

“A study and evaluation of online education and learning platforms and the level of the satisfaction of the students”

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ABSTRACT

The study will help to know the evaluation of online education and satisfaction of students. The purpose of this research is to understand how the online education is evaluated from the before corona and after corona. As we researched the online education is also available before covid but people are not aware about this but when the covid comes in India the people are get to know about the online education. And with time spends there are many applications of online education was came in this market. And right now there many platforms who provide education, specific course, and also the big companies are trying to give training to their employees by online platforms. But there are also we found some cause of this like kids are not that much active by online education as compared to traditional education system.

This primary research has been collected through the questionnaire. In this study sample of 101 responders have been collected. According to the finding of our research study. It has been analyzed and observed that in mega cities there is a kids who get the education through online platforms but in village and small cities there is a people who trust the traditional methods.

Keywords :- online education, students, evaluation, traditional methods, research.

INTRODUCTION

E-learning is an alternative to a traditional classroom learning experience and is often referred to as “online learning,” “remote learning,” “virtual learning,” “mobile learning,” “digital learning,” or “distance education.”

E-Learning involves using primarily the internet and one or more other technologies involving one/two-way transmissions through open broadcast, closed circuit, cable, microwave, broadband lines, fibre optics, satellite, or wireless communications devices or audio/video conferencing.

A learning system based on formalized teaching but with the help of electronic resources is known as E-learning. While teaching can be based in or out of the classrooms, the use of computers and the internet forms the major component of E-learning. E-learning can Also be termed as a network enabled transfer of skills and knowledge, And the delivery of education is made to a large number of recipients at the same or different times. Earlier, it was not accepted wholeheartedly as it was assumed that this system lacked the human element required in learning.

However, with the rapid progress in technology and the advancement in learning systems, it is now embraced by the masses. The introduction of computers was the basis of this revolution and with the passage of time, as we get hooked to smartphones, tablets, Etc, these devices now have an importance place in the classrooms for learning. Books are gradually getting replaced by electronic educational materials like optical discs or pen drives. Knowledge can Also be shared via the internet, which is accessible 24/7, anywhere, anytime.

E-learning has proved to be the best means in the corporate sector, especially when training programs are conducted by MNCs for professionals across the globe and employees are able to acquire important skills while sitting in a board room, or by having seminars, which are conducted for employees of the same or the different organizations under one roof. The schools which use E-learning technologies are a step ahead of those which still have the traditional approach towards learning.

E-Learning is one of the thrust era identified by MeitY for imparting education using educational tools and communication media. It is the learning facilitated and supported by Information Communication Technologies (ICT). The broad objective is to develop tools and technologies to promote e-learning in the country. E-learning mode and the related tools provide a platform for enhanced learning, cost effective delivery, flexibility of learning at the convenience of the learner, uniform quality content delivery, re-usability of the content etc.

Overview of the world market :-

E-Learning Market size surpassed USD 315 billion in 2021 and is projected to observe 20% CAGR from 2022 to 2028.

The rising internet penetration across the globe will drive the industry growth. The expanding telecom & broadband sector has increased the accessibility to economical internet connectivity plans. According to the International Telecommunication Union (ITU) in 2021, nearly 4.9 billion individuals used the internet globally compared to 4.1 billion in 2019. With the increasing number of internet users, more people will be able to access e-learning platforms for learning courses or completing degrees.

The COVID-19 pandemic had a positive impact on the e-learning Industry revenue. The growing employee safety concerns have encouraged corporates to implement work-from-home practices to continue daily operational activities. This has created barriers for companies in terms of training, communication, monitoring progress, and upskilling, supporting the demand for e-learning platforms among large enterprises and SMEs. To cater to the growing demand, several companies are focusing on developing customized learning solutions. For instance, in April 2021, LinkedIn Corporation announced its plans for an online portal designed for enterprises

to provide their staff with training videos & materials on subjects such as management strategy and machine learning.

