

A Study on Digital Mode Classes During COVID -19 and Its Level of Satisfaction On Online Education Among School Students in Delhi NCR

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ABSTRACT- Around the world, online learning as well as classes are becoming a bigger part of the educational system. COVID-19 has caused a tremendous upheaval in the educational system, not only in India but globally. Virtual classes have replaced real classrooms at institutions all around the world, including in India. While technology makes things easier and more accessible, it may sometimes be restrictive, especially in India, where many students do not have access to the internet. As a result, there are issues with attendance and interest in online sessions, making online education channels difficult to adopt. Online learning satisfaction is an important factor in supporting effective educational processes. Despite the fact that online learning is the sole option during the COVID-19 epidemic, student and teacher satisfaction is critical to a successful and effective learning experience. This study focus on the Digital mode classes throughout COVID -19 and its level of satisfaction on online Education among school students in Delhi NCR region. The outcomes of the research show that online courses and e-learning apps have a significant impact on the everyday life of young people. Because online classes are so popular, they should be seen as a supplement and a great way to study throughout the outbreak. The future aspects are, you may learn in a relaxed setting with online education as well as online learning is not only one of the most effective solutions for students, but it is also more environmentally friendly.

KEYWORDS- COVID-19, Education, E-learning, Online Classes, Students Satisfaction.

I. INTRODUCTION

COVID-19 has spread around the globe, impacting almost every nation and region. The epidemic was initially detected in Wuhan, China, in December 2019. Countries all throughout the globe warned people to be careful[1]. Teachers, students, and administrators are all working hard to make the most of technology and ensure that the learning process is as efficient as possible. The ultimate goal is to close the learning gap created by lockdown. The online learning platform has been accepted and appreciated by students and educational institutions all around the world.

Its acceptance is due to its ease of use, learning flexibility, and controlled environment. COVID-19 has spread over the world, affecting almost every country and area. The outbreak was first reported in December 2019 in Wuhan, China. People were urged to be cautious by countries all across the globe[2].

Education has become more simple and accessible to everyone due to the internet. In India, the education industry is fast expanding. India is one of the world's largest markets for higher education. Despite the fact that online and remote learning have been present for a long time, India has only lately researched the adoption of online learning in universities and colleges as compared to the conventional face-to-face classroom approach. The face-to-face classroom technique has long been the most popular in India's educational system. The growth of online education channels has been hampered by the familiarity and convenience of use of offline strategies, as well as a lack of demand for online teaching methods. However, in light of the current COVID-19 pandemic, educational authorities have mandated that online courses be taught at colleges and universities. Online education is still in its infancy in India. While most private Indian institutions have found this move to have both positive and negative consequences, government colleges and universities are still adapting.

Due to the closure of educational institutions as a result of the COVID-19 epidemic, the government has pushed for online education to ensure academic continuity. While most high-end private and governmental institutions have successfully transitioned to online platforms such as Zoom, Google Classrooms, Microsoft Teams, and others, many others are still finding it a monumental challenge. The difficulties of online schooling are many. It is past time for us, as a culture, to grasp the complexities of online education in India, for India. Learning something new via online schooling is possible. A learner gets unrestricted access to topics and worldwide experts in specialised disciplines, which would otherwise be out of reach for many. People of various ages may study at their own speed, without inhibitions, and without jeopardizing their other duties thanks to online classes[3], [4].

Online education has already touched the most basic levels of education in India, with the development and widespread usage of COVID-19! When questioned about their experience with online learning, a student from a Bengaluru college replied, "The online option is a must in this pandemic condition." It has given us information without needing us to travel, and it is more flexible." It's likely providing a welcome break from their hectic schedules and long commutes to class. Others may find this to be a less stressful option if they are afraid of studying in large groups. Many instructors are taking advantage of the circumstance by experimenting with novel teaching and evaluation approaches. This gives me hope. However, once online education becomes the sole method of learning, and that for an extended period of time, the good, bad, and ugly begin to emerge. Now India is starting to get a taste of it[5].

