



Research Paper

Students' Satisfaction Level of Online Classes in Government degree Colleges—A B. Com Students Perception

Dr. Mahesha NP

Assistant Professor of Commerce and Management
Sri. D. Devaraja Urs Government First Grade College
Hunsur
Mysore District
Karnataka State

ABSTRACT

The research aims to evaluate the difference between students' satisfaction with online learning in the commerce under-graduation level. Two-degree college students have been selected to study this research. The study focuses that, students learning approach to various online platforms during the corona virus pandemic. In total 800 students have been participated in this study. The author has studied college wise and class wise students' satisfaction of the online classes. The result illustrates mixed opinion on the effective use of online classes. [Independent T Sample Test P value is 0.05 and Anova test P value is 0.68]. Further, the survey highlights parents' encouragement and teachers' adoptability to online teaching learning methodology or pedagogy.

Key words: Virtual Classrooms, Role of Social Media, Accessibility, Adoptability, Novel Corona Virus and New Pedagogy

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I. INTRODUCTION:

The Covid – 19 pandemic has an adverse impact on students' performance and their progress in studies. Several studies show that there is a significant loss of learning even in the higher education level. The pandemic has severely damaged the university academic plan and the kind of damage has reached to the stage of irreplaceable loss. It is a daunting task for both students and academic administrators. The timely intervention of academic planners has had helped some extent. At the same time, it has brought phenomenal changes in the process of teaching and learning from the conventional way to hybrid mode of learning. In fact, virtual mode of teaching-learning has completely replaced the face to face learning or class room teaching. During the peak of Novel Corona Virus Pandemic, the virtual class room teaching was one of the safest modes to impart education but the challenge was in the process of effectiveness of students learning and retention of knowledge. Therefore, virtual class room education was indispensable during the global health emergency.

Modern technologies have contributed to the dissolution of traditional class room boundaries [Shirky, 2008]. Online education is one of the recent trends and very popular in the circumstances of Covid-19. It is contributed a lot of benefits from both the students and teacher side.

On the contrary to many challenges posed by the virtual classes it has its own advantages to both educators and students. Virtual classes have facilitated to access to the quality study material, wide accessibilities from libraries to much knowledge orientated websites. During the Covid-19 period many reputed universities gave free accessibility to their libraries and also offered affordable courses to students of the nook and corner of the world. The hybrid way of teaching has improved mode of teaching in a vibrant manner. The students could able to use the content in their own phase and also they could use once prepared material back to back on their own convince. There is no exaggeration if one can say that knowledge was universalized. It has facilitated more and more interaction; it has increased the confidence of the students. In addition to that students have improved their notes taking skills and usage of guided uploaded videos, charts, graphs, assignments

and quizzes have improved their learning skills. On top of that India's high penetration of internet accessibility and affordability also contributed to the field of education. The main game changer is low cost internet availability and mobile usage irrespective of economical status.

Knowledge is key for success for anybody in any field but sharing the knowledge is success of teaching learning process. It is a two-way process. First of all, teachers' role is significant in the process of adaptation to the new mode of teaching from the conventional method of teaching. In the post-pandemic both the methods have been used effectively in the degree class rooms. The students' community is greatly benefited out of it and one best example is Collegiate Education Department initiative of Learning Management System (LMS). The knowledge is pooled from all the degree college teachers in a systematic way and it is one of the future ready initiatives of the government. The students and teachers are given separate log in ID and it is very comprehensive. The LMS has all the features like online attendance, MCQs, exhaustive notes and audio and video recorded notes. In total it has worked in the democratic way for the students and it has brought lot of academic discipline and accountability among the teachers.

