

# Examining Satisfaction Level of Faculty with Online Learning during Covid-19

Rashmi\*

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**Abstract**—An attempt is made to examine the satisfaction level of faculty members during online classes during COVID-19 pandemic. The satisfaction level was assessed on 5-point Likert scale by asking twenty-four questions along with overall satisfaction. Results were depicted through bar graphs.

**Keywords:** COVID-19, faculty satisfaction, overall satisfaction, bar graphs.

## 1. INTRODUCTION

Tuesday, 24 March, 2020, in a major announcement, Prime Minister Mr. Narendra Modi declared a nationwide complete lockdown initially for 3 weeks which was increased gradually in response to COVID-19 pandemic in India. As per this lockdown, school, colleges, universities were shut down. The only choice available to continue education was online learning through the use of several devices like computers, laptops, tablets and mobile phones with internet access (Selvanathan et. al., 2020).

It was a drastic change for students as well as teachers, immediately shifting from ‘face-to-face learning’ to ‘online learning’; from ‘black-board’ to ‘screen sharing’; from ‘keep quiet’ to ‘mute yourself’. It is not wrong to say that overnight teachers have made themselves capable for this new phenomenon (Jones and Kessler, 2020). No doubt, endless efforts were made by educational institutions and teachers that there should be no loss of studies of students whether it is kindergarten children; teenagers; board class broods or college-university going students. Along with providing satisfaction to the students as well as parents, faculty satisfaction is also very crucial for a successful and effective learning process. Faculty

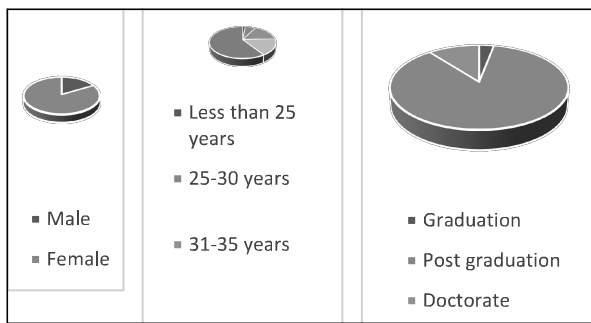
satisfaction is defined as the as the perception that the process of teaching in the online environment is efficient, effective, and beneficial for the individual (Bolliger et.al., 2014). Student and faculty satisfaction are interrelated, as student satisfaction is affected by interaction and technology, which require more effort from faculty to engage the students online besides the necessity of adequate techno-pedagogical skill (Wiam et.al., 2021). It was faculty endless efforts that successful imparting of education to the students was done. Therefore, this study aimed at examining that how much faculty is satisfied with online learning process during the COVID-19 pandemic.

## 2. RESEARCH METHODOLOGY AND DATA COLLECTION

In order to measure the satisfaction level of faculty members, an online survey of faculty members of East Delhi was made. An online questionnaire was sent to the participants through google form. Participants were informed that the participation is voluntary. The sample size was 66. The questionnaire was divided into two sections. The first section collected general information of the respondent like gender, age, teaching experience, classes being taught, etc. Out of the total respondents, 83% were females and only 17% were males as shown in figure 1. Only 1% of the total respondents were below 25 years of age; 6% were in 25-30 years age category; 17% were in 31-35 years of age; in 36-40 years age category, again %age was 17% and 59% were above 40 years as shown in figure 2. Only 3% of the respondents were graduate whereas 86% and 11% were post graduates and doctrates respectively as shown in figure 3.

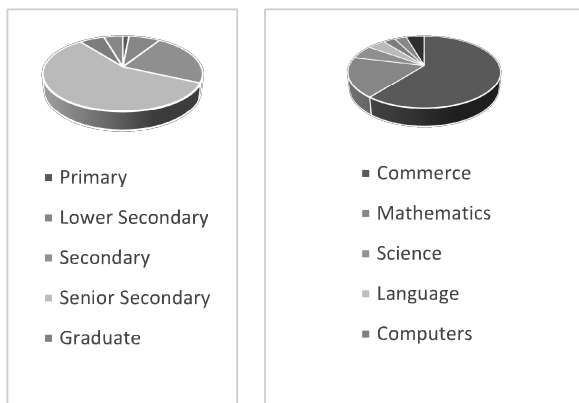
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**Fig. 1 Gender Fig. 2 Age Fig. 3 Teaching qualification**