While it is customary to use the internet for leisure, using it for online classes is a major difficulty. Teachers may lack experience in developing digital material and successfully communicating it online. It's unjust to ask them to improve and students to adjust all of a sudden. In an online lesson, body language and eye contact, which are essential instructor indications, are difficult to detect. Even college students seem to place a higher value on an in-class physical learning experience than a virtual one. Many people agree that cellphones may be quite distracting. In addition, to supplement theoretical study, science and technology programs often incorporate hands-on laboratory sessions, dissertation projects, and field visits. In online education, this component of learning is severely constrained.

Finally, education entails not just academic knowledge but also the development of social skills as well as sportsmanship among students throughout time. Children's holistic development may be hampered if they rely only on online schooling, and many may underperform later in their professional and personal life[6].

The entire closure of educational institutions produced a substantial disruption in the academic year and a significant gap in student learning. Most schools, on the other hand, were able to schedule online courses for students, allowing them to study safely from the comfort of their own homes. However, the most pressing concern currently is whether online learning is really useful to pupils or whether it has any negative consequences.

A. The primary benefits of online classes for students

1) Maintains a regular as well as disciplined schedule for students

A virtual class room necessitates students arriving on time as well as paying attention in classes. It has aided them in reestablishing a pattern, so that they have a specific goal for each day as well as don't spend time on trivial tasks. They are given homework's and tasks to help them stay motivated and disciplined in their study. As a result, online programs guarantee that students continue to study even when schools are closed.

2) It's simple to get there from everywhere

Another significant benefit of online learning is that it enables students to take courses from any place. To take the lesson, they simply need a decent internet connection, a PC, laptop, or smartphone. Students are no longer

burdened by the everyday annoyances of traveling to school. To attend the lesson, users only need to open their devices and check in at the given time. This has also enhanced student attendance.

1) Children may design their own learning environment

In an atmosphere of their choice, children learn better and feel more at ease. This isn't always achievable in a classroom, but it's one of the biggest benefits of online education. You know where you work best, whether it's at the library, at home, or somewhere else, whether you're a student or a parent. Allowing youngsters to bring a laptop or tablet into their ideal working environment allows them to reach their full potential and get the most out of their education. Everyone works differently, and although some students like the classroom, for others who don't, this flexibility may help them better absorb knowledge and improve their grades.

2) The cost of schooling has decreased

At a time when the pandemic has already wrought havoc on many families' wallets, this is a big advantage. Online programs have saved a large amount of money for both universities and students. The cost of infrastructure and maintenance has dropped as a result of the schools' closure. As a consequence, the cost of education for students has fallen, making it more accessible to them. Travel expenses have also been reduced owing to online learning.

3) Students are able to avoid becoming distracted

Many kids are introverts who are easily distracted by big groups in the classroom. There may be some infamous kids in the classroom that make it difficult for you to concentrate on what the instructor is teaching. With contrast, there is no such issue in online courses. Every student gets a one-on-one relationship with the instructor, which aids in rapid learning.

4) Prevents pupils from being infected

Virtual classrooms do away with the requirement for students to go to school and interact with their peers. This keeps their immune system strong by keeping them from catching infections from other people. Furthermore, remaining at home enables children to eat fresh and healthy meals all day, which is critical for strengthening their immune systems and countering the effects of Covid.

3) Online Learning Student Satisfaction

Satisfaction is an indicator or option that impacts how much of a product or service is consumed depending on a certain feature. Furthermore, learning satisfaction is an attitude construct that assesses the emotional satisfactions of students who have had a positive online learning experience. The student's pleasure with the learning method determines the success of online learning. Satisfaction is one of the most important aspects in judging the quality of an online learning program. Student satisfaction, on the other hand, may be defined as students' impressions of their learning experience, which can be enhanced when learning is structured, students are permitted to reflect on their learning, and appropriate platforms for teacher-student interaction and collaboration are offered.

