

**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY  
STUDIES**



**THE FACTORS OF STUDENTS' ACCEPTANCE ON OPEN  
AND DISTANCE LEARNING (ODL) IN UiTM SEREMBAN 3**

**NUR ANIS ZAKIRAH BINTI MOHD NOR**

**2020980309**

**FATIN IZNIEY SYAZWANIEY BINTI MOHD FAUZI**

**2020971761**

**FEBRUARY 2022**

## **ABSTRACT**

The purpose of the study was to examine the factors of students' acceptance on Open and Distance Learning (ODL) implementation in UiTM Seremban 3. Before this, the introduction of online learning or e-learning is usually implemented in developed country and this situation have changes drastically especially after the pandemic of Covid-19. In 2020, Malaysia is one of the countries that faced the outbreak of Covid-19 which was started from Wuhan, China and this virus does not only affect our economy, but also to our educational process and institutions. Apart from that, our government through Ministry of Education took an initiative by implementing the Open and Distance Learning (ODL) in ensuring the continuation of educational process for the students in Malaysia. Therefore, to answer the research questions and research objectives, a quantitative method has been applied in this study. This study managed to gather information from a total of 303 respondents that were selected based on convenience sampling technique. In this study, the results discovered that there were four factors of students' acceptance on Open and Distance Learning (ODL) implementation in UiTM Seremban 3, specifically social norms, mental health, technology and student's attitude. The inputs of this study found that that there are significant relationships between all of the independent variables toward the student's acceptance of Open and Distance Learning (ODL) implementation in UiTM Seremban 3. A detailed discussion of the research is extended in this study.

**Keywords:** Open and Distance Learning (ODL), social norms, mental health, technology, student attitude

## **ACKNOWLEDGEMENT**

All thanks to Allah, The Most Almighty and Generous, for His strength and favour, we were able to complete our research. Even if there were some challenges faced in completing this research fortunately, we can overcome all the issues arose, and it was in our capability in adapting to continue the research successfully.

First and foremost, we want to express our gratitude to our Faculty of Administrative Science and Policies Study (FSPPP) at UiTM Seremban 3, for allowing us to participate in this research proposal. Along the process of constructing this research proposal, we obtained an excellent package of knowledge, depth of understanding, and awareness to a variety of scenarios and struggles that we had never encountered before, and these events will undoubtedly be useful in the upcoming years.

Most importantly, we would like to thank our supervisor, Dr Radduan bin Yusof who is in charge of supervising both of us in this research proposal for his valuable guidance and advice. He had always spent his time to answer all of our questions concerning to our research proposal.

Last but not least, we would like to be thankful with our whole heart to all of our beloved friends and our parents Mohd Nor Bin Hasan, Zuraidah Binti Mohd Yusof, and Siti Atekah Binti Abdullah who were with us and being supportive to us throughout all of our thick and thin during completing this research proposal. May Allah shower all these people with great success and honour throughout their life.

## TABLE OF CONTENTS

|   |             |
|---|-------------|
| <b>APPROVAL LETTER.....</b>                                       | <b>i</b>    |
| <b>DECLARATION .....</b>  | <b>ii</b>   |
| <b>ABSTRACT .....</b>   | <b>iii</b>  |
| <b>ACKNOWLEDGEMENT .....</b>                                      | <b>iv</b>   |
| <b>TABLE OF CONTENTS .....</b>                                    | <b>v</b>    |
| <b>LIST OF FIGURES.....</b>                                       | <b>vi</b>   |
| <b>LIST OF TABLES.....</b>  | <b>vii</b>  |
| <b>LIST OF APPENDICES .....</b>                                   | <b>viii</b> |
| <br>  |             |
| <b>CHAPTER 1: INTRODUCTION .....</b>                              | <b>1</b>    |
| 1.1 Introduction.....   | 1           |
| 1.2 Research background.....                                      | 1           |
| 1.3 Problem statement.....  | 2           |
| 1.4 Research questions.....                                       | 3           |
| 1.5 Research Objective .....                                      | 4           |
| 1.6 Scope of study.....   | 4           |
| 1.7 Significance of study.....                                    | 5           |
| 1.8 Definition of terms, terminology, and concepts.....           | 6           |
| <br>  |             |
| <b>CHAPTER 2: LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK.....</b> | <b>9</b>    |
| 2.1 Introduction.....   | 9           |
| 2.2 Literature Review.....  | 9           |
| 2.3 Conceptual framework.....                                     | 14          |
| 2.4 Hypothesis.....   | 15          |
| <br>  |             |
| <b>CHAPTER 3: RESEARCH METHODOLOGY .....</b>                      | <b>17</b>   |
| 3.1 Introduction.....   | 17          |
| 3.2 Research design .....   | 17          |
| 3.3 Unit of analysis .....  | 17          |
| 3.4 Sample size .....   | 17          |
| 3.5 Sampling technique.....                                       | 18          |
| 3.6 Measurement.....  | 18          |
| 3.7 Data collection .....   | 21          |
| 3.8 Data Analysis .....   | 21          |

|   |           |
|---|-----------|
| <b>CHAPTER 4: FINDINGS.....</b>                   | <b>24</b> |
| 4.1 Introduction.....                             | 24        |
| 4.2 Demographic Profile .....                     | 24        |
| 4.3 Preliminary Analyses .....                    | 26        |
| 4.4 Main Findings .....                           | 28        |
| 4.5 Summary .....                                 | 31        |
| <b>CHAPTER 5: DISCUSSION AND CONCLUSION .....</b> | <b>33</b> |
| 5.1 Introduction.....                             | 33        |
| 5.2 Summary of Research Objectives .....          | 33        |
| 5.3 Research Recommendations .....                | 36        |
| 5.4 Limitations and Future Research .....         | 37        |
| 5.5 Conclusion .....                              | 39        |
| <b>REFERENCES .....</b>                           | <b>41</b> |
| <b>APPENDICES A.....</b>                          | <b>45</b> |
| <b>APPENDICES B .....</b>                         | <b>52</b> |
| <b>APPENDICES C.....</b>                          | <b>56</b> |
| <b>APPENDICES D.....</b>                          | <b>60</b> |