



# INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

## A COMPARATIVE STUDY OF STUDENT SATISFACTION LEVEL IN OFFLINE PAPER BASED EXAMINATION SYSTEM AND ONLINE PAPER BASED OPEN BOOK EXAMINATION SYSTEM AT POSTGRADUATE LEVEL

**Md Mahasin Ali**, Assistant Professor, Department of Teacher Education, Surendra Lal Das Teachers' Training College, WBUTTEPA,

**Dr. Biswajit Bala**, Assistant Professor, Department of Teacher Education, WBUTTEPA,

### ABSTRACT:

The subject of our research is a comparative study of student satisfaction level in the offline paper-based examination system and online paper-based open book examination system at postgraduate level. The three objectives we have studied are - to know the satisfaction of the offline paper-based examination system of postgraduate level students, to know the satisfaction of the online paper-based open book examination system of postgraduate level students, to compare the satisfaction of offline paper-based examination system and online paper-based open book examination system at postgraduate level student. The results we obtained through the Pre-structured interview, Participant observation and Opinionnaire techniques are- 1. At P. G level there is 22.39% of students is 'Strongly Agree', 64.18% of students are 'Agree', 11.94% of students are 'Neutral', 1.49% of students are 'Disagree' and 0% of students are 'Strongly Disagree' with the satisfaction of Offline Paper-Based Exam System. 2. Among P. G level students 1.49% is 'Strongly Agree', 16.42% is 'Agree', 29.85% is 'Neutral', 50.75% is 'Disagree' and 1.49% of students are 'Strongly Disagree' with the satisfaction in Online Paper-Based Open Book Exam. 3. In P. G level there is 0 % of students is 'Strongly Agree', 1.49% of students are 'Agree', 11.94% of students are 'Neutral', 67.16% of students are 'Disagree' and 19.40% of students are 'Strongly Disagree' with the support of Online Paper-Based Open Book Exam more effective than Offline Paper-Based Exam. 4. In P. G level 29.85% of students are 'Strongly Agree', 62.69% of students are 'Agree', 4.48% of students are 'Neutral', 2.99% of students is 'Disagree' and 0% of students are 'Strongly Disagree' with the support of Offline Paper-Based Exam is more effective than Online Paper-Based Open Book Exam. The study has been conducted in the State of West Bengal. The qualitative research method has been used for the study. The students of P.G level are more satisfied with Offline Paper-Based Examination than Online Paper-Based Open Book Examination. At P. G level most of the students think Offline Paper-Based Exam is more effective than Online Paper-Based Open Book Exam.

**Keywords: Satisfaction, Offline Paper-Based Exam, Online Paper-Based Open Book Exam & Postgraduate Student.**

## **INTRODUCTION:**

In the current situation of COVID-19 all schools, colleges and universities were closed in most of the countries of the world and the educational institutions are also closed in few countries till now. Therefore the students are not being able to appear in the examinations in their educational institutions through paper-pen based manner. So Online Paper-Based Open Book Examination has been popularized as a popular system in the current COVID-19 situation and this system has been selected in the whole world to evaluate the students in the COVID-19 pandemic. During Open Book Exam the students are allowed to access notes, texts and resource materials. Through this exam, the skills of information presented, seeking knowledge and applying of knowledge are tested. Besides, it is also tested whether the students are being able to present the information from Reference books properly or not.

Open Book Examinations was firstly introduced in Hong Kong in 1935 to test students' mastery of knowledge on how they can apply theories to new information. Tussing(1951) found that the Open Book Examination “removes much of the fear and emotional block encountered by students during an examination, while at the same time, it emphasizes practical problems and reasoning rather than recall of facts.”

Through the study, we want to make a comparison between Offline Paper Based Exam and Online Paper-Based Open Book Exam in P. G level students to see their satisfaction on both of the exams what do they like most or satisfy as best.

## **RESEARCH OBJECTIVES OF THE STUDY:**

The objectives of the present study are:

1. To know the satisfaction of the offline paper-based examination system of postgraduate level students.
2. To know the satisfaction of the online paper-based open book examination system of postgraduate level students.
3. To compare the satisfaction of offline paper-based examination system and online paper-based open book examination system at the postgraduate level student.

## **OPERATIONAL DEFINITION OF THE STUDY:**

### **Satisfaction:**

Satisfaction is a pleasant or positive emotion, feeling or state of mind. The satisfaction of a person is only when a desire or a need is met. When someone achieves a difficult goal, he feels satisfied.