Further, the respondents were asked about the classes they were teaching. Only 2% of the total respondents were teaching primary classes; 7% were dealing with lower secondary; 23% and 57% were teaching secondary and senior secondary classes respectively whereas 6% and 5% were teaching graduate and post-graduate classes respectively as shown in figure 4. 60% of the respondents were teaching commerce; 18% of the total respondents were dealing with Mathematics; 6% and 3% were teaching science and social science respectively as depicted by figure 5.



**Fig. 4 Classes teaching Fig. 5 Subjects taught**

### 3. DATA ANALYSIS

A summary of responses collected from 66 respondents is given below in Table 1.

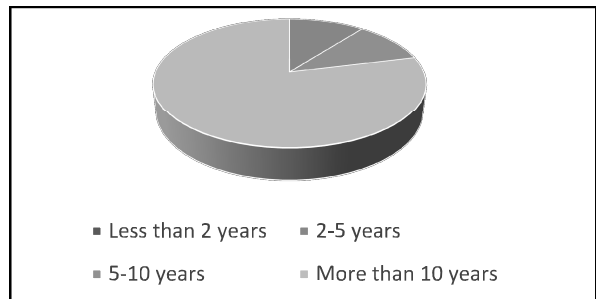
**Table 1: Scale items for examining satisfaction level of teachers with online learning**

1	Students' interaction is higher in online classes as compared to face-to-face courses.	
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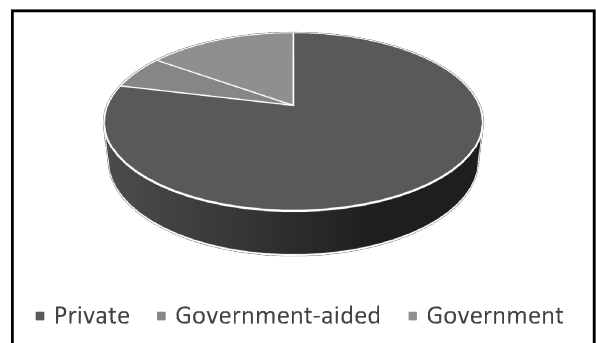
All the respondents were having some experience of teaching in off-line mode. Very few i.e., 10% were having an experience of 2-5 years whereas 11% were having 5-10 years of teaching experience. 79% of the respondents were teaching for more than 10 years as shown in figure 6.

79% of the respondents were working in private institutions, 6% were in government-aided institutions whereas 15% were working in government institutions as depicted in Figure 7.

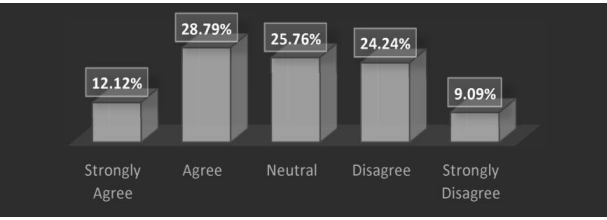
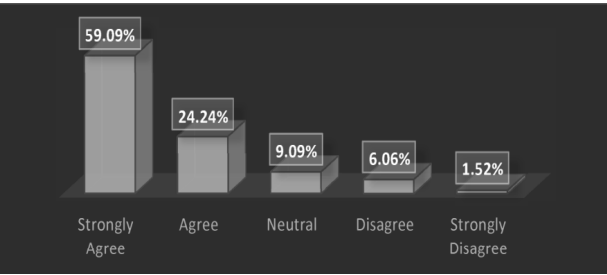
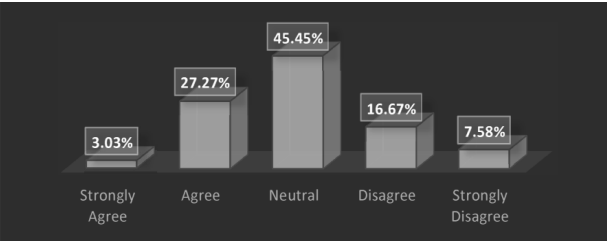
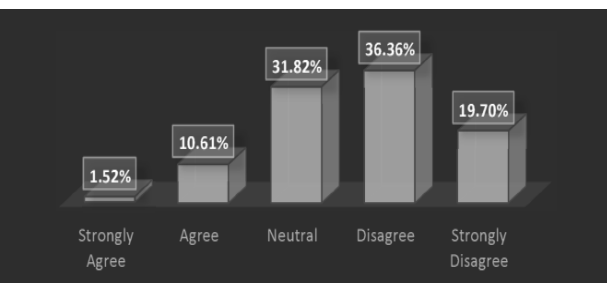
The second section included questions related to teachers' satisfaction with online learning which are derived from Elshami et.al., (2021). The list of the questions is reported in Table 1.

