



اَوْنِيُوْرَسِيْتِيْ بِاْتِيْكِنُوْلُوْ كِيْ مَارَا  
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(HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS AND MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA (UiTM)  
KAMPUS BANDARAYA MELAKA

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**FACTORS AFFECTING STUDENTS'  
SATISFACTION OF ONLINE EDUCATION  
AMONG UiTM KAMPUS BANDARAYA MELAKA  
STUDENTS**

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## **DECLARATION OF ORIGINAL WORK**



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### **“DECLARATION OF ORIGINAL WORK”**

I, Hanis Sofhea Binti Kamilan,

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:           *Sofhea*           Date:           16 / 7 / 2020

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## ABSTRACT

Online education slightly had same definition with Open Distance Learning (ODL) that it is an open access education that can provide learners learn from many medium and not include in only certain place and specified time. Nowadays, the issue regarding students' satisfaction of online education is one of serious problem faced by institution in Malaysia. Besides, there are many factor can influence student participation in online learning. Due to that reason, the satisfaction of a student in online education will be decrease if they are not satisfied with their online learning. There are several factor affecting affect students' satisfaction of online education such as perceived ease of use of technology in course, satisfaction on instructor and satisfaction with courses. The main purpose of conducting this study is to examine the relationship between students' satisfaction of online education with the antecedents of online education. A total of 284 respondent of Universiti Teknologi MARA (UiTM) Kampus Bandaraya Melaka (KBM) participated in this study as respondents (57 males and 227 females, with majority age around 21 to 23 years old) through self-administered questionnaire. The analysis revealed three (3) predictor of students' satisfaction of online education namely perceived ease of use of technology in course, satisfaction on instructor and satisfaction with courses. As perceived of ease of use of technology is the most significance factor, it is essential for academicians of UiTM Kampus Bandaraya Melaka to provide their own website with high creativity that user friendly and great feature for student to use. Besides, the university administration needs to pay attention to this factor for a better understanding from student can be built through course design and instructor and the more satisfaction exist of student in online education while study at universities.

**Keywords:** Student's Satisfaction, Online Education, Open Distance Learning, Perceived Ease of Use, Course of Technology, Satisfaction on Instructor, Satisfaction with Courses.

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