



# A STUDY ON STUDENT SATISFACTION TOWARDS ONLINE EDUCATION APP WITH SPECIAL REFERENCE TO COIMBATORE DISTRICT.

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**Abstract:** Online learning is education that take place over internet. It is often referred to as e-Learning among other terms. Online learning has gained popularities in recent times. However student satisfaction plays an important work with all the education related works. In this concern the study is confined to Coimbatore district, by taking various factors like app preferred by students for e-learning, fees paid for e-learning, problems experienced during e-learning, etc...The main objective of the study is to find out student satisfaction towards online learning, problems faced during e-learning in Coimbatore district.

**Keyword:** e-Learning, Student Satisfaction

## I.INTRODUCTION

Student Satisfaction plays an important role with any education related work. Not only it is the leading indicator to measure student loyalty, identify unhappy customers, reduce churn and increase revenue; it is also a key point of differentiation that helps you to attract new students in competitive business environments.

Online education is a form of education where students use their home computers or their personal computers through the internet. For many non-traditional students, among them all those who want to continue working full time or raising families, online graduations and courses have become popular in the past decade. Online education is also known as E-learning.

E-learning typically refers to the online interaction between you as a student and the teacher.

Basically, you receive the training through an online medium, even though your teacher may be in the same building. E-learning can be used in a classroom or an online setting.

## II.REVIEW OF LITERATURE

Subedi, s., Nayaju, S., Subedi, S., Shah, S. K., Shah, J. M. (2020). <sup>1</sup> E-learning tools have played a crucial role during this pandemic, helping schools and universities facilitate student learning during the closure of universities and schools .While adapting to the new changes, staff and student readiness needs to be gauged and supported accordingly. The learners with a fixed mindset find it difficult to adapt and adjust, whereas the learners with a growth mindset quickly adapt to a new learning environment. There is no one-size-fits- all pedagogy for online learning. There are a variety of subjects with varying needs. Different subjects and age groups require different approaches to online learning (Doucet et al., 2020). Online learning also allows physically challenged students with more freedom to participate in learning in the virtual environment, requiring limited movement (Basilaia & Kavadze, 2020).

Petrie, C.(2020) <sup>2</sup> The use of suitable and relevant pedagogy for online education may depend on the expertise and exposure to information and communications technology (ICT) for both educators and the learners. Some of the online platforms used so far include unified communication and collaboration platforms such as Microsoft Teams, Google Classroom, Canvas and Blackboard, which allow the teachers to create educational courses, training and skill development programmes (Petrie, 2020). They include options of workplace chat, video meeting and file storage that keep

classes organized and easy to work. They usually support the sharing of a variety of content like Word, PDF, Excel file, audio, videos and many more. These also allow the tracking of student learning and assessment by using quizzes and the rubric-based assessment of submitted assignments.

### III. STATEMENT OF THE PROBLEMS:

Though online education app are developing in a tremendous way it also has some difficulty in it. Most of the students does not have enough technology gadgets. Even if the students who have this gadgets they are not able to practices like thy do in normal classes. There are lot more problems student face with online education app like Network issues, High cost of product, and so on. This problems make online learning more complicated for students who prefer online education app.

### IV. OBJECTIVES OF STUDY:

- To examine the students discernment based on their demographic profile
- To find why online learning is preferred by the students
- To find the quality of information provided by Online education app
- To find student satisfaction towards interaction with the instructor
- To find the problems faced by students with online education app

### V. METHODOLOGY OF THE STUDY:

Research methodology is a way to systematically solve the research problems. It may be understood as a science of studying how research is done scientifically. It includes the overall result design, data collection methods, and analysis procedure.

#### SAMPLE DESIGN:

Convenient sampling method is adopted for the purpose of study.

#### DATA COLLECTION:

Data was collected to both primary and secondary data source. Primary data was collected through questionnaire. The study was done in the form of direct personal interviews.

#### PRIMARY DATA:

Primary data is a data which is collected for the first time for the particular interest to collect more information. In this study, the primary data was collected using questionnaire.

#### SECONDARY DATA:

Secondary data consists of information that already exists somewhere, having been collected for some other purpose. In this study, the secondary data was collected from studies, journals and websites.

