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## “A study to assess the satisfaction regarding online classes among children studying in selected high schools of Meerut district (UP, India) during COVID 19 pandemic”

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### Abstract:

The global spread of COVID-19 resulted in the suspension of classes for more than 850 million students worldwide, disrupting the original teaching plans of schools in these countries and regions.

The purpose of the present study was to assess the satisfaction regarding online classes among children studying in selected high schools of Meerut district during COVID 19 pandemic.

The non-experimental exploratory survey method was used for the study, which consists of 55 samples that were selected on the basis of sampling criteria set for the study (non-probability purposive sampling). The content validity was done, which suggested that the tool was valid.

Based on the objectives and the assumptions the collected data was analysed by using descriptive and inferential statistics. The conclusion drawn from the findings of the study are as follows:

Majority of subjects i.e. 49.1% lies in the age group of 16 years and 26 -30 years. 20% of the subjects were in the age of 15 years, 21.81% subjects were of 14 years, 5.45 % were from 13 years and 3.64 were of 12 years age.

Based on the Gender maximum samples were males ie. 63.6 % where as 36.4 % was female. 60% of the samples were from class X, 27.3% from class IX and 12.7% were from class VIII. Based on religion maximum samples were Hindus (85.5%), Muslims were 10.9% and Christians were of 3.6 % Maximum samples ie. 50.9% were the residents of Urban area, 38.2% from rural area and 10.9% from semi urban area of residence.

Majority of the samples ie. 70.9% was using zoom software for their online classes, 7.3% Microsoft teams and 16.3 % using Google class room/Google Meet. 5.4% were using other softwares or applications. Maximum samples had their internet service providers as Airtel (49.1%), followed by Jio (34.5%), Vodafone- Idea (14.5%) and other service providers 1.9%.

Maximum of the samples ie.56.37 % were highly satisfied with the online classes and 40 % are extremely satisfied and 3.63 % were satisfied where as none of the samples were found to be slightly or extremely dissatisfied with the online classes.

**Conclusion:** Maximum Samples were satisfied with online classes.

**Key Words:** Satisfaction, Online class, COVID 19, High School Children

## **INTRODUCTION**

Online education is rapidly evolving in the realm of higher education and gaining traction on a global level. The use of online learning technology is permeating higher education at a rapid rate, with over 80% of colleges using online technology in some form (Allen & Seamen, 2013).

The term “online education” is common, but means several different things. While some online courses offer *purely online (100%)* instruction. One example of a purely online learning experience is a course that has no classroom (face-to-face) meeting and no in-person meetings with instructors in a synchronous setting.

Furthermore, the online classes contemplated in this study occur in what is often referred to as “*asynchronous*” learning. These types of classes are generally scalable to larger class sizes (Das & Chatterjee, 2015).

The majority of research regarding online learning to date suffers from a paucity of a strict or agreed upon meaning of what “online” means. The definition of online learning is fraught with questions and debates, particularly when discussing its use in higher education.

The global spread of COVID-19 resulted in the suspension of classes for more than 850 million students worldwide, disrupting the original teaching plans of schools in these countries and regions.

Soon later, many countries started to over online teaching to students by Zoom, Skype, Microsoft teams etc. in order to promote online education and restore the normal teaching order.

In response to the outbreak of the epidemic, the online classroom has become a necessary way to maintain normal teaching order.

However, these online education platforms have problems such as system jams and the inability to replay live broadcasts.

It is necessary to study whether these network education platforms can meet the needs of teachers and students, whether the network teaching can complete the teaching tasks with high quality, whether the network education can become an effective means of special period education, and put forward suggestions to promote the development of network education according to the research results.

## **Background of the Problem**

The question of students' satisfaction relating to their online learning experiences has surfaced as a legitimate concern. On one hand, some observers believe online courses are appropriate and can be delivered with limited instructor or human interaction. This means, for example, that content might be delivered purely over the Internet with limited-to-no human interaction, with no instructional or student peer involvement. On the other hand, it is suggested that purely online courses, with limited human interaction between instructor and student, led to poor student experiences.

One question arises on this issue though: what is more important to researchers and practitioners—student performance or student satisfaction with their online courses? Do student perceptions matter if they are achieving the same or better performance in an online class? For example, does a student's performance in a class lead to increased or decreased satisfaction with the course or vice versa?

Although these questions are not the focus of this study, they should be considered when conceptualizing student outcomes and also be considered as the basis for future research projects. Understanding students' perceptions of human interaction in online classes will contribute to our understanding of how to improve online classes for better overall student experiences.

This study focuses on students' perceptions or satisfactions of their own experiences with online classes by exploring how the learning experiences and perception of human interaction affects students' perceptions of their own experiences (including their satisfaction) in the online class environment.

