

PARENTS' SATISFICATION WITH ONLINE EDUCATION - A STUDY OF PRIVATE SCHOOLS IN THE TIRUNELVELI DISTRICT

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ABSTRACT

Online education has grown in popularity in recent years. This article examines parents' attitudes towards the online education system. These new portals have shown to be incredibly beneficial to students from developing and underdeveloped nations. E-learning has significantly altered the approach and procedure for disseminating learning courses and delivering vital knowledge to pupils. Learning online is simple for upper-level students, but it is difficult for primary-level pupils. Against this context, the purpose of this study is to investigate parent satisfaction with the online education system. For the study, the researcher recruited 70 people from the Tirunelveli district. Data was obtained using a structured questionnaire and analysed using statistical tools such as percentage analysis, chi-square analysis, and Garrett ranking analysis.

Key words: *Internet, Parents satisfaction, Tirunelveli, Education, Online.*

INTRODUCTION

Education is an important element of people's life; depending on their jobs, it will either make or ruin them. Education is more diversified today than it was in the 1950s due to advancements in teaching methods and other notable technologies that apply more obvious teaching strategies. They can obtain educational materials online. Online education is a convenient instructional delivery method that takes place through the internet. Online learning allows instructors to connect with students who may not be able to register in a traditional classroom course, as well as students who need to work on their own time and at their own pace. Online education schools and institutions are likewise increasing in number.

Education setup in Tirunelveli has undergone various changes over the years to make the academic curricula more students friendly.

REVIEW OF LITERATURE

- L. Mishra et al. (2020) has studied The education system was fully collapsed during the year The intended purpose of this paper seeks to address the required essentially of online teaching-learning in education amid the COVID-19 pandemic and how can existing resources of educational institutions effectively transform formal education into online education with the help of virtual classes and other pivotal online tools in this continually shifting educational landscape.
- Money WH, Dean BP (2019) has studied a lot of student are studying online which makes a lot of profit while also causing some drawbacks. In today's environment online education has become a compulsory one among schools. Teachers are facing students through an online mode without directly teaching them and facing many difficulties.
- Stewart (2001) identified tools to facilitate online instruction that may result in increased student learning and satisfaction. These include class procedures and expectations, instruction, and interaction as a framework for the evaluation of the online learning experience. Other important factors identified in the literature include collaboration, instructor feedback, and level of student learning (Baron & McKay, 2001; McGee, 2002). Hawkes (2002) identified four areas for the evaluation of online education programs. These include technical criteria, instructional criteria, organizational criteria, and ethical criteria.

STATEMENT OF THE PROBLEM

Online Education (Technology) is an effective and efficient method of teaching learning process. At present condition, students have to learn and engage themselves in education activity only through online mode. Government and private schools are offering online education by their favorable mode. Only few schools in Tirunelveli district are implementing online education learning. To implement online education technology, the students and school management must improve teaching learning process. The need for learning has been increased with the rapid growth of modern technology and knowledge. The speed, time and distance related issues have been greatly resolved through it. Hence the research study is undertaken to evaluate the parent's satisfaction towards online education in

Tirunelveli district. Effectiveness of online education teaching learning method is compared with traditional and blended teaching learning Method on basis of different parameters. Student performances in terms of test scores are evaluated by test taken after online education technology implemented in teaching learning process and compared with test scores of traditional and blended teaching learning methods.

OBJECTIVES OF THE STUDY

- To study the demographic details of the respondents in the study area.
- To study the factors affecting the level of satisfaction.
- To analyze the dependent factors regarding parents satisfaction in online education
- To give suggestions to augment the parents satisfaction towards online education.

RESEARCH METHODOLOGY: STUDY AREA:

This research was carried out in the Tamil Nadu district of Tirunelveli.

SAMPLING TECHNIQUE:

For choosing respondents in the research region, the basic random procedure was used. The study included 70 respondents from the Tirunelveli district in order to determine parent satisfaction with online education in the study region.

SOURCE OF DATA:

The research relies on both primary and secondary data. Primary data was gathered via a questionnaire. Secondary data was gathered from books, papers, journals, periodicals, and the internet.

TOOLS employed:

For analysis, percentages, Garrett rankings, and the Chi square approach were employed.

THE STUDY'S LIMITATIONS:

The study is limited to the Tirunelveli district, and the results drawn may not be relevant to other places.