### **Offline Paper Based Examination System:**

Offline Paper Based Exam means the students appear in the exam with pen and paper using practically. In this system, the students are to complete the exam by writing their own hands in the particular exam hall and submit the answer script or written paper to the institution.

## Online Paper-Based Open Book Examination System:

Online Paper-Based Open Book Examination means the students are sent the question papers online and they appear in the exam by their handwriting with the help of books or notes by sitting at home and send the answer papers to the institution. In this exam system, the students are not to go to the exam hall and appear in the exam practically, they get the chance to appear in the exam by sitting at home and any other place.

## Postgraduate Student:

P.G. Level education starts after the undergraduate level. PG level is usually 2 years. PG level is the highest level of Formal Education.

## RESEARCH METHODOLOGY:

A brief description of the methodology of the study has been presented below:

**Research design:** Qualitative research method has been used for the Comparative Study of Student Satisfaction level in the offline paper-based examination system and online paper-based open book examination system at the Postgraduate level.

**Tools and Techniques of data collection:** All the relevant data used in this research paper has been collected from Postgraduate level students. Data are collected from respondents by using a Participate observation, Opinionnaire and Pre-structured interview.

**Population:** The population of the study is all Postgraduate Students in West Bengal.

**Sample:** The total number of the sample is 67 Postgraduate Student.

**Sampling Technique:** We have used Non- Probability Sampling - Purposive Sampling technique.

## DELIMITATION OF THE STUDY:

The major limitations of the study are:

1. This research will be conducted with 67 numbers of Post Graduate Level Student.
2. This study has only been taken as M.A and M.SC students' samples.
3. This research is delimited with in the area in the State of West Bengal.

## SIGNIFICANCE OF THE STUDY:

1. It will be possible to apply this research to find out the satisfaction of offline paper-based examination system of postgraduate level students.
2. It will be possible to apply this research to find out the satisfaction of the online paper-based open book examination system of postgraduate level students.
3. This study will be able to compare the satisfaction of students in the offline paper-based examination system and online paper-based open book examination system at the postgraduate level.

## RESULTS & FINDINGS:

In the present time the P. G level students satisfied with Offline Paper-Based Examination or Online Paper-Based Open Book Examination –Regarding the study of this matter, we have got some important effects like –

### The satisfaction of Offline Paper-Based Examination:

1. Among P. G level students there are 5.97% of students who face with problem and 94.03% of students who do not face with any problem in Offline Paper-Based Exam system.
2. Among P. G level students 10.45% of students become afraid and 89.55% of students do not become afraid to appear in Offline Paper-Based Exam.
3. At P. G level there is 8.96% of students cannot complete their writing within the given time. But 91.04% of students can complete their writing within the given time.
4. In P. G level, 20.90% of students are ‘Strongly Agree’, 53.73% of students are ‘Agree’, 17.91% of students are ‘Neutral’, 7.46% of students are ‘Disagree’ and 0 % of students are ‘Strongly Disagree’ with the exams are to give by going at Offline Exam Centre.
5. At P. G level there is 22.39% of students is ‘Strongly Agree’, 64.18% of students are ‘Agree’, 11.94% of students are ‘Neutral’, 1.49% of students are ‘Disagree’ and 0% of students are ‘Strongly Disagree’ with the satisfaction of Offline Paper-Based Exam System.
6. In P. G level, 0% of students are ‘Strongly Agree’, 4.48% of students are ‘Agree’, 4.48% of students are ‘Neutral’, 46.27% of students are ‘Disagree’ and 44.78% of students are ‘ Strongly Disagree’ with the low level of study for Offline Paper-Based Exam.
7. Among P. G level students there is 37.31% of students who is ‘Strongly Agree’, 43.28% of students are ‘Agree’, 14.93% of students are ‘ Neutral’, 2.99% of students are ‘ Disagree’ and 1.49% of students are ‘Strongly Agree’ with the high level of study in Offline Paper-Based Exam.
8. In P. G level, 32.84% of students are ‘Strongly Agree’, 44.78% of students are ‘Agree’, 20.90% of students are ‘ Neutral’, 1.49% of students are ‘ Disagree’ and 0 % of students are ‘ Strongly Disagree’ with their good performance or skill of showing good performance in Offline Paper-Based Exam.
9. At P.G level, 10.45% of students are ‘Strongly Agree’, 40.30% of students are ‘Agree’, 31.34% of students are 'Neutral', 17.91% of students are ‘Disagree’ and 0 % of students are ‘Strongly Disagree’ with the decision to stop Online Paper-Based Open Book Exam System.