A number of previous studies have looked at how satisfied students are with online learning. Students that are happy are more engaged, motivated, as well as responsive; they

contribute to a pleasant learning environment; and they do better, according to previous studies. When students are dissatisfied or ambivalent, however, it might affect overall performance, with instructors having greater difficulty creating productive learning environments.

4) *Education for students with a technological background*

The notion of e learning has grown increasingly successful in recent years. Because of advancements in computer technology, the way education is delivered has changed. As a learning tool, e-learning has been implemented. And obtaining data using technological methods the student and the instructor do not meet in person and instead communicate through email. They are separated by location and time, and IT technology bridges the gap between them.

Video recordings, as well as numerous observations and data, are used to disseminate information. E-learning is useful in a variety of situations. The evolution of educational methods When readers gain comprehension, this is referred to as a "learning result." are aware of what is being said and are able to use the information when needed. It is possible to grade a student's performance by way of their grades the relationship between the student and the instructor has deteriorated. Students have to go through a lot. Various online courses are available, however many people do not finish them owing to a lack of enthusiasm and drive.

5) *Digitalization in Education*

- With video lectures, students may study directly from professors.
- Students get the opportunity to connect with their professors and peers. Immediately through live video conferencing or through social media Facebook groups and WhatsApp are examples of networking tools.
- Students may take online examinations on a regular basis to assess their progress. Progress is being made, and their strengths and shortcomings are being assessed.
- Furthermore, test results may be emailed to the instructors of the students. University on a regular basis so that they can provide distant guidance Over the internet, students may also study.

II. LITERATURE REVIEW

Pan G. Yatrakis explained the Student Satisfaction as well as Presentation in Online Classes: The Impact of Self-Selection[7]. The market for online courses has grown the fastest of all segments of the education industry. Because of the internet, education has become more straightforward and accessible to everyone. The education sector in India is rapidly growing. India is one of the world's major higher education marketplaces. Despite the fact that online and remote learning have been around for a long time, India has only just begun to investigate the use of online learning in universities and colleges as a viable alternative to the traditional face-to-face classroom method. In India's educational system, the face-to-face classroom method has long been the most popular. The familiarity and ease of use of offline methodologies, as well as a lack of demand for online teaching approaches, have impeded the expansion

of online education channels. Due to the present COVID-19 epidemic, however, educational authorities have ordered that online courses be provided at colleges and universities. To check whether their responses to the two questions and their course grades differed significantly, the two groups were compared using a two-factor analysis of variance (ANOVA) without replication. This conclusion is consistent with prior research that identified several kinds of learning styles and characteristics of effective online learners, meaning that students who enroll in such courses have the attributes that will make online learning a happy and productive experience.

K. Ruth Rvangelin in their study explained the Impact of Students on E- learning throughout COVID '19. COVID-19 had such an influence that educational institutions all around the world were forced to close[8]. Of all the divisions of the education business, the market for online courses has expanded the quickest. Students' replies to the two course assessment statements stated above were collected as well as tallied from 397 scholars who registered in courses that were available in both online and ground-based formats, as well as 433 students who enrolled in just online courses. According to the results of this research, students who choose to enroll in online courses have better degree of happiness and perceived knowledge retention than students enrolled in online courses when no such choice is available. The two groups were compared using a two-factor analysis of variance (ANOVA) without replication to see whether their replies to the two questions and their course grades varied substantially. This finding is in accordance with previous research that found a variety of learning styles and characteristics of successful online learners, implying that students who enroll in such courses have the traits that will make online learning enjoyable and productive.

