



BARRIERS OF LEARNING PROCESS AMONG FACULTY OF OFFICE  
MANAGEMENT AND TECHNOLOGY (FPTP) STUDENTS IN UITM  
PERAK

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## ABSTRACT

The purpose of the study was to investigate the barriers of learning process among students of the Faculty of Office Management and Technology (FOTP) in UiTM Perak. Questionnaires were distributed randomly selected among of one thousand two hundred and eighty six students in both diploma and degree programs in the Faculty of Office Management and Technology, UiTM Perak.

The survey measured demographic profiles, factors that affect the learning process and respondents' perception on overcoming barriers to the learning process. The results showed that lack of focus in the classroom was the biggest barrier in the learning process. The results showed the factors that the respondents perceived to be somewhat a big barrier were 'lack of focus in class', stress due to 'overcrowded classes' and 'too much assignments/test/quizzes', 'financial problem', 'students are too embarrassed to ask questions', 'lack of facilities provided in classes' and 'lack of computer facilities'.

The results also showed that respondents perceived to be somewhat a small barrier to the learning process were 'stress due to personal problems', 'age gap between students and lecturers', 'relationship with lecturers', 'different gender between student and lecturer', 'language problem faced by student', 'an ineffective lecturer' and 'lack of reading materials'.

The results showed that more than half of the respondents thought that lecturers are the right people that students should talk about the barriers of the learning process faced by the students; student's attitudes affect them academically, personal problems interfere with student's focus in the class; time management is important in the learning process; the effectiveness of delivery in class benefits students; I always ask questions in

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## CHAPTER 1

### INTRODUCTION

#### 1.1 BACKGROUND OF STUDY

Usually to acquire knowledge, students were needed to sacrifice a lot of things including time, money and so on. And in order to acquire information, the learning process is most important and must be of concern to the students. In order to achieve an effective learning process, there are many barriers that should be overcome by the students.

#### 1.2 STATEMENT OF THE PROBLEM

Nowadays, students of UiTM, Perak are usually faced with problems and this affects their learning process. In this research, the researchers focus on problems that were being faced by students of the Faculty of Office Management and Technology (FOTP), UiTM Perak. There are many problems that students face such as stress, lack of focus in class, not enough class for students, timetabling, and too many students in the class and so on.