### The satisfaction of Online Paper-Based Open Book Examination:

1. Among P. G level students there is 62.69% of students face different problems in the Online Paper-Based Open Book Exam. But 37.31% of students do not face any problem in that exam system.
2. At P. G level 26.87% of students are afraid to appear in the Online Paper-Based Open Book Exam but 73.13% of students are not afraid of this type of exam system.
3. Among P. G level students there is 64.18% of students can finish Online Paper-Based Open Book Exam within the given time but 35.82% of students can not finish that exam within the given time.
4. In P. G level 0 % of students are ‘ Strongly Agree’, 5.97% of students are ‘ Agree’, 17.91% of students are ‘ Neutral’, 49.25% of students are ‘ Disagree’ and 26.87% of students are ‘ Strongly Disagree’ with the acceptance of Online Paper-Based Open Book Exam.

5. Among P. G level students 1.49% is 'Strongly Agree', 16.42% is 'Agree', 29.85% is 'Neutral', 50.75% is 'Disagree' and 1.49% of students are 'Strongly Disagree' with the satisfaction in Online Paper-Based Open Book Exam.
6. In P. G level, 1.49% of students are 'Strongly Agree', 7.46% of students are 'Agree', 28.36% of students are 'Neutral', 40.30% of students are 'Disagree' and 22.39% of students are 'Strongly Disagree' with the development of their achievement in Online Paper-Based Open Book Exam.
7. At P. G level there is 23.88% of students is 'Strongly Agree', 43.28% of students are 'Agree', 14.93% of students are 'Neutral', 7.46% of students is 'Disagree' and 10.45% of students are 'Strongly Disagree' with the improper evaluation of their achievement through Online Paper-Based Open Book Exam.
8. In P. G level 14.93% of students are 'Strongly Agree', 38.81% of students are 'Agree', 19.40% of students are 'Neutral', 26.87% of students are 'Disagree' and 0% of students are 'Strongly Disagree' with the low level of study in Online Paper-Based Open Book Exam.
9. At P. G level there is 5.97% of students who is 'Strongly Agree', 13.43% of students are 'Agree', 28.36% of students is 'Neutral', 43.28% of students are 'Disagree' and 8.96% of students are 'Strongly Disagree' with the high level of study in Online Paper-Based Open Book Exam.
10. Among P. G level students there is 38.81% of students is 'Strongly Agree', 43.28% of students are 'Agree', 10.45% of students are 'Neutral', 4.48% of students are 'Disagree' and 2.99% of students are 'Strongly Disagree' with the reducing of the development of education by Online Paper-Based Open Book Exam.
11. In P. G level there is 0 % of students is 'Strongly Agree', 1.49% of students are 'Agree', 11.94% of students are 'Neutral', 67.16% of students are 'Disagree' and 19.40% of students are 'Strongly Disagree' with the support of Online Paper-Based Open Book Exam more effective than Offline Paper-Based Exam.
12. In P. G level 29.85% of students are 'Strongly Agree', 62.69% of students are 'Agree', 4.48% of students are 'Neutral', 2.99% of students are 'Disagree' and 0% of students are 'Strongly Disagree' with the support of Offline Paper-Based Exam is more effective than Online Paper-Based Open Book Exam.
13. Among P. G level students there is 71.64% of students provide more attention in Offline Paper-Based Exam, 11.94% of students provide more attention in Online Paper-Based Open Book Exam and 16.42% of students provide attention in Both Exam System.
14. In P. G level 1.49% of students are 'Strongly Agree', 4.48% of students are 'Agree', 22.39% of students are 'Neutral', 41.79% of students are 'Disagree' and 29.85% of students is 'Strongly Disagree' with the continuation of Online Paper-Based Open Book Exam.



## DISCUSSION:

The important information that we got after doing this study is mentioned in the following graphical presentation-

Figure 1: Are you satisfied with the offline paper-based exam?

