

A STUDY OF STUDENT SATISFACTION TOWARDS THE ONLINE LEARNING SYSTEM IN THE SITUATION OF COVID-19 OF SUAN SUNANDHA RAJABHAT UNIVERSITY

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ABSTRACT

The objectives of this study were 1) to study the students' satisfaction with the online learning system and 2) to study the problem obstacles in managing online teaching in the situation of COVID-19 at Suan Sunandha Rajabhat University. This research was conducted using a descriptive research approach, with a questionnaire survey of 400 students derived from stratified random sampling. Data were analyzed by descriptive statistics, including Distribution of frequency, percentage, mean and standard deviation. The results showed that the majority of the samples were female (53%), aged 21-24 (53%) and studying in the 3rd year of a bachelor's degree (48%). Students are satisfied with the online teaching system. Overall, it was at a high level ($\bar{x}= 4.06$). The most satisfying aspect is the aspect of retrospective online learning content ($\bar{x}= 4.30$). As for the interaction with classmates and teachers were least satisfied ($\bar{x}= 3.87$). The problems and obstacles in online teaching and learning management, it was found that Problems with not being able to concentrate on studies, feeling bored, and having too many assignments/homework. Therefore, teachers should ask questions and exchange ideas, as well as plan teaching and learning with students to deal with this problem.

Keywords: Satisfaction, Online Teaching System, Situation of Covid-19

INTRODUCTION

E-Learning is one of the forms of learning that involves electronic devices or information technology networks, where learning content is presented in the form of computer-assisted instruction (CAI), web-based instruction, online learning, distance learning through satellite, or video-on-demand, according to Virat Chinpoloi (2010). It can be seen that online learning is a part of e-Learning, and the term can be divided into two parts: "e" for electronic devices and "learning" for learning or teaching. Therefore, e-Learning refers to learning through electronic devices, which allows for learning anytime and anywhere, according to Pachara Kongmuang (2017). This makes studying e-Learning have a specific meaning. Hence, there is a need to study e-Learning further, which in the

context of research will focus on online learning that requires an internet connection, as you mentioned that e-Learning utilizes existing technology on the internet. Campbell (1999)

Due to the COVID-19 pandemic, Suan Sunandha Rajabhat University has changed its teaching and learning methods to online in response to the current situation. Students who receive online learning show various opinions about online learning, both positive and negative. The university uses video conferencing or video call services like Zoom or Google Meet to teach, hold meetings, or talk with students. However, students often encounter problems with the stability of the audio and video quality of the video calls due to internet signals in each student's area, and some instructors may not be stable, resulting in learning difficulties. The teaching quality may not be clear, and sometimes the class may be interrupted, affecting the students' understanding of the lessons. Additionally, online learning takes place in each student's residence, which differs from traditional learning in classrooms at the university, where there are instructors to control the teaching and the classroom environment is more conducive to learning. Students have more freedom to do anything they want while studying online, and instructors may not be able to monitor students as much as they should.

The researcher is interested in studying the satisfaction, problems, and obstacles that students have with online learning systems in the COVID-19 situation at Suan Sunandha Rajabhat University. The goal is to use this information to develop online learning that is suitable for future students of Suan Sunandha Rajabhat University.

RESEARCH OBJECTIVE

1. To study student satisfaction of Suan Sunandha Rajabhat University towards teaching and learning online
2. To study problems, obstacles, and suggestions for online teaching management.

RESEARCH METHODOLOGY

Research Methodology

To study the satisfaction of students towards the online learning system. In the situation of COVID-19, it is a quantitative research study.

Population and Sample

1. The population is Suan Sunandha Rajabhat University students. Bangkok, Dusit District, Dusit Subdistrict, Population to collect data Bachelor's degree, 15,925 people

2. They were students from Suan Sunandha Rajabhat University, 2nd and 3rd year who had 100 percent online learning in the first semester of the academic year 2021 by calculating the sample size according to the Taro Yamane equation at the significance level of .05. A sample of 400 people by collecting a questionnaire was used in this research again.

Research tool/ instrument

The tool used this time consisted of data collection, namely, a multiple-choice questionnaire, an estimation scale, and a closed-ended questionnaire including 3 parts as follows.

Part 1 General information is a question about the status of respondents in the amount of 3 items, namely age, gender, and year of age.

