

A Conceptual Model of Student Satisfaction in Online Learning in Sri Lankan State Universities.

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Abstract

Student satisfaction is one of the significant factors to determine the quality of learning. Nowadays, online education is increasing with modern technologies. During the COVID-19 pandemic, all Sri Lankan state universities have started using different online teaching and learning methods to continue their study programs. During the period, the primary sources of conducting lectures were the zoom application and Learning Management Systems (LMS`s) were used to share documents, and conduct assignments and examinations. After a continuous two-year period of online studies, universities have recognized a huge knowledge deficit among these students compared to their past students who attended physical lectures. The objective of this study was to introduce a conceptual model to study factors influencing student satisfaction in online learning to improve the quality of online learning in the higher education system in Sri Lanka. The conceptual model was developed from a systematic literature review on the factors affecting student satisfaction in online learning by reviewing and analyzing approximately 20 empirical studies. In the developed conceptual model, student satisfaction was considered the dependent variable, and five influencing factors were recognized as the independent variables. The five independent variables are accessibility, flexibility, lecturer interaction, student interaction, and the learning environment. This study employed a questionnaire-based research design. A sample will be selected from five Sri Lankan state universities in five different provinces. Based on the designed model, an online questionnaire was developed for future studies. A pilot test was conducted with 30 responses to test the reliability of the questionnaire. The overall reliability yielded .9341 which depicts 93.4% of internal consistence. The developed model and the questionnaire is for future research to collect data, perform statistical analysis and build a theoretical framework to recognize student satisfaction factors in online learning to improve the quality of online learning.

Keywords: Students; Satisfaction; Online learning; Conceptual Model

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