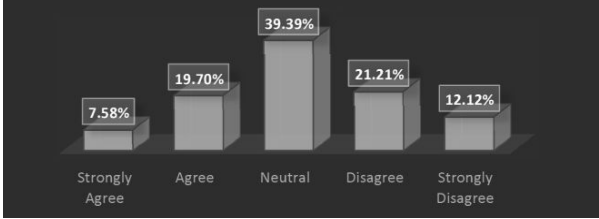
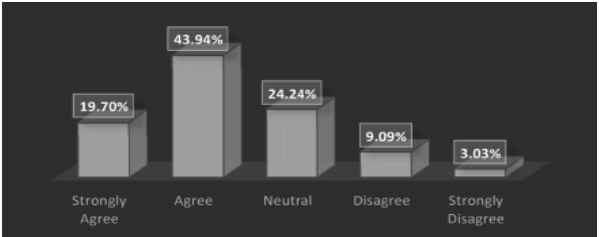
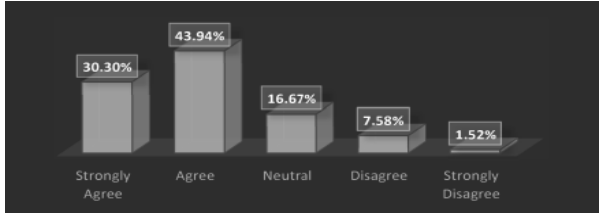
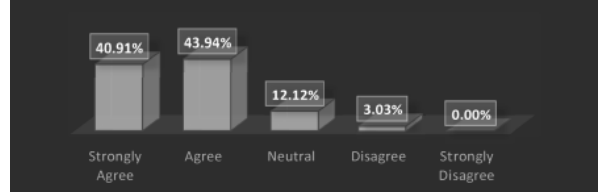
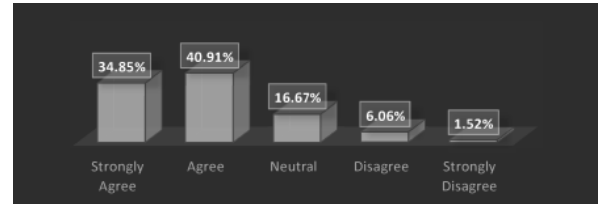
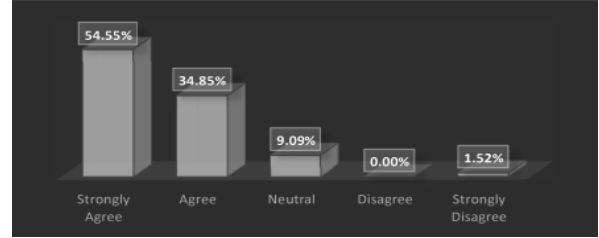
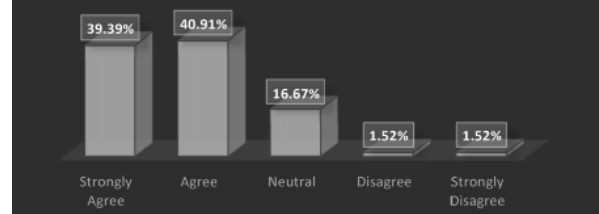