Academic self-efficacy has been indicated to have a positive effect on students' engagement within the self-directed distance education nature, where students with high academic self-efficacy are more engaged in their online studies (Jung and Lee, 2018)

II. REVIEW OF LITERATURE:

Most of the researchers have evaluated students' satisfaction of online and distance education (ODL) during the pandemic period. The following researchers contributed their result of their studies. According to Vinita Tiwari and Abhay Tiwari [2021], more number of students used online communication platform during the classes through, google meet, Microsoft teams, whatsapp. Teachers opined that, lack of interaction and not able to effectively judge performance of students on the basis of online performances]. Some students interested that prefer more homework over discussion board assignments [Heba Abdel – Rahim 2021]. According to Zulaikha Mohd Basae et. al. [2021], 93 percent's students highly satisfied about ability and comfortability of use of the computers in online classes, 41.5 percent students have low degree of motivation to online classes and 98 percent students was agreed to conventional teaching [face to face] was important. According to Sujeewa Hettiarachchi [2021] highlights that students satisfaction with online learning through three variables like perceived challenges of E learning, Perceived Learner Motivation and Interaction. Their study result focused that there is a significant impact on student satisfaction from all the three variables.

Purpose of the Study/NEED OF THE STUDY:

The Science and technology advancement has drastically impacted in the 21st century. The role of Science and technology was very significant during Covid-19 in the field of education. The novel corona virus pandemic had turned ups and downs of the health, education, economic system with human life across the world. In fact, it was one of the global emergencies and literally it had halted everything from economic, social and cultural activities. The lockdowns were only solutions to the situation but education sector was slightly recovered from utilization of advanced technology for conducting the online mode of teaching. As famous saying goes "A stitch in time saves nine" the government of India and the government of Karnataka had promoted and encouraged to student oriented virtual classes to Government First Grade Colleges during the period of covid.

The review of literature reveals that many studies have examined in the view point of online classes. And no study so far has tried to focus on comparisons of two governments first grade colleges from commerce students and student satisfaction from virtual mode so that the present study entitled "Students' Satisfaction Level of Online Classes in Government Degree Colleges – A B. Com Students Perception"

OBJECTIVE(S) OF THE STUDY:

1. To study the B. Com students' satisfaction level of online class in government degree colleges
2. To examine the difference between satisfaction of virtual classes and conventional classes

HYPOTHESIS OF THE STUDY:

H₁: "satisfaction level of students in online classes is high in government degree colleges";

H₀: "Satisfaction level of students in online classes is low in government degree colleges";

H₁: "There is a significant difference between satisfaction levels of students in online classes on the basis of class wise".

H₀: "There is no significant difference between satisfaction levels of students in online classes on the basis of class wise".

III. RESEARCH METHODOLOGY

The primary data has been collected using structured questionnaires to gain insight in to the online class's effectiveness. The data has been collected through Google form. The primary data collected from 800 students from two reputed semi-urban Government First Grade College, namely GFGC Nanjangud and Sri DD Urs GFGC Hunsur, Mysore District. The present study has three dimensions. Firstly, to analyze the demographic profile of students, secondly, to measure the student satisfaction level of online class, for the purpose of this Independent Sample T test is used and finally satisfaction level of students and combination wise differences are analyzed, for the purpose of this Anova test is used.

Statistical tools and techniques: Reliability test, Percentage method, Graphical method, Mean, Standard Deviation, Independent Sample "T" test and Anova test are used by SPSS.

TABLE -01

The reliability test was conducted to ensure the validity of the instrument. The reliability analysis using Cronbach's Alpha showed reliability as given in the following table:

Reliability Statistics

Cronbach's Alpha	No of Items
0.94	08

This table highlights the result of reliability analysis in all the variables. The Alph value is 0.94 which indicates high level of the variable.