## **Need for the Study**

Online learning is growing rapidly. Therefore, the number of students involved in online learning is increasing from time to time. Satisfaction evaluation of interactivity for online learning is very important to determining the effectiveness and efficiency of interaction in online learning.. Naturally, questions have arisen about learning effects of online courses, including the degree to which students are satisfied by these kinds of learning experiences.

Lately, a debate has surfaced as to the level of instructor or "human" interaction that is needed to support students with their learning experiences. For example, according to Koseff (2014) in January of 2014, California State Governor Jerry Brown, "challenged regents to develop classes that require no 'human intervention' and might expand the system's reach beyond its student body"

The focus of this study was to assess student satisfaction with online classes as the investigators also attended online classes of their courses during the same period and all of them were having different perceptions and satisfaction levels regarding online mode of learning, hence this study was taken up for research.

## **ASSUMPTIONS**

1. Students of high school will be slightly satisfied with their online classes.

## **DELIMITATIONS**

The study is limited to:

1. High school students who are residing in Meerut district.
2. High school students who are in the age group of 12 to 16 years.
3. High school students who had email id.

## **RESEARCH APPROACH**

In order to achieve the desired objectives of this study, non- experimental research approach was adopted.

## **RESEARCH DESIGN**

Keeping in view the objectives of the study, the researcher selected exploratory survey research design for this study.

## **VARIABLES UNDER STUDY**

The demographic variables included in the study are; age, gender, class/standard of study, religion, area of residence, online soft ware used, net work connectivity used etc..

## **SETTINGS**

The study was conducted through online mode due to covid pandemic.

## **POPULATION**

The population of the present study was students of selected high schools of Meerut district.

## **THE SAMPLE & THE SAMPLING TECHNIQUE**

In the present study, the samples selected for data collection were those who fulfilled the criteria laid down for the selection of the sample and were available during the period of data collection. In the present study, non-probability purposive sampling technique was adopted.

## **SAMPLE SIZE**

The sample consisted of 55 high school children who fulfilled the inclusion criteria of this study and were willing to participate in the study were selected.

## **CRITERIA FOR SAMPLE SELECTION**

The following criteria were set to select samples:

### **INCLUSION CRITERIA:-**

1. High School children who are willing to participate.
2. High School children who are residing in Meerut district.
3. High School children who are able to read and write English.

### **EXCLUSION CRITERIA:-**

1. High School children who are unwilling to participate.
2. High School Children who have not attended online classes

## **DATA COLLECTION TECHNIQUE AND TOOL**

Modified AMAN'S student satisfaction questionnaire was used for the evaluation of satisfaction regarding online classes.

## **DESCRIPTION OF TOOLS AND TECHNIQUES**

The tool consists of two sections:

**Section I:** This section included items seeking information on socio-demographic background.

**Section II:** This section includes the Modified AMAN'S student satisfaction questionnaire. It consists of 16 questions seeking the satisfaction regarding online classes. Each question had 5 options and points were given for each.

Strongly Agree – 5 points

Agree – 4 points

Neutral – 3 points

Disagree – 2 points

Strongly Disagree – 1 point

**SCORING AND INTERPRETATION**

S.NO.	SCORE	INTERPRETATION
1.	65-80	Extremely Satisfied
2.	49-64	Highly Satisfied
3.	33- 48	Satisfied
4.	17-32	Slightly dissatisfied
5.	0-16	Extremely dissatisfied

**VALIDITY**

Content validity of the modified tool was established from the experts in the field of nursing.

**PROCEDURE FOR DATA COLLECTION**

Data collection was done from 01/08/2020 to 14/9/2020 from high school children of Meerut District. The sample was selected based on inclusion and exclusion criteria. As the study period was the time of COVID pandemic, Schools were closed since March 2020. The investigators approached the students known to them and their friends, relatives or neighbors, collected their phone numbers and contacted them through various online modes using direct calls or whatsapp, explained to them the purpose of the study and obtained the consent after assuring the subjects about the confidentiality of the data. The data was collected via online mode, though which a link was sent to the willing participants through whatsapp or e-mail. The average time taken to fill the tool was 20-25 minutes.

**PLAN FOR DATA ANALYSIS**

The statistical analysis was made on the basis of objectives. The data analysis was planned to include descriptive and inferential statistics. The following was developed for data analysis on the basis of opinion of experts.

- ❖ For the analysis of demographic data frequency and percentage will be calculated.
- ❖ The significance will be calculated by using parametric and non-parametric tests.
- ❖ The findings will be documented in the tables and graphs.

## ORGANIZATION OF FINDINGS

The analysis and interpretation of the findings are given in the following sections.

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**Section-1:** Description of sample characteristics i.e, demographic data.