OBJECTIVES OF STUDY

- To understand that how the online education is evaluated before covid and after the covid.
- To understand that how the online education affect the lifestyle of the students.
- To understand that h the online education in better or bad as compare to traditional education system.
- To understand that the online education is satisfying the students and their parents or not.
- To analyse that which problem are faced by the students in e-learning to which are the benefits of the e-learning.

HYPOTHESIS

- As per secondary data we have seen that the e-learning industries offer the great deal to the customers. If we take example of Unacademy then it is seen that they provide better Plans at cheap prices; have lead a good mass of customers.
- It is seen that the service providers which provides good subscription packs at cheap Prices then the customer loyalty gets affected.
- It is also seen that various schemes/offers can affect the customer loyalty.
- If the service providers do not upgrade as per area then it also affects customer loyalty.
- Buffering/network bugs/errors leads customer to switch.

RESEARCH METHODOLOGY

• Research design

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy procedure. In short, it is the blueprint of collection, measurement and analysis of data. Three types of research are there such as, descriptive, exploratory, explanatory. However both the design are not suitable for the research work and therefore. We used a descriptive design to conduct the research work. Descriptive design, it is structured and formal in nature, it provide comprehensive and in depth analysis of the study. This research method used to provide clear picture of our study.

• Source of data

1.Primary Data

Primary data is collected for the research on the basis of questionnaires. The primary data is inferred through the process of statistical calculation and analysis. This is a kind of accurate methodology that gets followed to precise end-results. To obtain primary data directly from the respondents, a structured questionnaire in the form of an online survey was used. The specific technology is called “Google Forms,” and it allows anyone to construct their own unique structured questionnaire and post it quickly online.

2.Secondary Data

The process to collect secondary data is much easier than the primary data collection. It is here that the information is collected through the way of using sources that are already present. A data was collected through external sources through published research papers and case studies available online. This study also used secondary data like published research paper, internet, application of e-learning platform.

• Data collection method

Collection of data through “Questionnaire” is the most popular mode of research investigation this is a very usual and common instrument that is considered for the collection of primary data. Questionnaire used to collect factual information about someone or something from Respondent. Questionnaire is a traditional and authentic way for the process of collecting data under survey method.

• Population

So the population of our study (STUDY & EVALUATION OF ONLINE EDUCATION AND LEARNING PLATFORM AND THE LEVEL OF THE SATISFACTION OF THE STUDENTS) is the students who get the e-learning from the online platforms. The population for the present study consisted of all the faculties, students and lab administrators of higher educational institutions of Gujarat which are adopting e-learning practices (blended or fully online) in teaching-learning, training, evaluation etc.

• Sampling frame

Quantitative research in nature

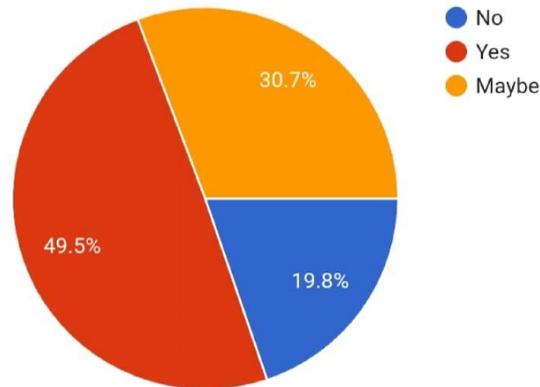
Quantitative data is the data collected in numerical figure and yet to be analyses statistically to identify the relationship between variables. Factors are services quality, customer satisfaction, trust, customer perceived price. We used a descriptive design to conduct the research work. Descriptive design, it is structured and formal in nature, it provide comprehensive and in depth analysis of the study.

DATA ANALYSIS & INTERPRETATION

The online survey included a total of 101 respondents, and majority of them are student and employee. In this survey we represent different age group of people, both genders, employment status, current E-learning user status (included used of specific application) and level of interest and satisfaction towards E-learning.

Are you interested to get online education?