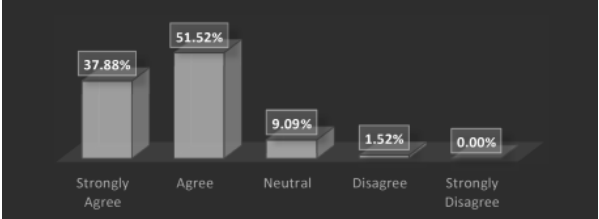
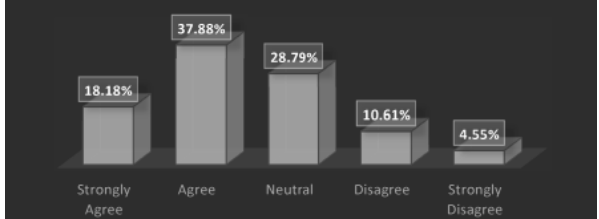
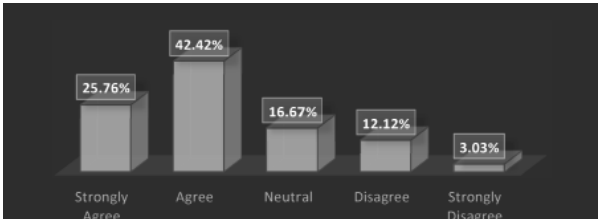
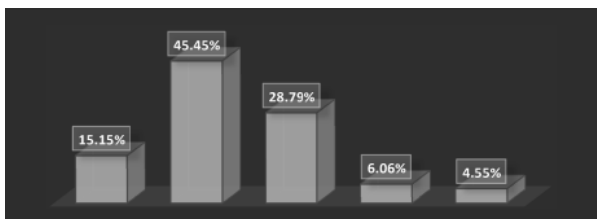
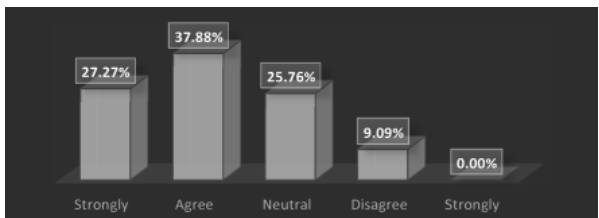
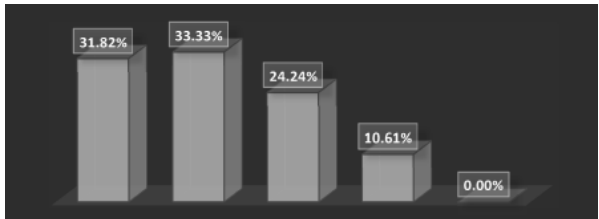
**Fig. 6 Teaching experience**

