

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



**Online Learning Challenges in Higher Institutions During  
Pandemics Covid-19: Case Study of Faculty of  
Administrative Science & Policy Studies' Students in  
University Technology MARA (UiTM) Seremban Campus**

**NUR HAKIMAH HUSNA BINTI OTHMAN      2020718133**  
**NUR WAHIDAH BINTI AHMAD                2020599731**

**FEBRUARY 2022**

## **ABSTRACT**

The purpose of the study was to investigate the online learning challenges during pandemics Covid-19 of FSPPP students in UiTM Seremban. The study was carried between September until December 2021. This study employed a probability cluster sampling techniques in collecting the survey data. The result of the study revealed three important findings which based on the Pearson Correlation method. First, the analysis revealed that there is a significant relationship between coursework online assessment and challenges of online learning. Second, there is a non-conducive learning environment that has influenced the challenges of online learning. Thirdly, the synchronous online learning has not influenced the challenges of online learning. Therefore, this study has shown the variables that effected the challenges of online learning.

Keywords: Online learning, Synchronous, Challenges, Covid-19, Environment, Assessment.

## ACKNOWLEDGEMENT

We would like to express our utmost gratitude to Allah S.W.T as we managed to complete this research by His guidance and blessings. The completing of this research was a very challenging process for us. However, the completion and the outcome required a lot of guidance and assistance from many people. We have done all our work because of the advice and help, and we should not forget to thank them.

First of all, we would like to thank our Faculty of Administrative Science and Policies Study (FSPPP) at Universiti Teknologi MARA (UiTM) Seremban Campus, Negeri Sembilan for giving us this opportunity to get involved in this research proposal.

Secondly, we would like to thank our supervisor Encik Shahril bin Eashak who taught us many things about research and gave continuous great support and guidance, which made us complete this research on time. We are incredibly grateful to him for providing such excellent support and guidance.

Last but not least, we are grateful and want to thank our parents, who have understood that we can learn and complete this research even at the house during this pandemic Covid-19. Their unwavering support and encouragement are our source of strength. Finally, special thanks to our friends for giving us their company, friendship, moral support, and advice and helping us complete this project.

Nur Wahidah binti Ahmad

Nur Hakimah Husna binti Othman

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

Universiti Teknologi MARA, Seremban Campus.

## TABLE OF CONTENTS

<b>DECLARATION</b> .....	i
<b>ABSTRACT</b> .....	ii
<b>ABSTRAK</b> .....	iii
<b>ACKNOWLEDGEMENT</b> .....	iv

### CHAPTER 1: INTRODUCTION

1.1	Introduction.....	1
1.2	Problem Statement.....	2
1.3	Research Questions.....	4
1.4	Research Objectives.....	4
1.5	Scope of The Study.....	4
	1.5.1 Level.....	4
	1.5.2 Territory.....	5
	1.5.3 Time.....	5
1.6	Significance of The Study.....	5
	1.6.1 Policy Maker.....	5
	1.6.2 University .....	6
	1.6.3 Individual.....	6
1.7	Definition of Terms/Concepts.....	6
	1.7.1 Synchronous Type of Online Learning.....	6
	1.7.2 Students' Learning Environment.....	7
	1.7.3 Coursework Online Assessment.....	7

### CHAPTER 2: LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1	Literature review.....	8
	2.1.1 Introduction.....	8
	2.1.2 Online Learning.....	8

2.1.3	Assessment .....	11
2.1.4	Learning Environment.....	14
2.2	Conceptual Framework.....	16
2.2.1	Online Learning.....	17
2.2.2	Assessment.....	17
2.2.3	Learning Environment.....	17
2.3	Hypothesis.....	18
2.4	Summary.....	19

### **CHAPTER 3: RESEARCH METHOD**

3.1	Introduction .....	20
3.2	Research design.....	20
3.3	Unit of analysis.....	20
3.4	Sample size.....	21
3.5	Sampling technique.....	22
3.6	Measurement/Instrumentation.....	22
3.6.1	Challenges students in online learning.....	23
3.6.2	Coursework online Assessment .....	24
3.6.3	Students' Learning Environment .....	25
3.6.4	Synchronous Type of Online Learning .....	26
3.7	Data collection.....	26
3.8	Data analysis.....	27
3.8.1	Descriptive Analysis.....	27
3.8.2	Testing of Hypothesis.....	28
3.8.3	Summary .....	28

### **CHAPTER 4: FINDINGS**

4.1	Introduction.....	29
4.2	Demographic Profile.....	29