Anas Ratib Alsoud and Ahmad Ali Harasis discussed the Influence of COVID-19 Epidemic on Student's E-Learning[9]. The market for online courses has grown the fastest of all the segments of the education industry. Students' answers to the two course assessment statements listed above were gathered and tallied from 397 students who registered in both online and ground-based courses, as well as 433 students who enrolled in just online courses. Students who choose to register in online classes have an advanced level of pleasure as well as perceived knowledge retentions than students who enroll in online courses when no such options is available, according to the findings of this study. To check whether their responses to the two questions and their course grades differed significantly, the two groups were compared using a two-factor analysis of variance (ANOVA) without replication. This conclusion is consistent with prior study, which identified a wide range of learning styles and attributes among effective online learners, meaning that students who enroll in such courses possess the qualities that make online learning fun and productive.

Mohammed Arshad K et al. explained the An Empirical Study of Students' Perceptions of E-Learning During the COVID-19 Pandemic in India[10]. Of all the divisions of the education business, the market for online courses has expanded the quickest. Students' responses to the two above-mentioned course evaluation statements were obtained and tallied from 397 students who enrolled in both online and ground-based courses, as well as 433

students who only enrolled in online courses. According to the results of this research, students who choose to enroll in online classes have a better degree of satisfaction as well as perceived knowledge retention than students who enroll in online courses when no such choice is available. The two groups were compared using a two-factor analysis of variance (ANOVA) without replication to see whether their replies to the two questions and their course grades varied substantially. This finding is in accordance with previous research, which found a broad variety of learning styles and characteristics among successful online learners, indicating that students who enroll in such courses have the characteristics that make online learning enjoyable and productive.

From above review the authors discussed about the online classes their benefits, hazards as well as how it will be the better option for upcoming years. Due to Covid-19 all the school, colleges and other educational institute are closed therefore online classes are one of the significant option for students for the studies. Information technology is giving a solution for the continued learning process throughout the quarantine time via creative and learning management systems. It has provided instructors the option of using IT tools to educate and assess students' course completion. This research primarily focused on digital mode courses during COVID-19 and the degree of satisfaction among school pupils with online education.

Research Questions:

- How Digital mode classes during COVID -19 are better option for students?
- Can online study provides better education during the pandemic?
- How to find level of satisfaction on online Education among school students?

III. METHODOLOGY

A. Design

This study is conducted through the survey. Respondents belonged to different colleges, universities, training institutes, and schools in Delhi NCR. Survey research is one of the most important domains of measurement in applied social research. The term "survey research" refers to any measurement method that includes asking respondents questions. The digital mode courses during COVID -19 are the focus of this study's design as well as its level of satisfaction on online Education among school students in Delhi NCR (Figure 1).

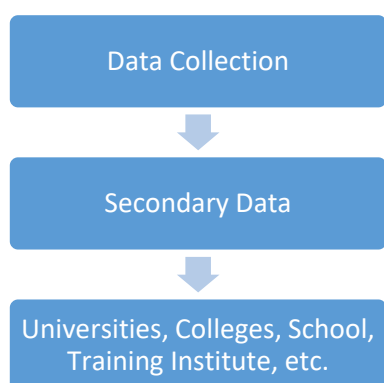


Figure 1: The above Figure illustrate the methods of data collection i.e. Secondary data

B. Sample

Survey questionnaires are used to finish the data collection and processing. These questionnaires were created in order to obtain relevant information on individuals from various areas of India. Questionnaires are a low-cost approach to collect information from a large number of people. All the data taking from the source such as online survey form website. The data has been analyzed through the online survey which are conducted by the google online forms. The questionnaires survey asked to the 100 different peoples/Students belongs from different educational background as well as various parts of the Delhi NCR region.

