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# Insights



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## RECTOR'S MESSAGE



Congratulations Faculty of Business and Management of Universiti Teknologi MARA Cawangan Kedah, Kampus Sungai Petani on the publication of the 6<sup>th</sup> Volume of FBM Insights!

I am very pleased to know that there are more than 40 authors and more emerging issues are being presented in this latest volume of FBM Insights. This portrays that UiTM Kedah Branch is actively involved in disseminating business related information and knowledge to the public.

I hope this bulletin can provide an opportunity for the Faculty of Business and Management staff to produce more academic materials and develop their skills in academic and creative writing. Furthermore, more initiatives should be launched to support this life-long process.

Again, well done to the Faculty of Business and Management and those who were involved directly and indirectly with the publishing of FBM Insights Vol.6. I wish FBM Insights all the best and continue to grow and move rapidly forward in the future.

**Prof. Dr. Roshima Haji Said**  
Rector  
Universiti Teknologi MARA (UiTM)  
Cawangan Kedah



السلام عليكم ورحمة الله وبركاته

Assalamualaikum warahmatullahi wabarakatuh

Welcome to the 6<sup>th</sup> Edition of FBM Insights 2022. This edition boasts 40 articles by the academics of Faculty of Business and Management UiTM Kedah Campus. The topics involved a broad range of business and management knowledge. Congratulations to all authors for your endless support and valuable contribution to the newsletter.

FBM Insights was mooted in 2020 and it came about with the intention to encourage and improve research writing activities among the lecturers of UiTM Kedah's Business and Management Faculty. As the editions progressed, the support from the academics has not faltered. I hope the support continues in editions to come.

I would like to congratulate the editors and the committee for the hard work and perseverance in managing the newsletter. All the best to everyone and thank you again.

**Dr. Yanti Aspha Ameira Mustapha**  
FBM Insights Advisor

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# CHALLENGES OF LEARNING KEYBOARDING SKILLS DURING COVID-19 PANDEMIC

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## INTRODUCTION

The Covid-19 pandemic has changed the educational learning practices from physical class to virtual teaching and learning methods. Sudden changes from traditional education to the online education system also resulted in uncertainty, confusion, and student failure to cope with educational activities (Giordano et al., 2020). Most of the students have difficulty in adapting latest technology (Jena, 2020) and not all courses in their syllabus are made suitable for online learning particularly in the practical assessments such as practical labs and skill training. Keyboarding skills or also known as typing skills is one of the technical courses for students in Office Technology and Management (OTM) which are offered in the colleges of education, polytechnics, and universities all around the world. The learning outcomes of these courses are to enable students to type faster, use all fingers to type using keyboard, master all keyboard keys and memorize keyboard shortcuts. The ability to master the keyboard without looking at it is necessary for the effective development of keyboarding skills in business education programmes (Aina, 2016). According to the study by Baczek et al. (2021) among TVET students, they struggled to accommodate the lack of adequate access to appropriate facilities and resources while doing practical work at home during Covid-19 pandemic.

## THE CHALLENGES

Due to the Covid-19 pandemic, students must learn at their own convenient location. According to Aina and Fasae (2022), the only method available in learning keyboarding skills is to use the typewriters within the presence of the keyboarding lecturers because they are the experts in using the keyboard. The skills should be acquired from the demonstration practice of the lecturers. This is because there are some techniques that need to be observed by the lecturers in physical classes, such as students' fingering position and posture in keyboarding. This reason is supported by the study of Olupayimo and Ademiluyi (2022), in which their findings showed that it is ineffective for the students to apply correct fingering position through the virtual teaching and learning of the keyboarding skills. In addition, the students' posture during keyboarding class also seemed to be rather difficult to be taught in virtual classroom settings. Not only the teaching and learning of the keyboarding skills, but it is also found that the assessment on the practical fingering position and keyboarding posture cannot be effectively conducted virtually as well. These main challenges of learning keyboarding skills would affect the students' academic achievement and their potential/opportunities in the future careers.

Other common challenges that are faced by the students during online learning include lack of internet connectivity, loss of internet connection and high cost of internet purchase. These

challenges of internet accessibility were also highlighted in the study conducted by Obododike et al. (2020) and Olupayimo (2018) which emphasized the challenges of the virtual teaching and learning in Nigeria. Besides having limited time to practice due to internet connection problems, students also need to consider the unsuitable surroundings and environments, inconvenient table and chairs that they use, lack of modern technological equipments such as computer and external keyboard, mobile phones and recording gadgets. This online learning also would distract students' attentions and interests.

## CONCLUSION

In conclusion, there are a lot of challenges of online practical assessment since Covid-19 pandemic. It could limit the learning process between the lecturers and students. From this, it shows that there is a need to have face-to-face interaction in physical class because lecturers' involvement during the keyboarding class is important. It is crucial for the lecturers to observe their students' correct fingering position and posture to achieve the correct keyboarding skills practice. The ability in mastering the keyboarding skills is very important to prepare the students of Office Technology and Management (OTM) in their future careers. This is supported by Nnaji and Bagudu (2017) who stated that developing keyboarding abilities helps people in getting ready for self-employment.

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