TABLE -02

Satisfaction Level of Students:

Sl.No	Statements	Mean value	Standard Deviation
1	Participation of Students in classes	3.7163	0.93
2	Utilization of available time	3.6800	0.97
3	It helps in obtaining the qualitative material	3.6412	0.97
4	Creativity of new learning	3.6275	1.06
5	Classmates co-operation during online classes	3.6312	1.07
6	Co-operation and attitude of Parents	3.7175	1.03
7	Availability of Network	3.3350	1.23
8	Preparation of classes by Teachers	3.9250	0.89
9	Availability of Study Materials provided by teachers	3.8225	0.96
10	Cost effectiveness of online Classes	3.4738	1.11

[SPSS Output]

The above table presents the information about satisfaction level of students during the online classes from two colleges. There are ten statements are there in our questionnaire, It highlights that the statement of "Preparation of classes by teachers" has highest mean score is 3.9250 with standard deviation is 0.89 respectively and low mean score value statement is "Creating of new learning" has 3.6275. Therefore, it was interestingly noted that, all the ten statements have more than 03 mean score; it shows that, students have been positive attitude and comfortable learning from online teaching classes.

**TABLE -03
GENDER WISE COMONANATS**

Sl.No	Particulars	Government First Grade College Nanjangud	%	Sri. D.DevarajUrs Government First Grade College Hunsur	%
1	Boy	114	28.79	274	67.82

2	Girl	282	71.21	130	32.18
	TOTAL	396	100	404	100

The above table highlights that, participation of girl and boy students from two Government Degree colleges. Out of the 800 students, 114 students are boys in GFGC, Nanjangud and 274 students are boys in Hunsur College and 282 girls are in Nanjangud College and 130 girls from Hunsur College students are participated in this study. Therefore, more number of boy's in Hunsur College and more number of girls in Nanjangud College have participated.

TABLE -04
Participation of Students in Combination wise

Sl.No	Classes	Government First Grade College Nanjangud	%	Sri. D.DevarajUrs Government First Grade College Hunsur	%
1	I B.Com	183	46.21	100	24.75
2	II B.Com	121	30.56	158	39.11
3	III B.Com	92	23.23	146	36.14
	TOTAL	396		404	

The table number-05 highlights that combination wise student's participation from two colleges. Out of 800 students, 396 students belong to GFGC, Nanjangud and 404 from Sri D.D.Urs GFGC, Hunsur. . It was clearly shows that, more number of students belongs to first year students in Nanjangud [183] and second year students in Hunsur college [158] have participated in this research.

TABLE -05
Usage of Communication Software

Sl.No	Classes	Government First Grade College Nanjangud	%	Sri. D.Devaraj Urs Government First Grade College Hunsur	%
1	ZOOM	251	63.38	141	35.00
2	GOOGLE MEET	144	36.36	249	61.63
3	MICROSOFT TEAM	1	0.25	13	3.22
4	OTHERS	0	0	1	0.25
	TOTAL	396	100	404	100