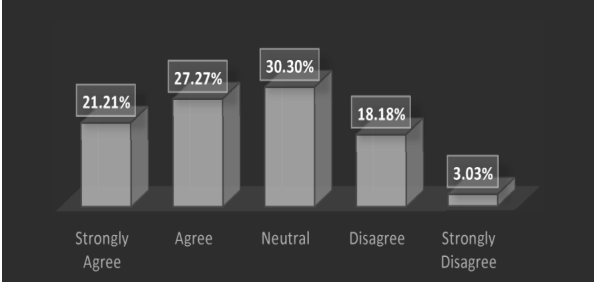
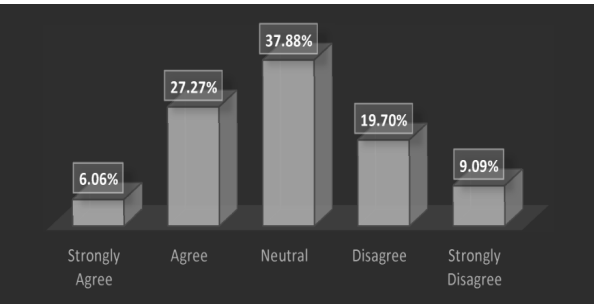
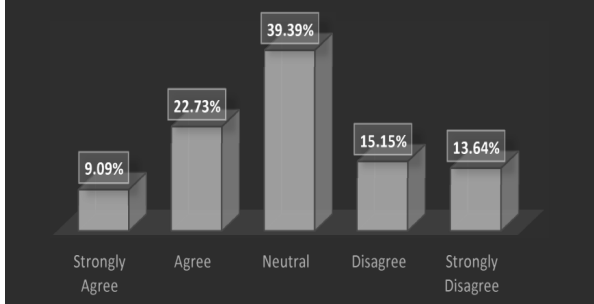
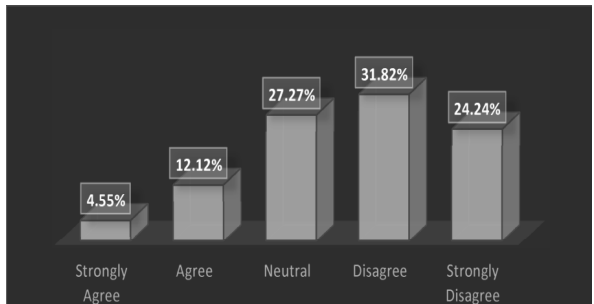
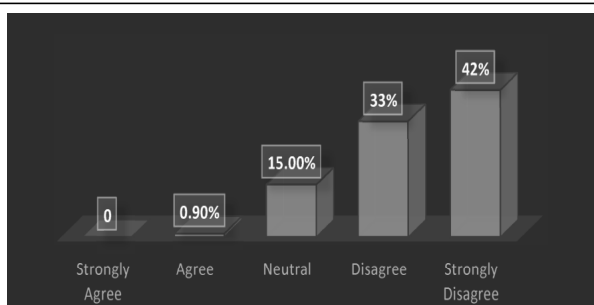


