   | 42<br>(18.2%)    | 108<br>(47.0%) | 80<br>(34.8%) |
| Availability of study materials         | 30<br>(13.0%)    | 126<br>(54.8%) | 74<br>(32.2%) |
| Understanding level                     | 14<br>(6.1%)     | 132<br>(57.4%) | 84<br>(36.5%) |
| Interaction between teacher and student | 24<br>(10.4%)    | 114<br>(49.6%) | 92<br>(40.0%) |
| Group communication                     | 24<br>(10.4%)    | 138<br>(60.0%) | 68<br>(29.6%) |
| Submission of assignment                | 24<br>(10.4%)    | 132<br>(57.4%) | 74<br>(32.2%) |
| Online test                             | 36<br>(15.7%)    | 116<br>(50.4%) | 78<br>(33.9%) |

From the above table, it is ascertained that most of the students are highly satisfied with presentation/quality of audio and video followed by online test. Also, Majority of the students are satisfied by group communication, understanding level, submission of assignment and availability of the study materials whereas most of the students are dissatisfied with interaction between teacher and student during online class.

#### (iv) Issues in Online education

The students are classification based on various issues they have faced while attending online education such as lack of technical knowledge, adaptability, security issues, cost, no face to face interaction, network issues, lengthy class hours, and difficulty to understand.

**Table -2**  
**Issues in Online Education**

| Issues                      | Strongly Agree | Agree          | Disagree       |
|-----------------------------|----------------|----------------|----------------|
| Lack of technical knowledge | 90<br>(39.1%)  | 100<br>(43.5%) | 40<br>(17.4%)  |
| Adaptability                | 58<br>(25.2%)  | 108<br>(47.0%) | 64<br>(27.8%)  |
| Security                    | 20<br>(8.7%)   | 106<br>(46.1%) | 104<br>(45.2%) |
| Cost                        | 38<br>(16.5%)  | 92<br>(40.0%)  | 100<br>(43.5%) |



|                             |                |                |               |
|-----------------------------|----------------|----------------|---------------|
| No-face to face interaction | 78<br>(33.9%)  | 88<br>(38.2%)  | 64<br>(27.8%) |
| Difficult to understand     | 82<br>(35.7%)  | 104<br>(45.2%) | 44<br>(19.1%) |
| Lengthy class hours         | 74<br>(32.2%)  | 112<br>(48.7%) | 44<br>(19.1%) |
| Network issues              | 148<br>(64.3%) | 46<br>(20.0%)  | 36<br>(15.7%) |
| Health issues               | 128<br>(55.7%) | 62<br>(27.0%)  | 40<br>(17.4%) |

From the above table, it is inferred that majority of the students are strongly agree with the issues in online education like network issues followed by health issues. Also, most of the students agree with issues like lengthy class hours followed by adaptability, security, difficult to understand, Lack of technical knowledge and No-face to face interaction whereas most of the students disagree with cost.

### Suggestions

Based on the students suggestions and data analyzed in this study as follows:

- ❖ The duration of online classes may be minimized
- ❖ Free internet facility can be provided to students
- ❖ Technical knowledge can be imparted to students to handle online classes
- ❖ Short Quizzes during lectures to motivate students to listen to the lecture carefully.
- ❖ Increase the interaction between teachers and students and also among students in online learning.

### IV. Conclusion

The present study provides a better understanding on the demand and expectation of college students' perception on online education. The available evidence and suggests that many students are satisfied with online education. Online education is immensely helpful but there are some issues in attending online classes. Teachers must improve students' experience of online learning by utilizing effective pedagogical methods. Concurrently, the government and educational institutions may take responsibility and improve the online infrastructure and facilities.

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