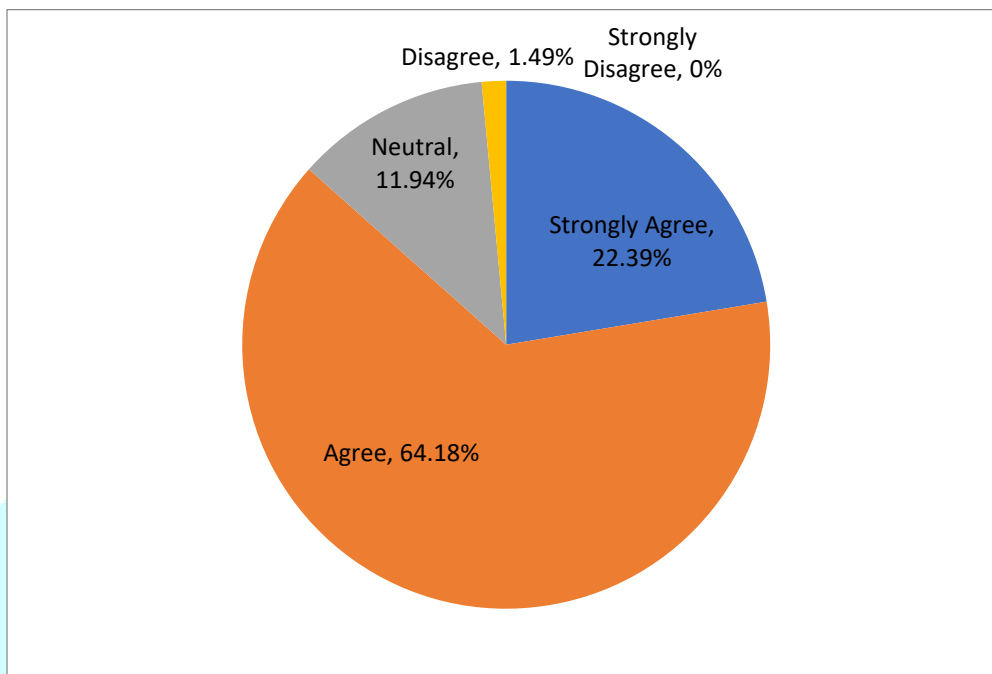


Figure 2: Do you think the online Open Book Exam at P.G level should be closed completely?

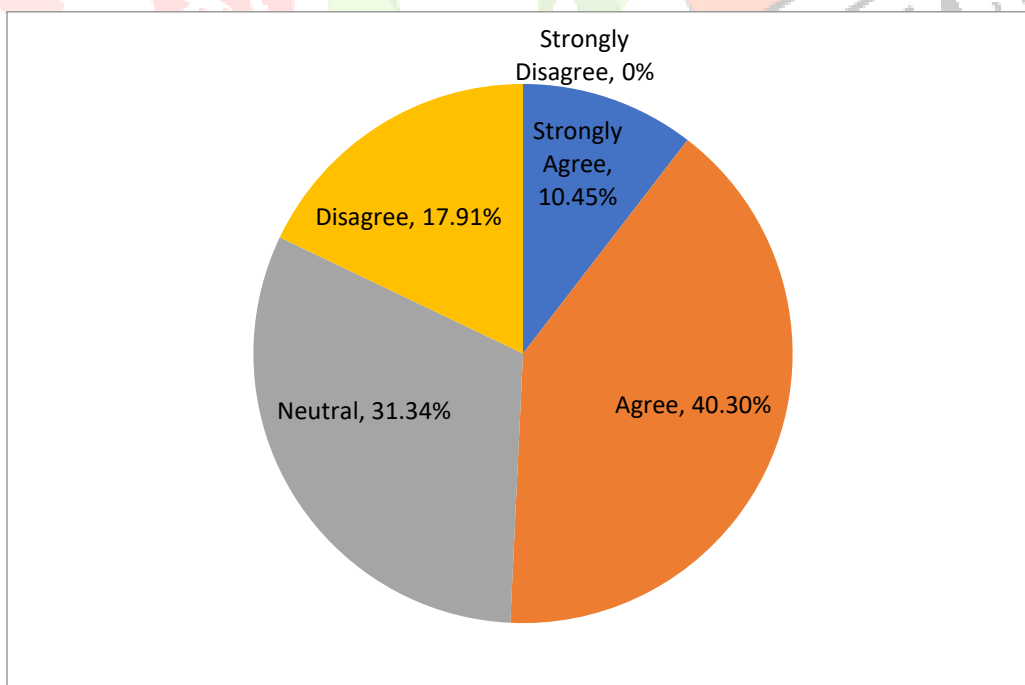


Figure 3: Are you satisfied with the online paper-based open book exam?