**Fig. 7 Type of institution**

2	Online learning is more flexible than face-to-face learning.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>12.12%</td> </tr> <tr> <td>Agree</td> <td>28.79%</td> </tr> <tr> <td>Neutral</td> <td>25.76%</td> </tr> <tr> <td>Disagree</td> <td>24.24%</td> </tr> <tr> <td>Strongly Disagree</td> <td>9.09%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	12.12%	Agree	28.79%	Neutral	25.76%	Disagree	24.24%	Strongly Disagree	9.09%
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3	Students are actively involved in their learning during online courses.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>1.52%</td> </tr> <tr> <td>Agree</td> <td>12.12%</td> </tr> <tr> <td>Neutral</td> <td>25.76%</td> </tr> <tr> <td>Disagree</td> <td>39.39%</td> </tr> <tr> <td>Strongly Disagree</td> <td>21.21%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	1.52%	Agree	12.12%	Neutral	25.76%	Disagree	39.39%	Strongly Disagree	21.21%
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4	Online teaching leads to missing face-to-face contact with students.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>59.09%</td> </tr> <tr> <td>Agree</td> <td>24.24%</td> </tr> <tr> <td>Neutral</td> <td>9.09%</td> </tr> <tr> <td>Disagree</td> <td>6.06%</td> </tr> <tr> <td>Strongly Disagree</td> <td>1.52%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	59.09%	Agree	24.24%	Neutral	9.09%	Disagree	6.06%	Strongly Disagree	1.52%
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5	Students are communicating actively with me regarding online class queries.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>3.03%</td> </tr> <tr> <td>Agree</td> <td>27.27%</td> </tr> <tr> <td>Neutral</td> <td>45.45%</td> </tr> <tr> <td>Disagree</td> <td>16.67%</td> </tr> <tr> <td>Strongly Disagree</td> <td>7.58%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	3.03%	Agree	27.27%	Neutral	45.45%	Disagree	16.67%	Strongly Disagree	7.58%
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6	I can login into my online class any time.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>18.18%</td> </tr> <tr> <td>Agree</td> <td>33.33%</td> </tr> <tr> <td>Neutral</td> <td>24.24%</td> </tr> <tr> <td>Disagree</td> <td>19.70%</td> </tr> <tr> <td>Strongly Disagree</td> <td>4.55%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	18.18%	Agree	33.33%	Neutral	24.24%	Disagree	19.70%	Strongly Disagree	4.55%
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7	Students are more enthusiastic in online learning than traditional learning.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>1.52%</td> </tr> <tr> <td>Agree</td> <td>10.61%</td> </tr> <tr> <td>Neutral</td> <td>31.82%</td> </tr> <tr> <td>Disagree</td> <td>36.36%</td> </tr> <tr> <td>Strongly Disagree</td> <td>19.70%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	1.52%	Agree	10.61%	Neutral	31.82%	Disagree	36.36%	Strongly Disagree	19.70%
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8	I am satisfied with online communication tools.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>7.58%</td> </tr> <tr> <td>Agree</td> <td>19.70%</td> </tr> <tr> <td>Neutral</td> <td>39.39%</td> </tr> <tr> <td>Disagree</td> <td>21.21%</td> </tr> <tr> <td>Strongly Disagree</td> <td>12.12%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	7.58%	Agree	19.70%	Neutral	39.39%	Disagree	21.21%	Strongly Disagree	12.12%
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9	I am satisfied with my ability to provide feedback to my students in online class.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>19.70%</td> </tr> <tr> <td>Agree</td> <td>43.94%</td> </tr> <tr> <td>Neutral</td> <td>24.24%</td> </tr> <tr> <td>Disagree</td> <td>9.09%</td> </tr> <tr> <td>Strongly Disagree</td> <td>3.03%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	19.70%	Agree	43.94%	Neutral	24.24%	Disagree	9.09%	Strongly Disagree	3.03%
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10	It is appreciated that students can access online course materials universally.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>30.30%</td> </tr> <tr> <td>Agree</td> <td>43.94%</td> </tr> <tr> <td>Neutral</td> <td>16.67%</td> </tr> <tr> <td>Disagree</td> <td>7.58%</td> </tr> <tr> <td>Strongly Disagree</td> <td>1.52%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	30.30%	Agree	43.94%	Neutral	16.67%	Disagree	7.58%	Strongly Disagree	1.52%
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11	The participation of students in discussions in online learning is lower than in face-to-face.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>40.91%</td> </tr> <tr> <td>Agree</td> <td>43.94%</td> </tr> <tr> <td>Neutral</td> <td>12.12%</td> </tr> <tr> <td>Disagree</td> <td>3.03%</td> </tr> <tr> <td>Strongly Disagree</td> <td>0.00%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	40.91%	Agree	43.94%	Neutral	12.12%	Disagree	3.03%	Strongly Disagree	0.00%
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12	Online teaching prevents me from knowing students compared to face-to-face.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>34.85%</td> </tr> <tr> <td>Agree</td> <td>40.91%</td> </tr> <tr> <td>Neutral</td> <td>16.67%</td> </tr> <tr> <td>Disagree</td> <td>6.06%</td> </tr> <tr> <td>Strongly Disagree</td> <td>1.52%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	34.85%	Agree	40.91%	Neutral	16.67%	Disagree	6.06%	Strongly Disagree	1.52%
