

UNIVERSITI TEKNOLOGI MARA

**STUDENTS SURVEY ON THEIR EXPERIENCES
OF USING E-LEARNING**

NURUL NASHUHA BINTI JASMI

Dissertation submitted in partial fulfillment of the requirements for the
Bachelor of Pharmacy (Hons.)

Faculty of Pharmacy

July 2016

ACKNOWLEDGEMENT

All precious to Allah because gave me opportunity completed my final year project, Students Survey on Their Experiences Using e-Learning in higher education. Firstly, I would like to thank my supervisor, Dr. Long Chiau Ming for assistance and guidance in this study. The guidance and advices from my supervisor make me clear on what should I do and focus in this study. I also want to thank my second supervisor Dr. Neoh Chin Fen for the support that I need throughout the study.

A special thanks to all my close friends in thrown me ideas and supported me. All the guidance in using the sources and tools for this research I really appreciated that.

Lastly, I would like to give special gratitude to my parents for support and encouragement during this study.

Contents

ACKNOWLEDGEMENT.....	iii
LIST OF TABLES	vi
LIST OF ABBREVIATIONS	vii
ABSTRACT	x
DISCLAIMER	xii
CHAPTER ONE	1
Project Background and Significance.....	1
Introduction:	1
1.1 Background of study.....	2
1.2 Problem statement	3
1.4 Objectives of study	3
1.5 Research questions.....	3
1.6 Significance of study	4
1.7 Scope of study.....	4
1.8 Expected benefit.....	4
CHAPTER TWO	5
Literature Review	5
Introduction.....	5
2.1 Effectiveness of e-learning in education.....	7
2.2. Effectiveness of e-learning in other fields	11
2.3 Performance after e-learning implementation	12
2.4 Satisfaction of the e-learning's users.....	13
2.5 Issues and related problem of e-learning.....	15
CHAPTER THREE.....	17
Project Methodology.....	17
CHAPTER FOUR.....	21
Results.....	21
CHAPTER FIVE	28
Discussion.....	28

ABSTRACT

INTRODUCTION: Education experts agree that e-learning bring many benefits and advantages. This medium is implemented in the higher education in Malaysia including in pharmacy education.

OBJECTIVES: Due to that, this study was conducted in order to find out how actually pharmacy students perceived and experienced e-learning in their learning time. This study will give information for improving the quality of e-learning during its implementation.

METHODOLOGY: The Constructivist Online Learning Environment Survey (COLLES) was used in order to collect the data. The target sample for this study was 206 students from third-year students bachelor of Pharmacy UiTM Puncak Alam. The data collected was transferred into the Microsoft excel and analyzed by SPSS

CHAPTER ONE

Project Background and Significance

Introduction:

For the past two decades, e-learning is an evolution in education when mostly learned via electronic media typically on internet, including pharmacy education. The educationists believed that this intervention has better learning outcome towards the education. The evolution of e-learning gets along with the availability of the Internet at that time (1). In order to prove that the e-learning has grown up together with the internet access, a review by Chen et al. (2010) had stated that the last 15 years Web and Internet technologies had widely spread everywhere (2). The digital media serves as the common place for all students and lecturers to enhance their teaching and learning experiences (3). Based on the review done by Azhari and Ming, the e-learning is divided into six major categories, which are online e-learning, offline computer-based learning, psychomotor skills trainer, virtual reality environment, digital game based learning, and mobile learning (4). E-learning is the broad medium who used by many people from various kinds of fields. Rhona claimed in her review that in the recent years, there was an increasing implementation of e-learning in higher education and research for beneficial to the institutions, practitioners and students itself (5). For this research, the focus is on the higher education at the universities in Malaysian.