101 responses

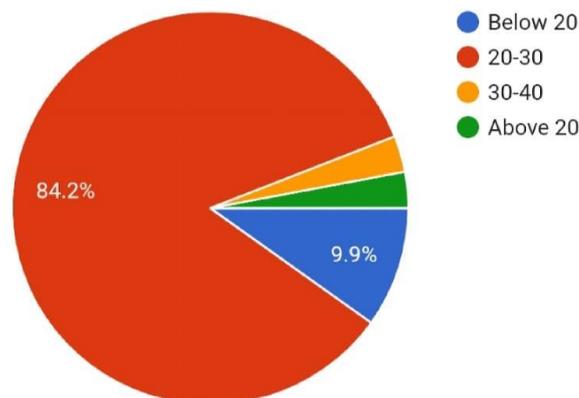


INTERPRETATION

- As we see from the population of 101 49.5% respondent have much interested in online education.
- And 19.8% respondent have are not interest in online education.
- As we see 30.7% respondent partially interested in online education as per their needs and education

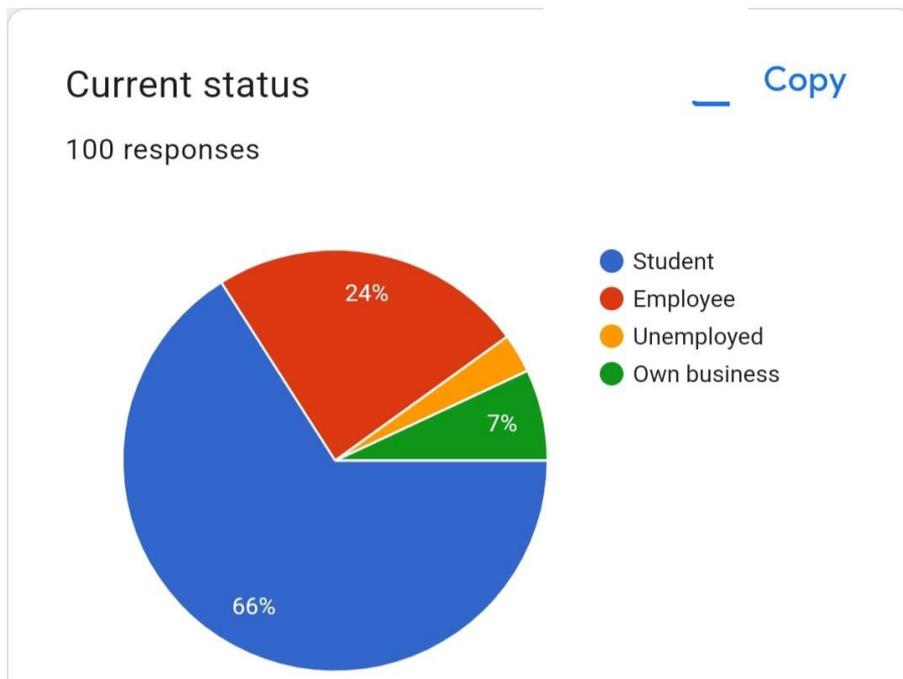
Age group

101 responses



INTERPRETATION

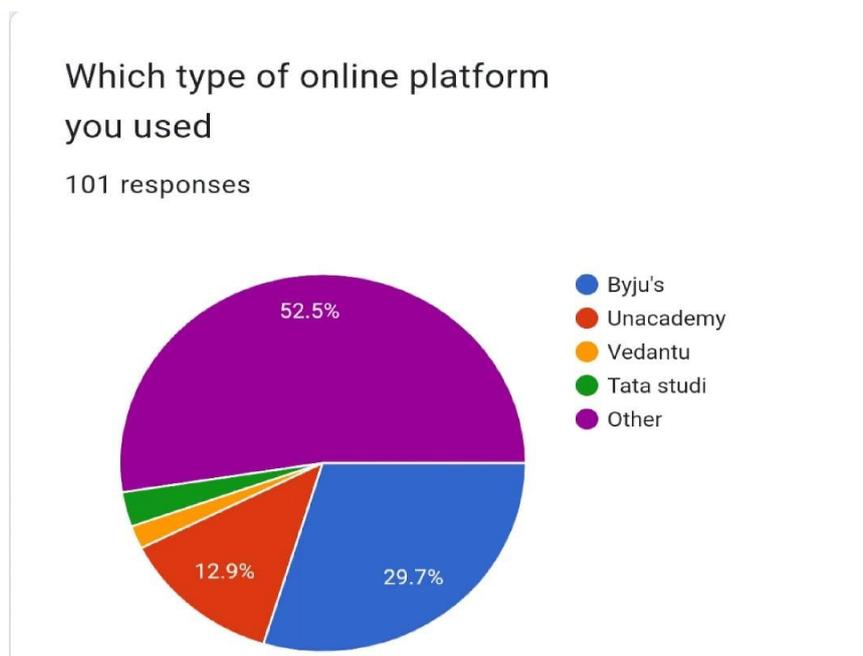
- In terms of age distribution 84.2% of respondent are in age group of 20-30.