RESULTS AND DISCUSSION

TABLE 1:

DEMOGRAPHIC PROFILE OF THE RESPONDENTS AND STUDENTS

Sl.No	Particulars	No.of. Respondents	Percentage
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Gender Wise Classification of Parents			
1	Male	33	47
2	Female	37	53
	Total	70	100
Age Wise Classification of Parents			
3	Below 30	20	31
4	30 – 40	22	34
5	Above 40	23	35
	Total	70	100
Occupational Wise Classification of Respondents			
6	Private Employees	30	46
7	Govt. Employees	20	31
8	Business person	15	23
	Total	70	100
Number of Children of Respondents			
9	One	20	30
10	Two	25	35
11	Above two	25	35
	Total	70	100
Age Wise Classification of Students			
12	6-10 Years	10	14
13	11 - 13 Years	10	14
14	14 - 15 Years	27	39
15	16 - 17 Years	23	33
	Total	70	100
Class Wise Classification of the Students			
16	I to III	33	47
17	IV to X	37	53
	Total	70	100
School Wise Classification of Students			
18	Government Schools	30	43
19	Private Schools	40	57
	Total	70	100

Medium Wise Classification of Students			
20	Tamil	30	43
21	English	40	57
	Total	70	100

Source: Primary Data**Interpretation**

The above table reveals that majority of the respondents (53%) were female, majority (35%) of the respondents were in the age group of above 40, majority (46%) were private employees, 35% of the respondents were have two or more than two children.

The above table shows that the majority of the students (39%) were in the age group of 14-16 years, majority of the students (40%) were studying in private schools, majority (40%) of studying in English medium, majority (57%) were studying in IV to X standard

TABLE 2: FACTORS AFFECTING THE LEVEL OF SATISFACTION

Particulars	Percentage	Rank
Teacher gives appropriate and needful teaching.	47.44	IV
Teacher provides adequately measures and report academic progress	51.68	II
All subjects are in good quality.	45.28	V
Over all satisfied with the online education of the school	49.71	III
Online Learning is equal to traditional teaching	53.87	I

Source: Primary Data

Interpretation

The Garrett ranking is calculated for the factors affecting satisfaction level based on the Garrett ranks, The factor online learning is equal to traditional learning occupies the first rank, Teacher provides adequately measures and report academic progress factor occupies the second rank, Over all satisfied with the online education of the school occupies the third rank, Teacher gives appropriate and needful teaching in the fourth rank, All subjects are in good quality is in fifth rank.

CHI SQUARE TEST

Chi square test is applied to test the independence of attributes, it verify the distribution of observed data with assumed theoretical distribution. Therefore it is a measure to study the divergence of actual and excepted frequencies; Karl person's has developed a method to test the difference between the theoretical (hypothesis) and the observed value. An attempt has been by the researcher to test the demographic factors with satisfaction level and four hypotheses have been framed.

Hypothesis :

- *Ho: There is no significant relationship between Online Teaching and satisfaction on online education.*
- *Ho: There is no significant relationship between Technology Support and satisfaction on online education.*
- *Ho: There is no significant relationship between Online Curriculum and satisfaction on online education.*

TABLE 3: CHI-SQUARE TABLE RESULT

Factors	Chi-Square value	Table value	Result
Online Teaching	4.49	24.03	Null Hypothesis is Accepted
Technology Support	2.27	24.03	Null Hypothesis is Accepted
Online Curriculum	2.16	24.03	Null Hypothesis is Accepted

Interpretation

The above table depicts that all the hypotheses has been accepted and it has been concluded that:

- *There is no significant relationship between Online Teaching and satisfaction on online education.*
- *There is no significant relationship between Technology Support and satisfaction on online education.*
- *There is no significant relationship between Online Curriculum and satisfaction on*

SUGGESTIONS AND CONCLUSION:

It has been concluded from the study that parent's satisfaction with online education at the elementary and secondary levels can be made with the following suggestions:

- School-level instructional support was the major factor found to have an effect on parent satisfaction with online education at the elementary and secondary levels. Online education at the elementary and secondary levels requires that parents be involved daily with their children's education, yet families still rely on the support offered by the teachers working with them to be successful.
- The quality of the online curricular programs also is associated with parent satisfaction with online education at the elementary and secondary levels. Parents are satisfied with online education rather than students. It is understandable that high quality online curriculum programs would lead to higher levels of parent satisfaction with online education.

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