

**UNIVERSITI TEKNOLOGI MARA**

**ADAPTING ON VIRTUAL  
CLASSROOMS: ADULT LEARNERS  
IN MALAYSIAN FINANCIAL  
PLANNING COUNCIL (MFPC)  
ADJUSTMENT IN ONLINE COURSE  
DURING COVID-19 ERA**

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of the requirements for the degree of  
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## ABSTRACT

The COVID-19 pandemic resulted in many tertiary institutions converting overnight from taught to online lectures without much preparation. Many researchers suggest that the sudden change has impacted on students' satisfaction with online learning in differing ways. Up till now, slight is identified about how this change impacted specifically on adult part-time students, which is the focus of this study. The Coronavirus Disease or to be known as COVID-19 has caused by a newly identified coronavirus which originated from Wuhan, China. The World Health Organization (WHO) has had a significant impact on every country's economy, particularly in the education sector and impact on schooling, leading to important adjustments that affected students. Some of the effects include social distancing, quarantines, isolation measures, university closures and travel restrictions. Adapting to new norm learning standards was difficult due to a variety of demographic backgrounds among students, particularly among adults because children have a stronger connection to technology than adults. A quantitative study was done among 250 respondents in a Malaysian training organization facility in Klang Valley. The study developed is quantitative, descriptive, and correlational. The research design is simple random technique with each member of the population has an exactly equal chance of being selected. The results show that the implementation and use of the e-learning platform has a highly positive influence on motivation, self-concept, experience readiness to learn and orientation of learning on adult learner. It can be concluded that the e-learning platform leads to improvement in adult learners who are studying the financial planning area in the educational stage of certification, if it is compared with the expository method. Therefore, this method is considered effective for its implementation in adults.

**Keywords:** *Adult Learners Adjustment, Online Course, COVID-19, Malaysian Financial Planning Council, Malaysia*

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# CHAPTER ONE

## INTRODUCTION

### 1.1 Research Background

The novel Coronavirus Disease (COVID-19) pandemic has embarked as a global health catastrophe. Many countries have decided to shut down their educational institution for instance schools, colleges and universities, ever since the virus has sparked to the worldlike. The disaster has made ultimate changes for policymakers either to close educational institution in order to reduce people contact and creating new cluster; and to maintain them open so the economy sector is not much effected (Burgess, 2020).

Burgess added that the severe short-term implication is felt by many students whereby home schooling is not only a huge surprise to parents' planning, but also to students' social life and education. It is because now the teaching mode is converted to online mode, on an untested and extraordinary scale. Students' homework, assignments and in fact examination are also moving online, with a lot of trial and error and doubt for everyone. Many' homework, assignments and examination has simply been postponed or worst, cancelled. Importantly, these disruptions will not just be a short-term subject, but can also have long-term significances for the affected and are likely to increase discrimination. (Burgess, 2020). Familiarizing to new learning structures was tough due to a variety of demographic backgrounds among students, particularly among adults.

Regardless of whether their motivation is intrinsic or extrinsic, adult learners start a course of learning with much more sophisticated needs and expectations than younger learners, and this will strongly influence their determination.

#### 1.1.1. The rise of Coronavirus Disease (COVID-19)

In December 2021, the novel coronavirus disease (COVID-19) was initially spotted in Wuhan, China and the speedy spread of COVID-19 has called the World Health Organization (WHO) to declare it as pandemic on 11 March 2020 (UNESCO, 2020).