Graph -01
Utilization of Communication Software

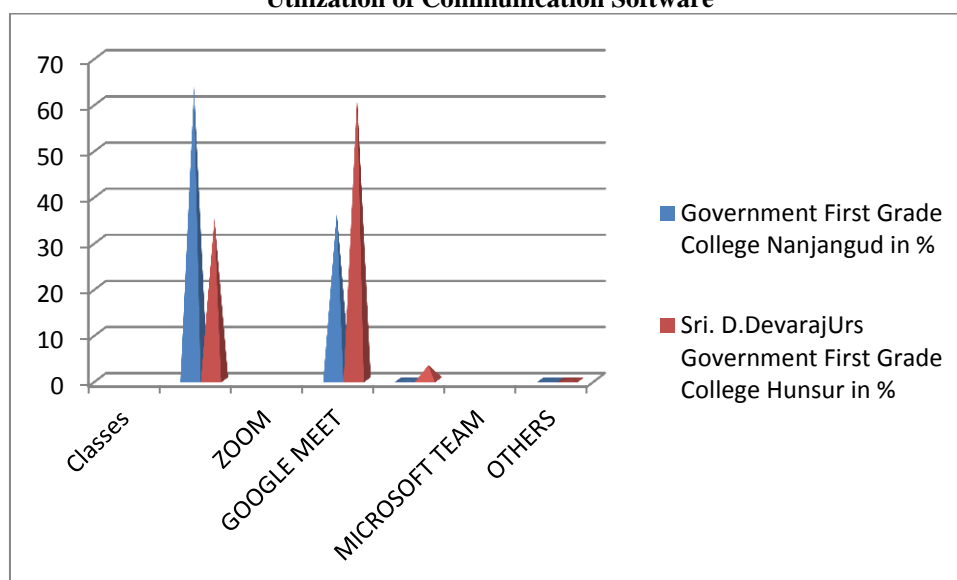
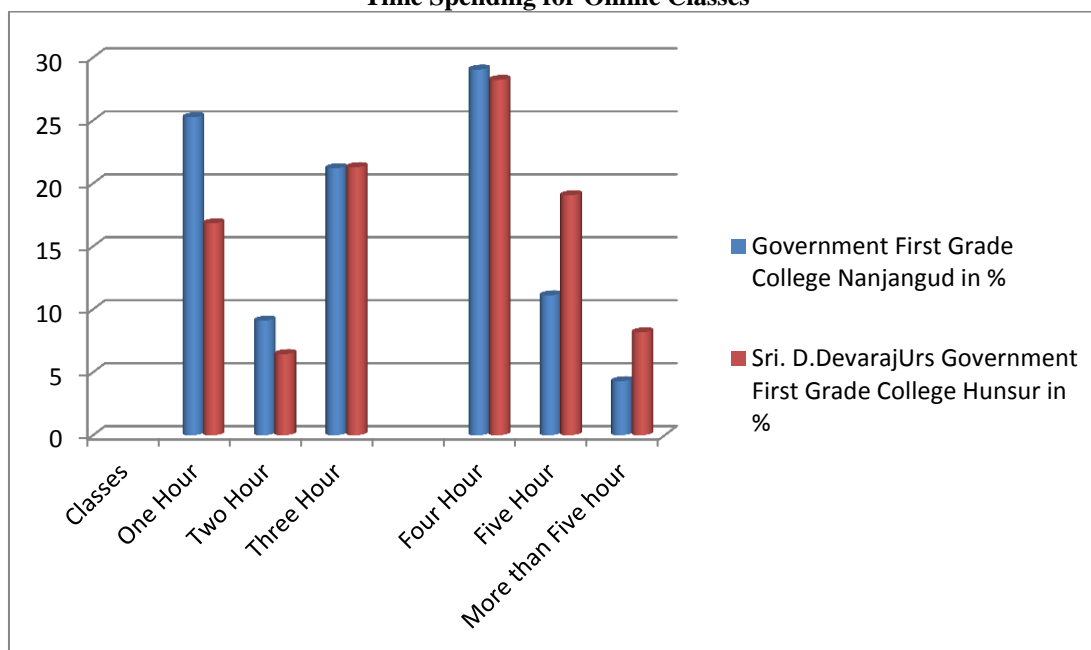


Table -6 highlights that, communication software usage by students during the online classes. 63.48 percent of students are used in Zoom Software, 36.36 % students are used in Google meet from Nanjangud College and 61.63 percent students are used through Microsoft Team and 35 percent students are utilized google meet from Sri DD Urs GFGC College during the online class. Therefore, Zoom online platform utilized is more in GFGC at Nanjangud [251] and more number of students used Google Meet application from Sri D.D. Urs GC at Hunsur [249] college students during the classes.

