

**Universiti Teknologi MARA**

**Determining Open Distance Learning  
(ODL) Method of Learning Success Factor  
Using Fuzzy AHP**

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## **STUDENT'S DECLARATION**

I certify that this report and the research to which it refers are the product of my own work and that any ideas or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.



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## ABSTRACT

Open distance learning (ODL) method is a learning process that uses technology and the Internet to deliver lectures and share educational content without any barriers in terms of time or place. However, there are other challenges in employing the ODL method effectively such as having trouble explaining the subject online hence, lecturers need to take an initiative to make students more satisfied with the new process. This study aims to determine the important factor and sub-factor that influences students' satisfaction towards open distance learning and rank them according to influence level. To achieve such objective, the Fuzzy Analytic Hierarchy Process has been used to determine ranking factors between students' contribution, course content and organization, learning resources, and learning environment. Each factor comprises of three sub-factors. The primary data was collected by distributing questionnaires to seven experts which is lecturers from the Mathematics Departments, Faculty of Computer and Mathematical Sciences, UiTM Perlis. The findings derived show that the most influential factor affecting students' satisfaction towards ODL is students' contribution which normalized weight is 0.409 whereas for the sub-factor, it is the availability at any time under learning resources factor with normalized weight 0.489. Based on this outcome, it shows that Fuzzy AHP is a method that can help experts to make decisions under complicated situations and rank all the factors and sub-factors with precision. High satisfaction among students with open distance learning will most likely lead to their success.

**Keywords:** Fuzzy Analytic Hierarchy Process, open distance learning (ODL), students' satisfaction.

# TABLE OF CONTENTS

<b>CONTENTS</b>	<b>PAGE</b>
<b>SUPERVISOR’S APPROVAL</b>	ii
<b>DECLARATION</b>	iii
<b>ACKNOWLEDGEMENT</b>	iv
<b>ABSTRACT</b>	v
<b>TABLE OF CONTENTS</b>	vi
<b>LIST OF FIGURES</b>	viii
<b>LIST OF TABLES</b>	ix
<b>LIST OF ABBREVIATIONS</b>	x
<b>CHAPTER ONE: INTRODUCTION</b>	
1.1 Background of the Study	1
1.2 Problem Statement	4
1.3 Objective of the Study	4
1.4 Scope of the Study	5
1.5 Significance of the Study	5
<b>CHAPTER TWO: LITERATURE REVIEW</b>	
2.1 Fuzzy Set Theory	6
2.2 Analytic Hierarchy Process (AHP)	6
2.3 Fuzzy Analytic Hierarchy Process (Fuzzy AHP)	7
2.4 Factor Contributing Students’ Satisfaction towards ODL	
2.4.1 Students’ Contribution	9
2.4.2 Course Content and Organization	9
2.4.3 Learning Resources	10
2.4.4 Learning Environment	10
2.5 Summary	11

### **CHAPTER THREE: RESEARCH METHODOLOGY**

3.1	Framework of Study	12
3.2	Method of Data Collection	13
3.3	Formula Implementation	13
3.4	Method of Data Analysis	20

### **CHAPTER FOUR: RESULTS AND DISCUSSIONS**

4.1	Determining Important Factor that Influence Students' Satisfaction towards ODL	21
4.2	Determining Important Sub-Factor that Influence Students' Satisfaction towards ODL	22
4.3	Ranking the factor and sub-factor that Influence Students' Satisfaction towards ODL	23

### **CHAPTER FIVE: CONCLUSIONS AND RECOMMENDATIONS**

5.1	Conclusions	26
5.2	Recommendations	27

### **REFERENCES**

28

### **APPENDICES**

#### **APPENDIX A: MEASUREMENT OF FACTOR**

31

#### **APPENDIX B: MEASUREMENT OF FACTOR FROM EACH EXPERT**

32

#### **APPENDIX C: DATA ANALYSIS**

39