

**Universiti Teknologi MARA**

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

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**Report submitted in fulfilment of the requirement for  
Bachelor of Science (Hons.) Management Mathematics  
Faculty of Computer and Mathematical Sciences**

**JANUARY 2021**

## **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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**JANUARY 27, 2021**

## 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.

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