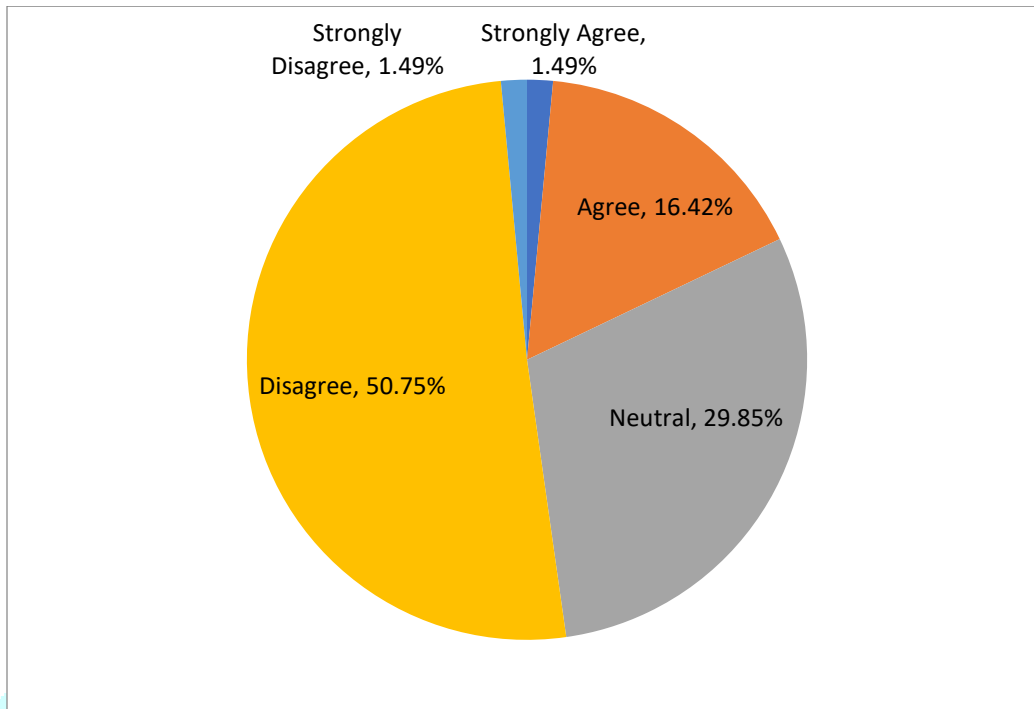


Figure 4: Do you think your educational progress is slowing down because of the Online Paper-based Open Book Exam?

