



## LEARNERS PERCEPTION ON ONLINE EDUCATION PROCESS OF COVID-19 PANDEMIC PERIOD

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**Abstract:** The Covid-19 pandemic has greatly shown us the importance of online processes in every point of our day to day life and most importantly in the field of education. Online learning became the one and only means of transacting education throughout the World during this pandemic period. As the Covid-19 pandemic protocol forced the compulsory work and study from home policy, courses and teaching learning methods were transferred to full distance learning. The entire process of education was carried out using various online platforms. Seminar, Group Discussion, lectures, assessment all were conducted online to provide maximum possibility of learning to every learner. Here the present paper is about the perception of learners on online education process they experienced during the pandemic period. Here the term perception is used in the sense that what is the viewpoint of learners on online education regarding its credibility and limitations. Moreover the paper also describes the answer to the question that what kind of problems they faced in online learning process during pandemic period. The main objective of the paper is to have an evaluation of online education process from the point of view of learners that after online learning experience during Covid 19 period, how they now perceive online education and what kind of problems they did face in learning online during that period.

**Key Words:** Online Learning, Perception, Learner, Covid-19

### I. INTRODUCTION:

The World of today has greatly affected by the Global pandemic Covid 19. The Corona virus disease was emerged in the last part of 2019 as such it's known as Covid-19, spread out throughout the World very fast as a result took the form of pandemic as declared by World Health Organization on 11<sup>th</sup> March 2020. It has affected every aspect of individual and social life to a great extent as such it became mandatory for everyone to sit indoor and pursue all activities from home through online. Social distancing and worldwide lockdown made it more and more challenging for people to do so. The pandemic has also affected educational sector to a great extent. Universities and all other educational institutions throughout the World were compulsorily bound to stop regular educational activities and had to shifted al online. Thus, as like "work from home" for the employees, "learn from home" became the line for the learners due to which online learning became the one and only way of teaching learning for the learners and educators throughout the World. Government has also allowed educational institutions to transact all educational activities through online mode in any way. Online learning is basically refers use of hardware and software technology for teaching learning, instruction and management of the educational processes where internet has become the prime media in this process of learning. During the lockdown period, learners used popular online platforms such as Google Classroom, Zoom app, Skype as well as Whatsapp, among them Google Classroom is the most used and preferred tools for online class (Kulal, Nayak. n.p). It was observed that billion of students from different countries of the World used internet as most accessible media of learning. The Internet and other technological tools enable the ordinary person to have access to never-ending quantities of information and knowledge efficiently and conveniently. The growth of World Wide Web, high capacity corporate networks and all kinds of mobile devices has made learning available to people 24 hours a day around the Globe. In India, there are more than 370m users are using the e-learning platform (Kulal & Nayak. n.p). According to the Coursera Report, one of the World's largest online education providers, out of 18m registered learners, 1.3m users are from India, making the third-largest market for online learning after the US and China. Almost all Indian Universities took great initiative in this process and organized quality content online teaching learning programme for all learners. Online classes, online admissions and examinations, group discussion, webinars, online conferences all were organized and directed by the Universities in a wide level with the help of useful online tools mentioned above.

**Statement of the problem:**

In every experiment, we must have insight and analysis about its credibility as well as outcomes. Considering this, present problem has been stated as **“Learners Perception on Online Education Process of Covid-19 pandemic Period”**.

**Objectives of the study:**

Present study is grounded on the following objectives:-

- i. To enlist views of the learners on online education process of covid-19 period.
- ii. To find out the problems faced by the learners in online learning in terms of teaching learning, administration and examination process.

**Rationale of the study:**

The rationale of the present study can be described in relation to future prospective of online education in the country. In the era of 21st century, where we are hoping for a digital India, we must acquire a realistic viewpoint about every aspect. As such, this kind of study will definitely be able to provide an idea about how the online education process has been going on in different parts of the World and what kind of influence it has upon the learners, so that future action can be undertaken in an appropriate manner.

**Location:** The study was conducted in the Barpeta district of Assam, India. The district is one of the mentionable districts of Assam in terms of having huge number of degree colleges and higher education students. The average literacy rate in Barpeta district as per census 2011 is 86.28% of which males and females are 90.44% and 81.94% literates respectively ([www.census.2011.co.in](http://www.census.2011.co.in)). Bhattadev University and Krishnaguru Adhyatmik Visvavidyalaya are the two state Universities located in the district Barpeta.