Part 2 Information about satisfaction with the online learning system

Part 3 Suggestion

Research tools Validity/reliability

This study applied quantitative research methods. (Quantitative Research Methodology) by using questionnaire data collection. Data were analyzed using statistical methods, and questionnaires were used to collect data. Divided into three parts. The first part reflects the respondent's personal information consisting of gender, age, and education level. Which is a single and multiple choice questionnaire, and the second part is a questionnaire on university online teaching satisfaction. Suan Sunandha Rajabhat University. The questionnaire consists of knowledge of content suitability of the application interaction between classmates and teachers motivation to study able to review lessons retrospectively to increase the knowledge experience for the learners. Able to track and assess knowledge and understanding in learning Overview of Online Learning It is a questionnaire that allows respondents to rank (Ranking questions) according to the Likert Scale of 5 levels. In measuring the respondent's opinions on various matters which will be organized in order of feelings from level (1) strongly disagree to level (5) strongly agree. To measure diverse variables according to the conceptual framework of the research model part three other suggestions.

Statistics used to analyze data

Statistics used to analyze data (Descriptive statistics) are basic statistics used to analyze information about frequency distributions. To characterize the general data or research variables' Percentage Mean (Standard Deviation)

RESULT AND FINDINGS

Part 1: General Information

These questions are related to the demographic characteristics of the respondents in a survey. The survey collected data on gender, age, and educational level using questions with a single-response format. The details are as follows:

For the group of online students who participated in the survey, it was found that there were 188 male respondents, accounting for 47%, and 212 female respondents, accounting for 53%.

For the group of online students who participated in the survey, there were a total of 400 respondents, with 188 respondents aged 18-20, accounting for 47%, and 212 respondents aged 21-24, accounting for 53%.

For the group of online students who participated in the survey, there were a total of 400 respondents, with 84 first-year students, accounting for 21%, 112 second-year students, accounting for 28%, 192 third-year students, accounting for 48%, and 12 fourth-year students, accounting for 3%.

Part 2: Satisfaction with online learning system

A survey of students' satisfaction with the online learning system during the COVID-19 pandemic at Rajabhat Suan Sunandha University found that overall, the online learning system received high ratings ($\bar{x}=4.06$). The appropriateness of the application used for online learning received a high rating ($\bar{x}=4.23$), as did interaction with classmates and teachers ($\bar{x}=3.87$). The content and knowledge gained from online learning received a high rating ($\bar{x}=4.08$), while the atmosphere and motivation for learning received a moderate

rating ($\bar{x}=3.95$). The ability to review past online learning content received the highest rating ($\bar{x}=4.3$), while access to online learning content received a high rating ($\bar{x}=4.08$). Improvements to the online learning experience received a moderate rating ($\bar{x}=3.97$), while tracking and evaluating students' knowledge and understanding received a high rating ($\bar{x}=4.07$).

Table 1: Mean and Standard Deviation of the Level of Satisfaction towards the Online Learning System of Suan Sunandha Rajabhat University Sample Group (N=400)

Online Teaching Management	\bar{x}	S.D.	Level	Rank
Appropriate use of applications for online teaching	4.23	0.65	The highest	2
Interaction with classmates and teachers	3.87	0.61	High	
Content and knowledge gained from online learning	4.08	0.68	High	4
Atmosphere and motivation for learning	3.95	0.80	High	7
Reviewing of online learning content	4.30	0.63	The highest	1
Accessing knowledge content for online learning	4.08	0.70	High	3
Enhancement of learning experiences gained from online learning	3.97	0.71	High	6
Monitoring and assessing the knowledge and understanding of learners	4.07	0.70	High	5
Total	4.06	0.68	High	

CONCLUSION

1. General information: It is a questionnaire about the status of the respondents, where the overall population characteristics of this sample group are divided into males at 47% and females at 53%. Age ranges from 18-20 years old at 47% and 21-24 years old at 53%. Year of study consists of 1st year at 21%, 2nd year at 28%, 3rd year at 48%, and 4th year at 3%.

2. Information regarding satisfaction with the online learning system shows that each aspect of satisfaction is ranked in descending order of the most satisfied to the least satisfied as follows: highest satisfaction is in reviewing past online learning content with a mean of 4.30, followed by satisfaction with the suitability of the application used with a mean of 4.23, satisfaction with the content of the teaching material with a mean of 4.08, satisfaction with accessing the content of the teaching material online with a mean of 4.08, satisfaction with monitoring and assessing knowledge and understanding with a mean of 4.07, satisfaction with enhancing online learning experiences with a mean of 3.97, satisfaction with the atmosphere and motivation for learning with a mean of 3.95. The least satisfaction is with the interaction with classmates and teachers with a mean of 3.87. The overall satisfaction with online learning for students is 4.06.