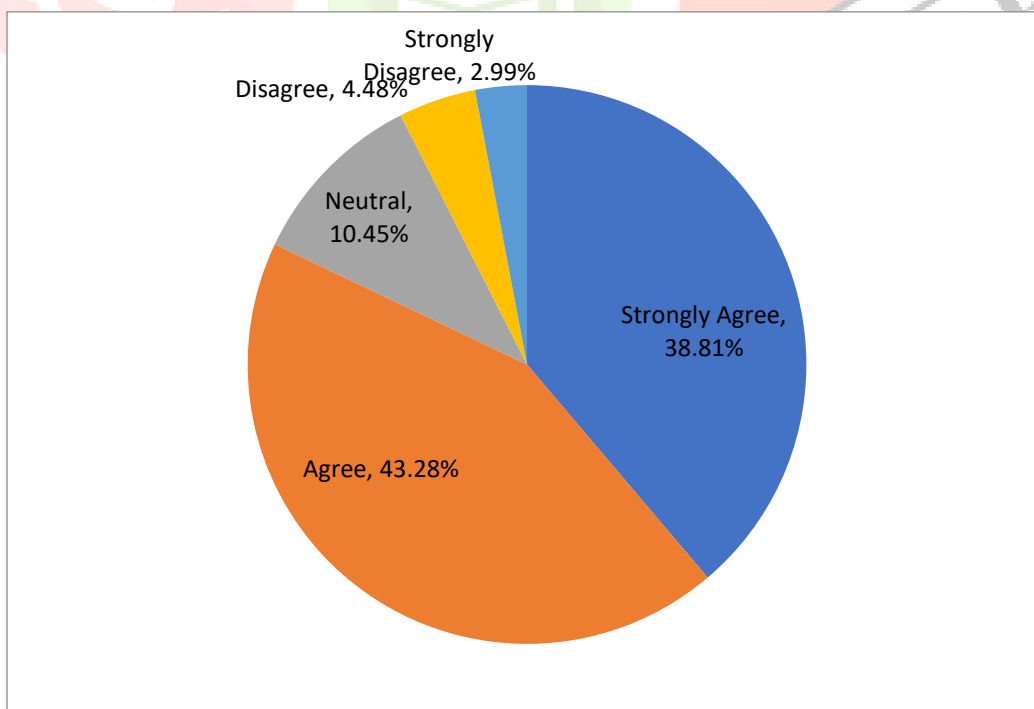


Figure 5: Do you think Online Paper-Based Open Book Exam is more effective than Offline Paper-Based Exam at P.G level?

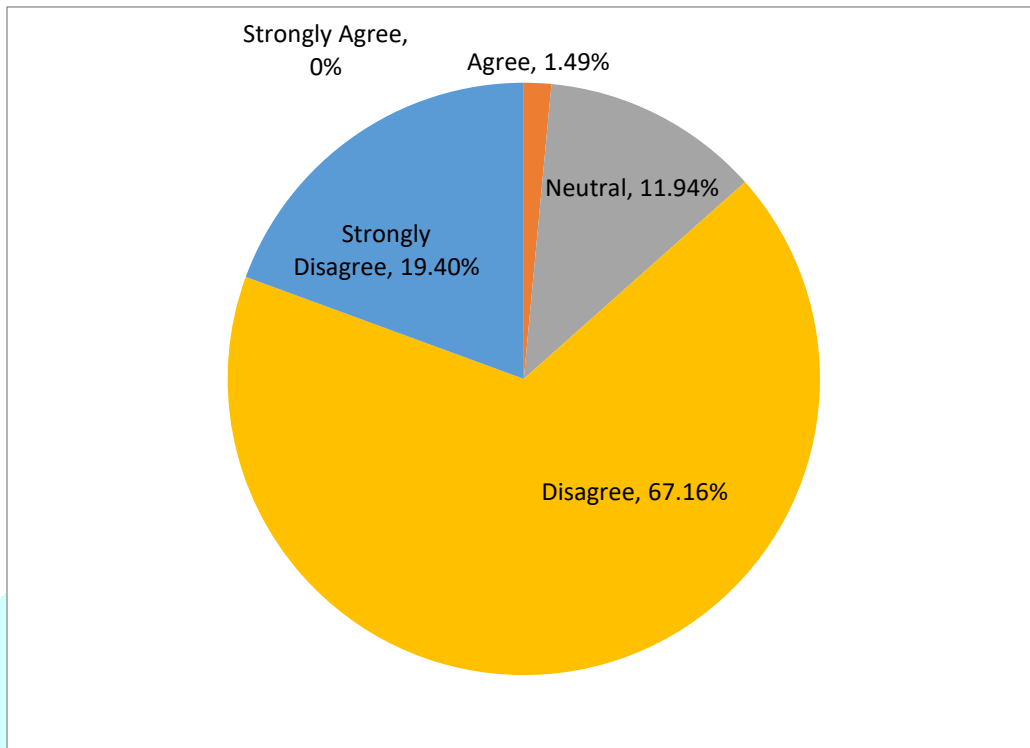
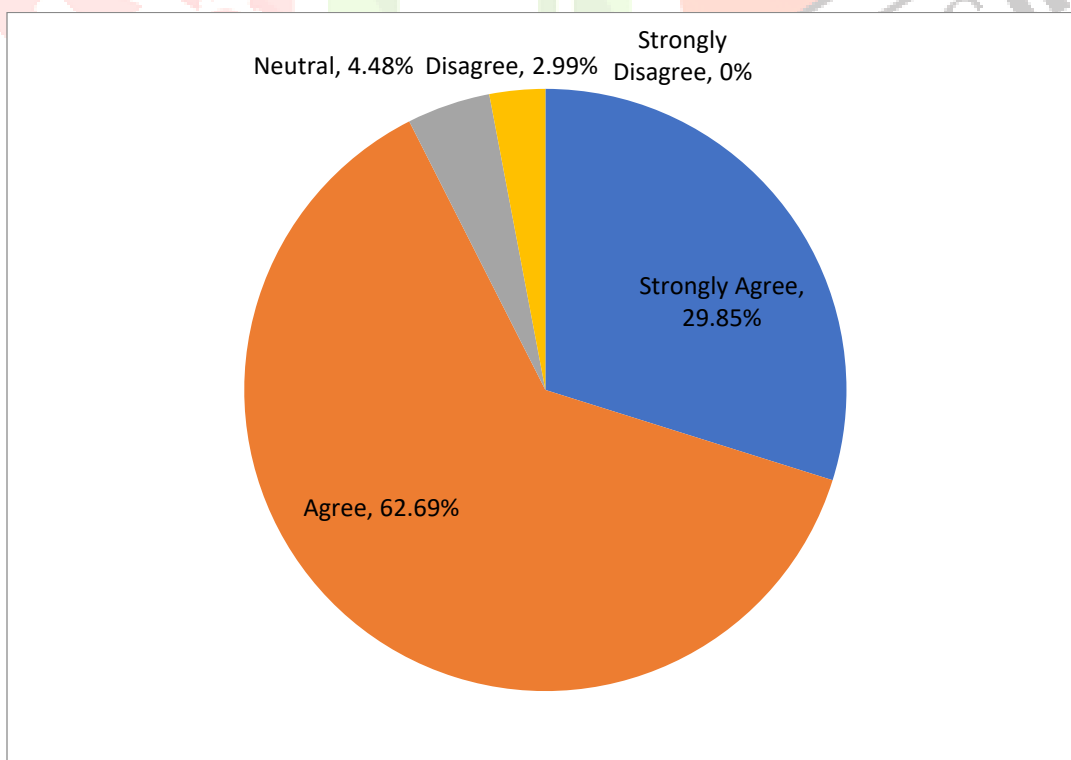