#### DATA ANALYSIS:

The data collected for the study was analysed with suitable statistical tools. The statistical tools that are used in the study are as follows;

- Simple Percentage analysis
- Chi-square analysis

### VI. ANALYSIS AND INTERPRETATION

**Table-1**

#### ONLINE EDUCATION APP PREFERRED BY THE RESPONDENTS

ONLINE EDUCATION APP PREFERRED		
PARTICULARS	FREQUENCY	PERCENTAGE
BYJUS	67	44.7
UNACADEMY	45	30.0
VADANTU	15	10.0
TOPPR	23	15.3
TOTAL	150	100

#### INTERPRETATION:

The above table reveals Online Education App Preferred by the respondent. It is shown that 44.7% of the respondent are using Byjus. 30% of the respondent are using Unacademy. 15.3% of the respondent are using Toppr. And only 10% of the respondent are using Vedantu.

Table-2

**RESPONDENT PROBLEM EXPERIENCED DURING E-LEARNING**

PROBLEMS EXPERIENCED DURING E-LEARNING		
PARTICULARS	FREQUENCY	PERCENTAGE
ADVERTISEMENT	43	28.7
APP NOT USER FRIENDLY	28	18.7
POOR NETWORK	30	20.0
ALL THE ABOVE	17	11.3
NOTHING	32	21.3
TOTAL	150	100

**INTERPRETATION:**

The above table shows the problem experienced by respondent during E-learning. It is clear that 28.7% of the respondent experienced problem of advertisement. 21.3% of the respondent did not experience any problem. 20% of the respondent experienced Poor network issue. 18.7% of the respondent said their app was not user friendly. 11.3% of the respondent said they experienced all the problems.

**CHI-SQUARE TEST:**

Table-3

**RELATIONSHIP BETWEEN GENDER AND APP PREFERENCE**

Hypothesis: There is no significant relationship between age and app preferred.

APP PREFERENCE	AGE				TOTAL
	10-15	16-20	21-25	25+	
BYJUS	0	24	27	16	67
TOPPR	1	12	7	3	23
UNACADEMY	0	20	17	8	45
VEDANTU	0	9	5	1	15
TOTAL	1	65	56	28	150

**CHI-SQUARE TEST**

Factor	Calculation	DF	Table Value	Remarks
AGE	10.843	9	16.919	ACCEPTED

**INTERPRETATION:** It is clear that from above table show that, the calculation value of chi-square at 0.05% level is more than the calculation value. Hence the hypothesis is accepted. So there is no significant difference between age and app preference of the respondent.

Table-4

**RELATIONSHIP BETWEEN EDUCATION QUALIFICATION AND APP PREFERENCE**

Hypothesis: There is no significant relationship between education qualification and app preferred.

APP PREFERENCE	EDUCATION QUALIFICATION				TOTAL
	10TH	12TH	UG	PG	
BYJUS	1	5	44	17	67
TOPPR	1	4	15	3	23
UNACADEMY	3	9	22	11	45
VEDANTU	2	1	9	3	15
TOTAL	7	19	90	34	150

## CHI-SQUARE TEST

Factor	Calculation	DF	Table Value	Remarks
EDUCATION QUALIFICATION	11.082	9	16.919	ACCEPTED

### INTERPRETATION:

It is clear that from above table show that, the calculation value of chi-square at 0.05% level is more than the calculation value. Hence the hypothesis is accepted. So there is no significant difference between education qualification and app preference of the respondent.

### VII. FINDINGS

- 44.7% of the respondent are using Byjus.
- 28.7% of the respondent experienced problem of advertisement.
- There is no significant relationship between age and app preferred.
- There is no significant relationship between education qualification and app preferred.

### VIII. SUGGESTIONS

- Need more Infrastructure facility.
- Reduce the cost of Subscription
- Increase awareness among students and parents
- Should adobe to new technology

### IX. CONCLUSION

Online Education system in India is not yet developed completely. There are lot of technology changes that are happening in India every day which is more equal to other developed countries all-over the world. But this speed in change in technologies is not enough for the country.

From this study only during covid-19 quarantine most of the students started using online education platform. If this situation of quarantine has not come then there will be lot of students who will not prefer online learning. To improve online education platform in India, the government along with all the parents, students, teachers, and other technologies expert in the country should work together. But as per the study on online education app in Coimbatore is not yet developed completely. It need to be developed.

### Reference:

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