TABLE -06
Time spending in online classes

SL.No	Classes	Government First Grade College Nanjangud	%	Sri. D.Devaraj Urs Government First Grade College Hunsur	%
1	One Hour	100	25.25	68	16.83
2	Two Hour	36	9.10	26	6.44
3	Three Hour	84	21.21	86	21.29
4	Four Hour	115	29.04	114	28.22
5	Five Hour	44	11.11	77	19.06
6	More than Five hour	17	4.29	33	8.17
	TOTAL	396	100	404	100

Graph -02
Time Spending for Online Classes

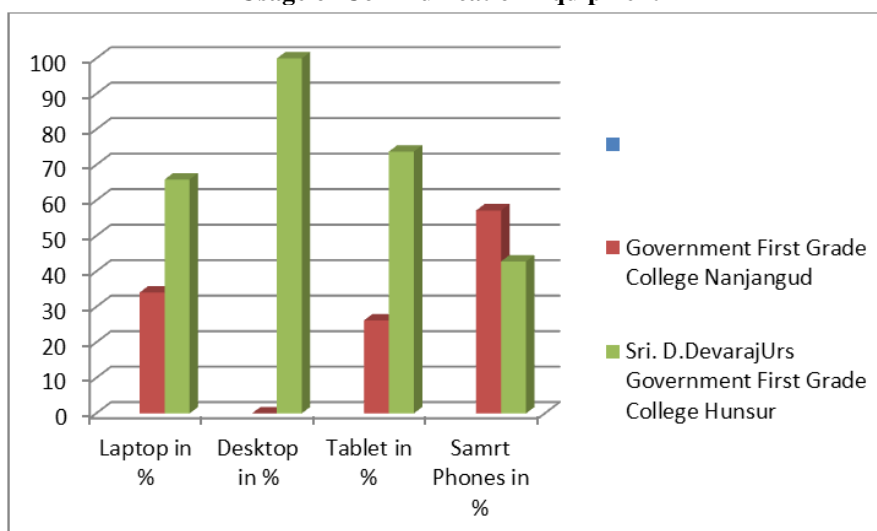


The above table and graph highlights that, spending the time for online classes from two college students during the covid situation. The study focuses that, more than 28 percent students are opined that, each day 04 hours has been conducted the online classes by faculties from two colleges during the pandemic period

TABLE -07
Usage of Communication Equipments

Sl. No	Name of the College	Laptop	%	Desktop	%	Tablet	%	Smart Phones	%
1	Government First Grade College Nanjangud	15	34.09	0	0	43	26.22	338	57.19
2	Sri. D. Devaraj Urs Government First Grade College Hunsur	29	65.91	1	10.0	121	73.78	253	42.81
Total		44	100	1	10.0	164		591	100

Graph - 032
Usage of Communication Equipment



The above table and line graph illustrate that, software communication equipment's utilized by the students during the online classes from two colleges. Out of the 800 students, Laptop utilized by 44 students, Tablet utilized by 164 students Smart Phone utilized by 591 students and only one student is attended by Desktop for online classes. Therefore, 74 percent students are attended through smart phone for online classes during the period of covid

TESTING OF HYPOTHESES

The following table paragraph, the following hypothesis has been tested relevant test and the results are as under:

H₁: "satisfaction level of students in online classes is high in government degree colleges";

H₀: "Satisfaction level of students in online classes is low in government degree colleges";

Table- 08
Group Statistics

Statements	College name	N	Mean	Std. Deviation	Independent T test result
Participation of Students in classes	Government First Grade College Nanjangud	396	3.5530	0.8655	.000
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	3.8762	0.9708	.000
Utilization of available time	Government First Grade College Nanjangud	396	3.4975	0.9769	.000
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	3.8589	0.9252	.000
It helps in obtaining the qualitative material	Government First Grade College Nanjangud	396	3.4470	0.9438	.000
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	3.8317	0.9511	.000
Creativity of new learning	Government First Grade College Nanjangud	396	3.4520	1.0014	.000
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	3.7995	1.0877	.000
Classmates co-operation during online classes	Government First Grade College Nanjangud	396	3.4773	1.0023	.000
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	3.7822	1.1081	.000
Co-operation and attitude of Parents	Government First Grade College Nanjangud	396	3.6566	1.0079	.000
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	3.7772	1.0543	.099
Availability of Network	Government First Grade College Nanjangud	396	3.1061	1.1902	.098
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	3.5594	1.2279	.000
Preparation of classes by Teachers	Government First Grade College Nanjangud	396	3.8207	0.8302	.000
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	4.0272	0.9408	.001
Availability of Study Materials provided by teachers	Government First Grade College Nanjangud	396	3.6717	0.9214	.001
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	3.9703	0.9833	.000
Cost effectiveness of online Classes	Government First Grade College Nanjangud	396	3.2753	1.0850	.000
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	3.6683	1.1022	.000
Total	Government First Grade College Nanjangud	396	3.4957	0.7652	.000
	Sri. D.DevarajUrs Government First Grade College Hunsur	404	3.8151	0.8487	.000