- 9.9% respondents are in age group of below 20.
- And remaining 5.9% respondent are in age group of 30-40.



INTERPRETATION

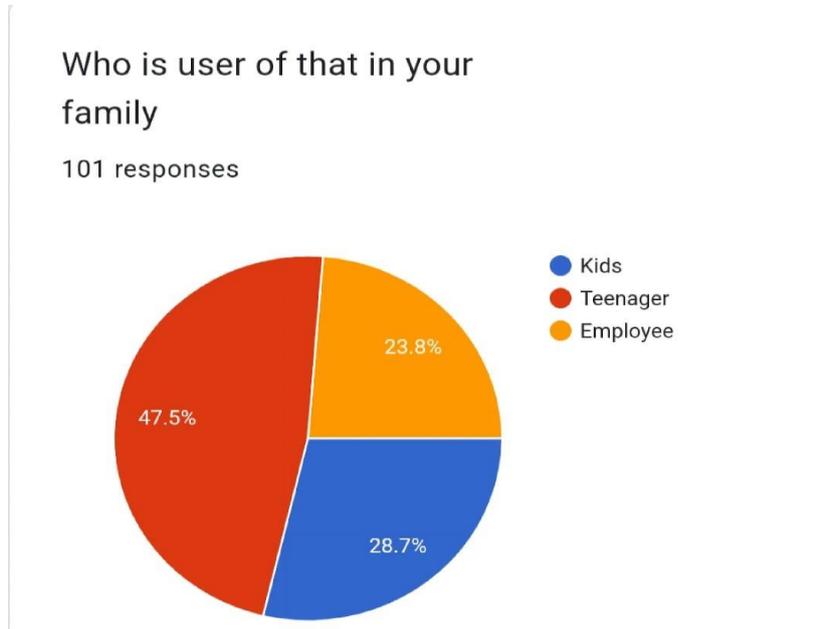
According to responses we received following current occupational status,

- We see that 66% respondents are students as we know students are core users on these online education platform.
- 24% of respondent are employee which use E-learning platform.
- 7% of respondent have their own business which use online learning platform.
- And remaining 3% are unemployed.