3. Problems and obstacles encountered in the group's free expression of opinions about the problems and obstacles in online learning at Suan Sunandha Rajabhat University revealed issues of lack of attention during class, boredom, and the overwhelming amount of assignments/homework.

DISCUSSION

From a study on the satisfaction of students towards online learning systems in the context of COVID-19 at Suan Sunandha Rajabhat University, the research findings are as follows:

1. The analysis of the level of knowledge and understanding of online learning content among the students of Suan Sunandha Rajabhat University shows that the sample group of students had a high level of satisfaction with the online teaching format in the context of COVID-19. The transition from traditional learning to online learning for an extended period of time required the university to implement measures to support students during the pandemic. As a result, the university provided students with a system of online learning support using Google and Microsoft platforms as a special benefit for all staff and students. Additionally, each faculty took responsibility for managing and loaning equipment for students who lacked the necessary devices to access online learning. These efforts have made it convenient for students to study online, resulting in a high level of satisfaction with their knowledge and understanding of the learning content.

2. Analyzing and comparing the acquisition of knowledge and understanding of online learning content during the COVID-19 situation among students of Suan Sunandha Rajabhat University, taking into account their gender, age, and educational level as follow:

2.1 The research found that male and female students at Suan Sunandha Rajabhat University were equally satisfied with the online learning and teaching system during the COVID-19 situation. This could be due to the fact that all students, regardless of gender, have the same goal in pursuing education - to graduate - which may vary depending on each person's personal reasons such as using knowledge to generate income for themselves or their families, continuing education at higher levels, or even expectations from surrounding individuals for them to study and pursue certain careers. In the context of

traditional learning, where students follow a fixed schedule, it is not much different from learning online through electronic devices, except for the limited format of receiving information from instructors without much interaction between students and instructors, and the change in the learning environment from learning with others to learning alone. Even in terms of physical fitness, at the beginning of adulthood, both male and female students have similar needs for exercise and rest. However, the online learning environment may limit opportunities for physical activity and social interaction, which could lead to negative effects on both physical and mental health. Therefore, it is important to balance the advantages and disadvantages of both learning environments and adjust learning strategies to best fit the specific needs of individual students.

2.2 It was found that university students at Rajabhat Suan Sunandha University with different educational levels have different behaviors in terms of their learning intentions and understanding of online learning in the COVID-19 situation. The research found that this difference was not consistent with the hypothesis. This may be because students in their third and fourth year of study are close to graduation and are preparing to enter the workforce where they need to apply their knowledge, skills, and abilities relevant to their profession. They have to compete for jobs with other new graduates or individuals in the highly competitive job market. Therefore, this may be the reason why students in their third and fourth years have a high level of knowledge and understanding in online learning, as they have just recently transitioned from a different learning environment from high school to university. This new learning environment has sparked excitement in encountering new environments, people, and learning in new formats, leading to a strong intention to learn as students begin to adapt to new environments, they may become accustomed and less excited. When entering higher grades, their motivation to learn in the classroom may decrease, especially in situations such as the COVID-19 pandemic where traditional classroom learning with interactions with the environment changes to online learning, reducing social interactions. This requires students to learn on their own and lack the stimulation they used to receive in the classroom. The economic situation during the COVID-19 pandemic also impacts each student's financial status differently, leading to differences in their behavior and motivation to learn online. The study by Pongsai Petrak (2013) found that the behavior and motivation to learn online during the COVID-19 pandemic varies among students at different academic levels.

2.3 The research found no significant difference between the age groups of 18-20 and 21-24 among the students at Suan Sunandha Rajabhat University, as both age groups demonstrated a higher emphasis on gaining knowledge and understanding through online learning. This indicates a strong intention to learn online among university students, leading to a high level of academic performance.

3. Regarding the online learning issues at Suan Sunandha Rajabhat University, it has been found that students have problems with a lack of concentration, boredom, and an excessive amount of assignments/homework. One of the disadvantages of online learning is that it relies solely on communication media, which can lead to errors in perception, limited access to online learning devices, and limited internet connectivity. As a result, students lack concentration in learning. This is consistent with the study by Methavee

Jamnian and Korakot Jamnian (2018), which stated that the effectiveness of online learning depends on the environment and problems of each educational institution.

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