[SPSS OUTPUT]

The present table shows that, satisfaction level of the students from online classes during the Covid period. The independent sample T test highlights that, mean value of GFGC, Nanjangud is 3.4957 and Sri DD Urs GFGC at

Hunsur is 3.8151 with standard deviation is 0.7652 and 0.8487 respectively. Hence Hunsur college students mean value is higher than the GFGC, Nanjangud.

The independent 't' test enlighten that, the alternative hypothesis is significant [P value is less than 0.05] therefore, "Satisfaction level of students in online classes is high in government degree colleges is accepted and null hypothesis is rejected on the basis of aggregate P value from independent 'T' test.

The study also investigated that, the statements of "Co-operation and attitude of Parents" P value is insignificant from Sri D.D. Urs Government First Grade College students and availability of the network during the online classes P value is insignificant $P > 0.05$ from GFGC Nanjangud college students. It was fascinatingly noted that, all the ten statements are statistically significant except each one from two colleges. So that, it is indicating that, two college students are satisfied through the new learning process and teaching methods using by advanced science and technology in education.

The following table paragraph, the following hypothesis has been tested relevant test and the results are as under:

HYPOTHESIS -02

H₁: "There is a significant difference between satisfaction levels of students in online classes on the basis of class wise".

H₀: "There is no significant difference between satisfaction levels of students in online classes on the basis of class wise".

**Table No - 09
Descriptive**

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
First Year B.Com	283	3.6915	0.7973	.04739	3.5982	3.7848	1.00	5.00
Second Year B.Com	279	3.6391	0.85917	.05143	3.5378	3.7403	1.40	5.00
Third Year B.Com	238	3.6370	0.8140	.05276	3.5330	3.7409	1.00	5.00
Total	800	3.6570	0.8236	0.02912	3.5998	3.7142	1.00	5.00

[SPSS OUTPUT]

Table -9 measures the difference between the aggregate mean score of satisfaction level of online classes on the basis of first, second and final year B. Com students. First year B. Com students mean score is first. i.e. 3.6915, secondly 3.6391 mean values have second year bachelor of commerce students and finally final B.com students' satisfaction of online class mean score is 3.6370.

The aggregate mean score and standard deviation are 3.6570 and 0.8236 respectively. The aggregate standard deviation is less than 0, it is indicating that there is a consistency in the view expressed by two college students for satisfaction of online class during the pandemic period.

The following table presents the Anova results:

Table No – 9.1

ANOVA

	Sum of Squares	Differences	Mean Square	F	Significant Value
Between Groups	0.522	2	0.261	0.384	0.681
Within Groups	541.438	797	0.679		
Total	541.961	799			

The present table shows the difference in satisfaction of online class during the covid -19 situation. F value and P value of satisfaction level is 0.384 and 0.681 respectively. The result indicates that P value is statistically insignificant [$P > 0.05$]. Hence, Null Hypothesis “There is no significant difference between satisfaction levels of students in online classes on the basis of class wise” is accepted and Alternative Hypothesis is “There is A significant difference between satisfaction levels of students in online classes on the basis of class wise” is rejected.