**Section-2:** Findings related to assessing the satisfaction regarding online classes among children studying in selected high schools of Meerut district

### Section-1: DESCRIPTION OF SAMPLE CHARACTERISTICS

**TABLE 1** Frequency and percentage distribution of high school children according to demographic data.

N=55

SR.NO	SAMPLE CHARACTERISTICS	FREQUENCY	PERCENTAGE
1.1	<b>Age in years</b>		
	12	2	3.64
	13	3	5.45
	14	12	21.81
	15	11	20.00
	16	27	49.10
1.2	<b>Gender</b>		
	Male	35	63.6
	Female	20	36.4
1.3	<b>Class/ Standard of Study</b>		
	VIII	7	12.7
	IX	15	27.3
	X	33	60
1.4	<b>Religion</b>		

	Hindu	47	85.5
	Muslim	6	10.9
	Christian	2	3.6
	Others	0	0
1.5	<b>Area of Residence</b>		
	Urban	28	50.9
	Rural	21	38.2
	Semi urban	6	10.9
1.6	<b>Application/Software used for Online class</b>		
	Zoom	39	70.9
	Microsoft Teams	4	7.3
	Google class room/Google Meet	9	16.4
	Others	3	5.4
1.7	<b>Internet source/service used</b>		
	Jio	19	34.5
	Airtel	27	49.1
	Vodafone- Idea	8	14.5
	Others	1	1.9

- ❖ **Data presented in table no. 1** shows that majority of subjects i.e. 49.1% lies in the age group of 16 years and 26 -30 years. 20% of the subjects were in the age of 15 years, 21.81% subjects were of 14 years, 5.45 % were from 13 years and 3.64 were of 12 years age.
- ❖ Based on the Gender maximum samples were males ie. 63.6 % where as 36.4 % was female.
- ❖ 60% of the samples were from class X, 27.3% from class IX and 12.7% were from class VIII. Based on religion maximum samples were Hindus (85.5%), Muslims were 10.9% and Christians were of 3.6 %
- ❖ Maximum samples ie. 50.9% were the residents of Urban area, 38.2% from rural area and



- ❖ 10.9% from semi urban area of residence.
- ❖ Majority of the samples ie. 70.9% was using zoom software for their online classes, 7.3% Microsoft teams and 16.3 % using Google class room/Google Meet. 5.4% were using other softwares or applications.
- ❖ Maximum samples had their internet service providers as Airtel (49.1%), followed by Jio (34.5%), Vodafone- Idea (14.5%) and other service providers 1.9%

## **SECTION 2:- Findings related to the satisfaction regarding online classes among children studying in selected high schools of Meerut**

**TABLE:-2**

**Frequency distribution of satisfaction level regarding online classes among high school children**

INTERPRETATION	FREQUENCY	PERCENTAGE
Extremely Satisfied	22	40 %
Highly Satisfied	31	56.37 %
Satisfied	2	3.63 %
Slightly dissatisfied	0	0 %
Extremely dissatisfied	0	0 %

The data in table **no: 2** shows that maximum of the samples ie.56.37 % were highly satisfied with the online classes and 40 % are extremely satisfied and 3.63 % were satisfied where as none of the samples were found to be slightly or extremely dissatisfied with the online classes.

## **DISCUSSION**

The findings of present study have been discussed with reference to the objectives and assumption.

A study conducted by Tinggui Chen, et.al, Analysis of User Satisfaction with Online Education Platforms in China during the COVID-19 Pandemic. Taking user satisfaction on online education platforms in China as the research object, this paper uses a questionnaire survey and web crawler to collect experience data of

online and offline users, constructs a customer satisfaction index system by analyzing emotion and the existing literature for quantitative analysis, and builds a back propagation (BP) neural network model to forecast user satisfaction. The conclusion shows that users' personal factors have no direct influence on user satisfaction, while platform availability has the greatest influence on user satisfaction. Finally, suggestions on improving the online education platform are given to escalate the level of online education during the COVID-19 pandemic, so as to promote the reform of information-based education.

In the present study a total of 55 high school children were selected using purposive sampling technique. The research design used for the study was exploratory survey method. The data was collected by using modified satisfaction scale which consist of questions pertaining to various aspects of satisfaction related to online class.. The data analysis was done using the descriptive and inferential analysis. The study shows that maximum of the samples ie.56.37 % were highly satisfied with the online classes and 40 % are extremely satisfied and 3.63 % were satisfied where as none of the samples were found to be slightly or extremely dissatisfied with the online classes.

## **CONCLUSION**

The purpose of the present study was to “A study to assess the satisfaction regarding online classes among children studying in selected high schools of Meerut district during COVID 19 pandemic”.

The non-experimental exploratory survey method was used for the study, which consists of 55 samples that were selected on the basis of sampling criteria set for the study (non-probability purposive sampling). The content validity was done, which suggested that the tool was valid.

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