**Delimitations of the study:** The study is limited to the following aspects –

- i. The study is limited to only Barpeta district of Assam.
- ii. Only VI semester graduate level students were selected as sample for data collection.
- iii. The duration of the study covers the month of January, 2021.
- iv. Data were collected by using self constructed questionnaire by the investigator.

## II. MATERIALS AND METHOD:

Present study is basically a descriptive survey research. Here, responses of 50 VI semester graduate level students irrespective of any discipline and stream were collected by the researcher through a self constructed questionnaire and telephonic interview. The questionnaire consists 15 questions in form of statements about online learning. There are two response options as “Agree” and “Disagree” against each statement. Data were collected via Whatsapp and by calling each respondent personally. However, secondary data from various journals and books were also collected. Simple percentage was applied for statistical analysis of data.

## III. RESULT AND DISCUSSION:

The result of the study is based on systematic analysis of the data collected through self constructed questionnaire consists of various questions related to online learning. Result of the study reveals mixed perception of learners about online learning process they experienced during lockdown period. Positive perception of learners about online learning was observed as 98% students perceive online learning as a useful process of learning. They (98%) do agree that online learning made learning process easy and accessible during lockdown period. Learners (99%) perceive online learning useful as it saves time and effort of the learner. They (91%) do agree that online education is an enjoyable learning process as they can learn at their own time schedule without any formal strict rules, regulation and preparation. According to the learners (98%) online learning is cost effective.

The study also reveals some negative perception of students towards online education. It was found that 85% students are disagree to the statement that online education is equally effective as regular classroom teaching learning. They (93%) showed disagree to the statement that is online education is well structured as like regular classroom education. According to the learners (98%), all kind of educational needs cannot be fulfilled through online education. They (78%) are agree with the statement that online education process is more difficult than regular classroom education. 98% students are agree with the statement that online education is not equally useful for rural and urban learners. So far, Learners (98%)

also feel face to face classroom learning is more motivating and interesting than online learning. They (86%) do agree that online education process is not an all time effective system of education. It may create digital divide between rural and urban, rich and poor learners as perceived by 91% learners.

**Problems faced by the learners in online learning during Covid -19 pandemic period.** Learners described about the problems they faced during online learning in Covid-19 period. The interview was taken through telephonic interview.

**Administrative problem:**

It has also found that learners faced various kinds of problems during online learning period. They face problems in terms of administration of online classes and other activities. The instructions provided by the University regarding classes, examinations, form fill up and other academic activities were not clear and specific. The time schedule for classes and examinations determined by the University was not stable. Thus, unstructured administration of online education process by the University and colleges was the major problem faced by the learners.

**Problems related to teaching learning:**

Problems related to teaching learning were found as unclear audio and video during classes, network problem, unavailability of sufficient materials, lack of proper structure of teaching learning materials etc. Many times, during the middle of classes audio and video were pause due to network issues. Sometimes connectivity was cut down that causing lots of distraction as a result the student as well as the teacher was unable to focus on the classes.

**Problem related to examination process:**

Problems faced by the learners related to examination process includes lack of stable time schedule for examination, unclear exam guidelines, server problem during examination etc. Learners faced a lot of problems during online exam as most of the exams were held online. Server down was the common problem faced by learner during online examination due to which difficulties were arised in completion of examination and submission of exam sheets. University used to change exam date and schedule very frequently that created confusion and worry among the students.

Here we can also mention result of some other study in relation to the findings of present study. Jena, Praval kumar (May, 2020) in their article "Online learning during lockdown period for covid-19 in India" has found that learners feel happy attending online classes as time was greatly utilized but at the same time they felt lonely and unable to share their feelings with peers. Moreover lack of clear audio-video due to poor network , unavailability of required materials for online learning ,lack of proper knowledge to use technological appliances were found as some major problems faced by the learner. Similarly Singh, Anviti (July 13, 2020) through their article described that students and learners have own struggle in accessing online platforms. Due to financial constrains students are not able to access internet and other tools. Again ZEE media bureau (August 22, 2020) described that the new era of online education in the wake of the Covid -19 pandemic outbreak has also created a wedge between the haves and have not's. It has made in another side the "digital divide"

IV. CONCLUSION:

Therefore it can be said that, online education though has become a revolutionary and unavoidable system of education throughout the World but in broad platform, it needs modification and innovations in various aspects. It should be restructured keeping in view the need and convenience of learners to meet their all kind of educational needs and demands. However, a step ahead, Universalization of digital education can be a great approach to provide equal digital educational opportunity to every child of the World as well as to support the National vision of a soundproof "Digital India"

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**Conflict of interest:** None

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