C. Instruments

In this section researcher collect the data and also collect the reasons behind the impact of online classes during COVID-19 pandemic. The information collected from several Individual's form the different educational background as well as belongs from different parts of the Delhi NCR through the questionnaire and also it collected their opinion towards the impact of online classes and their benefits. Following questions helps to plotting the report and factors have been enhanced to guarantee their validity and estimation. This research has been framed through these research questions which are provided below:

- How online classes impact on the students during COVID-19 pandemic?
- How it is benefits for students?
- Are you happy with the online teaching technologies and tools you're using?
- How supportive have your coworkers been while you've been teaching from home?
- To what extent does technology play a role in distance learning?
- How to understand the value of e-learning in the midst of a pandemic.
- How to finds the level of satisfaction on online Education among school students in Delhi NCR?
- Can students understand the topics better in online classes?
- Online classes during pandemic is better option or not?
- Can students and their parent afford this E-learning?
- It is possible for the students to study online without any external issues?
- Can internet connectivity effects the E-learning?
- How can this impact on college students?
- How online classes helps the students for study during lockdown?

D. Data Collection

The data collection shown in Table in which the data shows in different stages. The data collected form the different students which belongs from different educational background as well as different parts of the India. And also take their opinion towards the influence of online classes throughout COVID-19 pandemic. The formulated data has been shown in different tables below.

- The impact of online classes based on age (Table 1).
- Based on the educational contextual of the respondents (Table 2).
- Respondents Based on School, College and universities (Table 3).

- Based on number of hours spend on online classes (Table 4).

Table 1: The below table shows the impact of online classes based on age

Age Groups	No. of Respondents	Percentage
Below- 18	27	27%
18-25	30	30%
26-35	22	22%
36-45	13	13%
46 -Above	8	8%
Total	100	100%

Table 2: The below table Based on the educational background of the respondents

Educational background	No. of Respondents	Percentage
Secondary education	29	29%
Graduation	36	36%
Post-graduation	20	20%
Professional education	15	15%
Total	100	100%

Table 3: The Table below shows the Respondents Based on School, College and universities

Educational Field	No. of Respondents	Percentage
School	31	31%
College	37	37%
Universities	32	32%
Total	100	100%

Table 4: The table Based on number of hours spend on online classes

Time Spend	No. of Respondents	Percentage
0-2 hrs.	45	45%
3-4 hrs.	34	34%
5-6 hrs.	12	12%
7 and above	9	9%
Total	100	100%

E. Data Analysis

The issue of the paper, and for the purpose of sampling, a google form survey was conducted to analyze the data.

This will give three different data which represent the Effect of online classes throughout COVID-19 epidemic. After analyzing the outcomes and important to find the outputs that how impact of online classes throughout COVID-19 pandemic in India. The student’s age belong between 18-25 take 30% of online classes and below 18 years 27%. If analysis on the basis of Secondary education and Graduation the classes attend are 29% and 36% respectively. 31% of school and 37% of college students are take online classes out of 100%. E-learning platform and its mode it see that mobile and laptop users are more such as 35% and 34% respectively. Based on time spend (0-2 hrs.) 45% students active on classes and 34% students active between 3-5 Hrs. It also create negative impact like health issue, not understand etc. 47% students are suffer from health problem.

IV. RESULTS AND DISCUSSION

From the above study it can be seen that the impact Online classes throughout COVID-19 epidemic. In India after analyze the different result based various data. The online survey done by the google forms which is divided into 16 different types of questions and based on these questions different data will be collected and according to data analysis will be done. Understanding the impact of remote learning on educational attainment and the social ramifications of maintaining this style of education is crucial. Many studies have examined the influence of remote learning on education and discovered a variety of advantages, including guaranteeing educational continuity, supporting lifelong learning, and lowering the high expenses associated with traditional education. Because the teacher and the student were in separate locations, instructional tactics, scheduling, and time were limited. When it comes to obtaining research and study materials, students' learning experiences were also impacted; for example, a lack of copyright limits and exceptions may make it hard for students to get textbooks and resources they need to analyze.