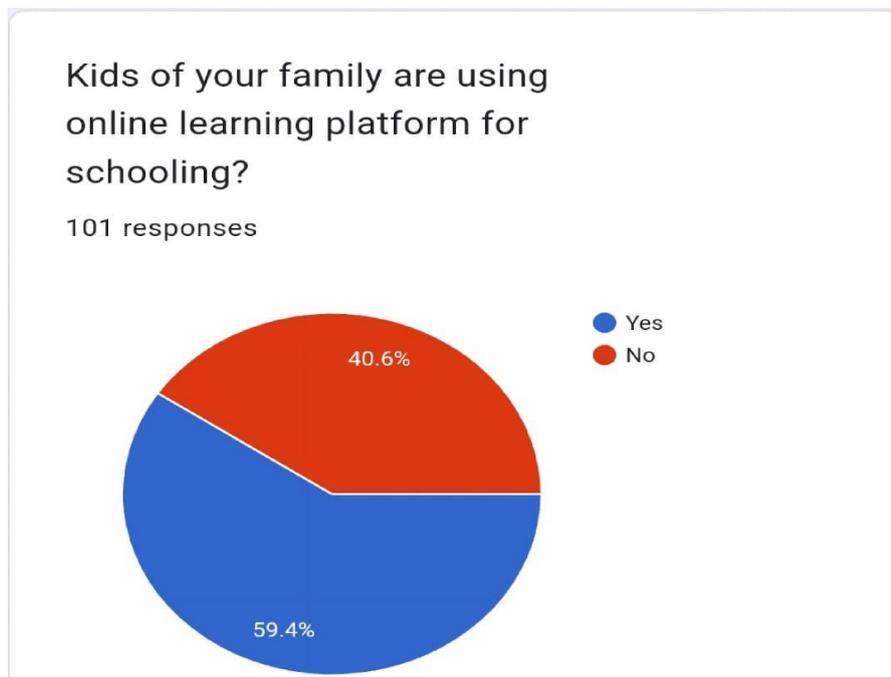
INTERPRETATION

- According to data collected from respondent we found that 52.5% of respondent use online learning platform use subscription free online platform such as Youtube educational videos
- 29.7% of responders use Byju’s which is quiet good.
- 12.9% responders using Unacademy.
- And remaining 4.9% responders using Vedantu and Tata study, which are not good for these companies.



INTERPRETATION

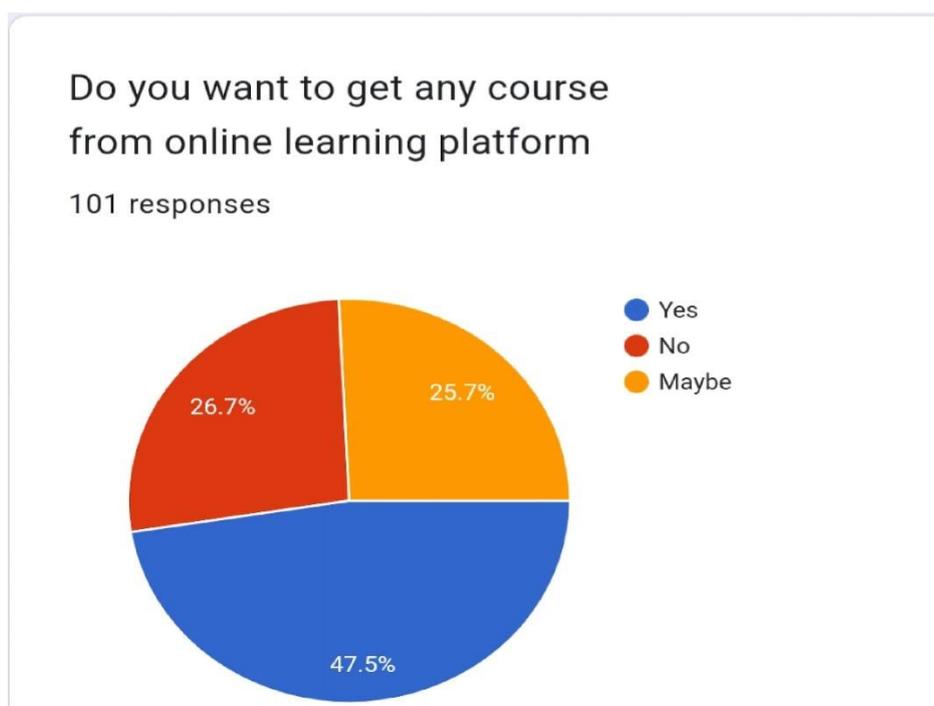
- We see that most of the users from respondents are teenagers which are 47.5% which obviously that they are students.
- Then 28.7% are kids using kids used online learning for primary education.
- And 23.8% responders are employees that was the user of his/her online learning platform as per specific type of course.