IV. FINDINGS:

The findings presented under the two headings – Demographic Profile and testing the hypotheses.

A]. Findings related to Demographic profile:

1. The study highlights gender wise components. Out of the 800 students, Boys' participation more in Hunsur College [294] and more number of Girls' participation in Nanjangud College [282] in this study.
2. In Combination wise, first year B.com degree students are more participation from GFGC Nanjangud College [183] and second B.com student's participation are more from Sri DD Urs GFGC [158] from 800 students.
3. The survey shows communication software usage in class. More number of the students is used Zoom online platform by GFGC Nanjangud and more number of students used Micro –Soft communication software rs from Sri DD Urs GFGC during the online class.
4. The study focus that, both the college faculties were 04 hours per day online classes conducted during the pandemic period.
5. The study investigated that utilization of communication software in online class. 74 percent students [338+253] are attended through smart phone to online classes during the period of Covid – 19.

A]. Findings related to Testing the Hypotheses:

1. Result of the reliability test shows that, The Alpha value is 0.94 which indicates high level of the variable.
2. The study found that mean score of student satisfaction level to online classes. It was interestingly noted that, all statements mean score are more than 03; it is shows students has positive mind-set towards the online classes.
3. The study investigated that, student satisfaction through Independent Sample T test. The results found that, Sri. DD Urs GFGC mean score [3.8151] is greater than the GFGC[3.4957] Nanjangud with standard deviation is 0.7652 and 0.8487 respectively.
4. The independent sample 'T' test enlighten that, the alternative hypothesis is significant [P value is less than 0.05] therefore, “Satisfaction level of students in online classes is high on the basis of college is accepted and null hypothesis is rejected.
5. The study focus that, out of the ten statements, all the statements P value is significant [P value is 0.05] except the statements of “Co-operation and attitude of Parents” from Sri D.D. Urs GFGC students and availability of the “network during the online classes” GFGC Nanjangud college students. Hence, P values are insignificant [$P > 0.05$].
6. The study measures the difference between the aggregate mean score of satisfaction level of online classes on the basis of first, second and final year B. Com students. First year B. Com students mean score is first. i.e. 3.6915, secondly 3.6391 mean values has second year bachelor of commerce students and finally final B.com students satisfaction of online class mean score is 3.6370.
7. The study highlights that, satisfaction of online classes on the basis of class. The Anova test results reveals the null hypothesis “There is no significant difference between satisfaction levels of students in online classes on the basis of class wise” is accepted and Alternative Hypothesis is “There is a significant difference between satisfaction levels of students in online classes on the basis of combination wise” is rejected.

V. SUGGESTIONS:

1. The parents are real force in moulding the personality of their sons/daughters. “Co-operation attitude of parents” statement P value is insignificant. Therefore, parents must encourage being ready for any type of unexpected health emergencies like Novel Corona Virus.
2. The governments have to more concentrate to uplift the government college infrastructure for adoption of innovative methods in education like free distribution of laptop, tab and free Wi-Fi in the campus.
3. Learning new and advanced technology in the process of education is uphill task for students. Effective guidance from the teachers and parents help the deserving students to get ready for future challenges.

VI. CONCLUSIONS:

Virtual Education platform is one of the best alternatives of natural unexpected circumstances like Covid-19. The author has investigated that satisfaction of students with virtual classes during the period of covid-19 from two reputed government degree colleges at Mysore district. The study reveals that, both college students are contented with learning from online classes during the period of pandemic [Independent T Test P value is Significant]. The study shows that at home parents real support is very much required to every student. The learning ambience is very important from proper seating arrangement to gadgets to internet in the effective learning process. The teachers are the main stakeholder in the process of this biggest education exercise and their active participation is very much required. Technology has not replaced teachers and it has enhanced the learning ability of the students. Finally, this empirical study concludes that support of the parents and teachers teaching skills are two faces of same coin in the welfare of the students' education life. It results in the development of the country and its human resource to the full extent.

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