There isn't enough internet in India's rural areas for students to access these sites. This creates a divide between rural and urban youngsters. This chasm must be crossed, which is a difficult task for online education. Students with adequate internet access may be able to work more efficiently than those that don't. What issues do we parents encounter when our children participate in online learning classes? The educational system has definitely been disrupted by this disease, which has lost its significance in terms of teaching and education. Schools. Students are affected by e-learning in both good and bad ways. Figure 2 depicts the whole picture of the effect of online education on students throughout a pandemic.

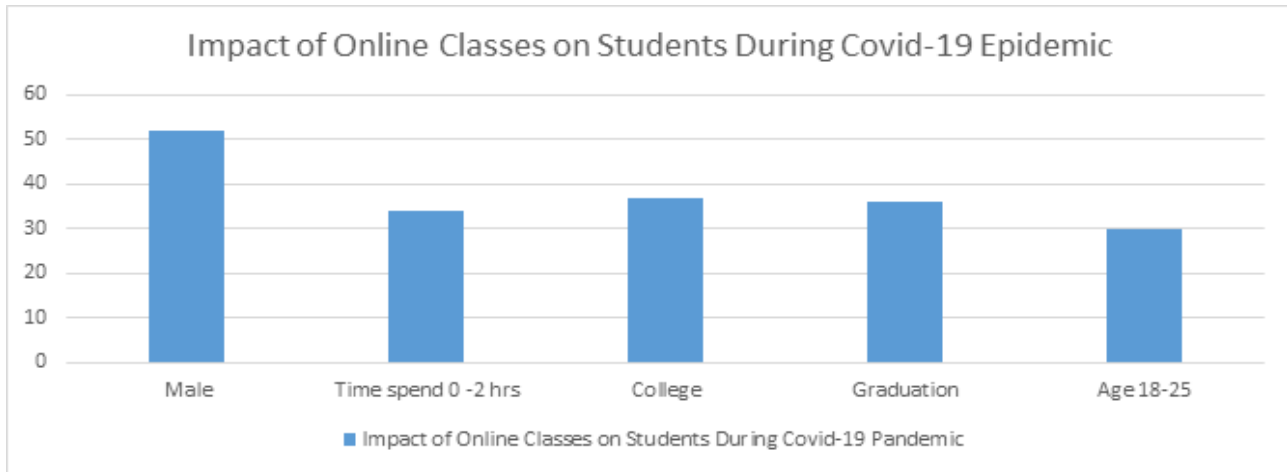


Figure 2: The Impact of Online Classes on Students throughout COVID-19 Epidemic

V. CONCLUSION

The study's findings reveal that online classes and e-learning applications have a major influence on young people's daily lives. Because online programs are in high demand, they should be seen as a complement and an excellent option to study throughout the epidemic. Traditional classroom studies, on the other hand, have always been and will continue to be the ideal style of learning for kids who want to progress not just intellectually but also informally. However, at this moment, students should concentrate on online studies as well as devise tactics to excel in their academics despite all obstacles and challenges. In addition, academies typically teach through a set and organized curriculum and provide experienced mentors to teach the course, making learning easier and more enjoyable for students in an online environment. It's no secret that an online learning system has several disadvantages, such as a lack of human interaction. The convenience with which students may get study tools is one of the key reasons why they prefer e-learning. According to the results, e-learning technology makes information more accessible to students, resulting in a positive attitude toward it. When it comes to e-learning, this conclusion is based on the usefulness, self-efficacy, ease of use, and student behavior.

The study supports the benefits of e-learning, such as the ability to study from any location, which is not available with traditional face-to-face training. After China and the United States, India has the world's third largest higher education system in terms of students. Since India's independence, the number of universities, university-level institutions, and colleges has expanded substantially. India has suffered significant economic and educational consequences as a result of the COVID-19 pandemic. The central government's initial move in the sphere of education was to shut schools and universities, including higher education institutions. To encourage students and teachers to utilize online channels, awareness must be enhanced, with a focus on ease of accessibility.

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