INTERPRETATION

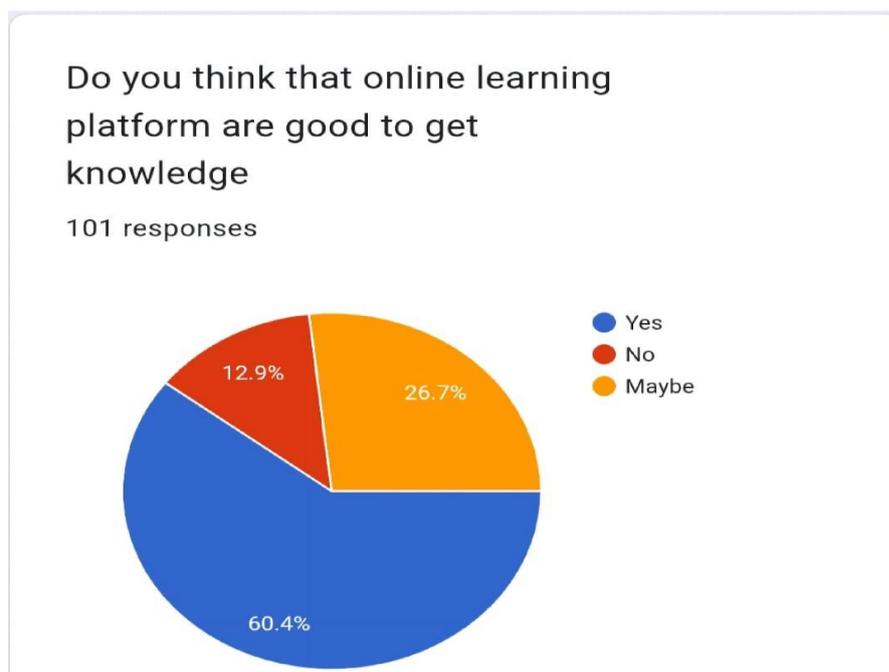
As we see these question is for parents who access online learning portal for their kids for schooling and primary education.

- We see that in population of 101 respondent 59.4% was using online platform for kids
- And 40.6% respondent was using online platform for their own purpose or they using traditional way of learning.



INTERPRETATION

- In this we see that majority of respondent from which 47.5% people can buy any specific course from online learning platform.
- And 26.7% was not buy any course form online learning plat form.
- And remaining 25.7% responders was planning to purchase course in future.



INTREPRETATION

- As per knowledge gain 60.4% respondent claimed that online learning platform is good to get knowledge.
- While 12.9% have strong opinion that traditional learning is better from online learning.
- And 26.7% respondent have mixed reviews about this.

FINDING AND RESULTS

- In this research we found that there are more user of e-learning is teenagers kids also have a large place in this but area.
- In this research we found that people are facing the issues of network glitch
- People are facing the issue of loosing the interest and distracting from that while the classes are running
- They are also facing the issue of poor and insufficient technology and because of that there are many problems became the barriers to the e-learning
- But there are also some benefits are there like people can get the knowledge and learning at anytime and anywhere
- People are also have the benefits of just in time like if they miss any lecture then they can read or get the after that also.

CONCLUSION

- The report “ A STUDY AND EVOLUTION OF ONLINE EDUCATION AND LEARNING PLATFORM AND THE LEVEL OF THE SATISFACTION OF THE STUDENTS “ in this research we found that there many benefits and Problem are facing by the people and the brands like Byju’s, Vedantu, Unacademy etc. Are have to improve their services.
- In this research we conclude that the teenagers are the more user of online education because the kids are not mature and they don’t know the importance of this so they became distracting and using different things while study.
- The study also Truly revealed that all the e-learning platforms have to be improved regularly so they can outperform the competition.
- So from this research we can say that there is such a big market of this area is ready in the future. All the e-learning platforms have to be improving and solve the problem which are facing by the users/people.

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