Figure 6: Do you think an Offline Paper-Based Exam is more effective than an Online Paper-Based Open Book Exam at P.G level?





## CONCLUSION:

From the above discussion, it is clear that the students of P.G level are more satisfied with Offline Paper-Based Examination than Online Paper-Based Open Book Examination. The students are to face fewer disadvantages to appear in Offline Paper-Based Exam. The students can complete their writing in Offline Paper-Based Exam within the given time. But the students are to face with few problems to complete their writing in the Online Paper-Based Open Book Exam within the given time. Besides, the students are to maintain very good study to appear in Offline Paper-Based Exam but the students do not have any necessary of good study to appear in Online Paper-Based Open Book Exam. Therefore the tendency of study is decreased. The students also think that the evaluation of their achievement is not being done properly in the Online Paper-Based Open Book Exam, but their achievement is evaluated properly in the Offline Paper-Based Exam. At P. G level most of the students think Offline Paper-Based Exam is more effective than Online Paper-Based Open Book Exam. Besides they do not want to continue the Online Paper-Based Open Book Exam further and want to continue the Offline Paper-Based Exam regularly again.

## REFERENCES:

- Al-Qdan, M and Ababneh, I. (2017). Comparing Online and Paper Exams: Performances and Perceptions of Saudi Students. *International Journal of Information and Education Technology*, Vol. 7, No. 2, February 2017.
- Rouet, M.M, Ney, M, Charles, S. C and Boidin, G. L. (2009). Student's Performance and Satisfaction with Web vs. paper-based practice quizzes and lecture notes. *Computers & Education* 53(2) : 375-384.
- Ali, M. M, Naskar, A. (2021). A COMPARATIVE STUDY OF STUDENT SATISFACTION LEVEL IN ONLINE CLASSES AND OFFLINE CLASSES AT POSTGRADUATE LEVEL. *Sambodhi* ISSN: 2249-6661. Vol-44, No-1, (V) January- March (2021).
- Paul, S. (2006). Comparative assessment of the effectiveness of online vs paper-based postgraduate courses in occupational and environmental safety and health at Edith Cowan University, Perth, Western Australia. Edith Cowan University.
- Chen, T, Peng, L, Yin, X, Rong, J, Yang, J and Cong, G. (2020). Analysis of User Satisfaction with Online Education Platforms in China during the COVID-19 Pandemic. *Healthcare MDPI*.
- Dange, J. (2019). Open Book Examination: Nature, Kinds, Need, Challenges, Advantages and Misconceptions. *Education*.