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13	Online teaching provides opportunity to the students to continue their study during COVID-19 pandemic.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>54.55%</td> </tr> <tr> <td>Agree</td> <td>34.85%</td> </tr> <tr> <td>Neutral</td> <td>9.09%</td> </tr> <tr> <td>Disagree</td> <td>0.00%</td> </tr> <tr> <td>Strongly Disagree</td> <td>1.52%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	54.55%	Agree	34.85%	Neutral	9.09%	Disagree	0.00%	Strongly Disagree	1.52%
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14	It is a challenge to motivate students in online learning than in traditional learning.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>39.39%</td> </tr> <tr> <td>Agree</td> <td>40.91%</td> </tr> <tr> <td>Neutral</td> <td>16.67%</td> </tr> <tr> <td>Disagree</td> <td>1.52%</td> </tr> <tr> <td>Strongly Disagree</td> <td>1.52%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	39.39%	Agree	40.91%	Neutral	16.67%	Disagree	1.52%	Strongly Disagree	1.52%
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15	I use reliable technology for online teaching.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>37.88%</td> </tr> <tr> <td>Agree</td> <td>51.52%</td> </tr> <tr> <td>Neutral</td> <td>9.09%</td> </tr> <tr> <td>Disagree</td> <td>1.52%</td> </tr> <tr> <td>Strongly Disagree</td> <td>0.00%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	37.88%	Agree	51.52%	Neutral	9.09%	Disagree	1.52%	Strongly Disagree	0.00%
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16	Controlling students in the online environment is not a problem for me.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>18.18%</td> </tr> <tr> <td>Agree</td> <td>37.88%</td> </tr> <tr> <td>Neutral</td> <td>28.79%</td> </tr> <tr> <td>Disagree</td> <td>10.61%</td> </tr> <tr> <td>Strongly Disagree</td> <td>4.55%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	18.18%	Agree	37.88%	Neutral	28.79%	Disagree	10.61%	Strongly Disagree	4.55%
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17	Online teaching is frustrating due to technical difficulties.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>25.76%</td> </tr> <tr> <td>Agree</td> <td>42.42%</td> </tr> <tr> <td>Neutral</td> <td>16.67%</td> </tr> <tr> <td>Disagree</td> <td>12.12%</td> </tr> <tr> <td>Strongly Disagree</td> <td>3.03%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	25.76%	Agree	42.42%	Neutral	16.67%	Disagree	12.12%	Strongly Disagree	3.03%
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Strongly Agree	25.76%													
Agree	42.42%													
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Strongly Disagree	3.03%													
18	Students use a range of resources in online learning than in face-to-face.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>15.15%</td> </tr> <tr> <td>Agree</td> <td>45.45%</td> </tr> <tr> <td>Neutral</td> <td>28.79%</td> </tr> <tr> <td>Disagree</td> <td>6.06%</td> </tr> <tr> <td>Strongly Disagree</td> <td>4.55%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	15.15%	Agree	45.45%	Neutral	28.79%	Disagree	6.06%	Strongly Disagree	4.55%
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19	Technical difficulties do not discourage me from online teaching.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>27.27%</td> </tr> <tr> <td>Agree</td> <td>37.88%</td> </tr> <tr> <td>Neutral</td> <td>25.76%</td> </tr> <tr> <td>Disagree</td> <td>9.09%</td> </tr> <tr> <td>Strongly Disagree</td> <td>0.00%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	27.27%	Agree	37.88%	Neutral	25.76%	Disagree	9.09%	Strongly Disagree	0.00%
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Strongly Agree	27.27%													
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Strongly Disagree	0.00%													
20	I have a higher workload in online teaching as compared to traditional teaching.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>31.82%</td> </tr> <tr> <td>Agree</td> <td>33.33%</td> </tr> <tr> <td>Neutral</td> <td>24.24%</td> </tr> <tr> <td>Disagree</td> <td>10.61%</td> </tr> <tr> <td>Strongly Disagree</td> <td>0.00%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	31.82%	Agree	33.33%	Neutral	24.24%	Disagree	10.61%	Strongly Disagree	0.00%
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Strongly Disagree	0.00%													

21	It takes me longer to prepare for an online class on a weekly basis than for a face-to-face class.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>21.21%</td> </tr> <tr> <td>Agree</td> <td>27.27%</td> </tr> <tr> <td>Neutral</td> <td>30.30%</td> </tr> <tr> <td>Disagree</td> <td>18.18%</td> </tr> <tr> <td>Strongly Disagree</td> <td>3.03%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	21.21%	Agree	27.27%	Neutral	30.30%	Disagree	18.18%	Strongly Disagree	3.03%
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22	I receive fair reward for online teaching.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>6.06%</td> </tr> <tr> <td>Agree</td> <td>27.27%</td> </tr> <tr> <td>Neutral</td> <td>37.88%</td> </tr> <tr> <td>Disagree</td> <td>19.70%</td> </tr> <tr> <td>Strongly Disagree</td> <td>9.09%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	6.06%	Agree	27.27%	Neutral	37.88%	Disagree	19.70%	Strongly Disagree	9.09%
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Agree	27.27%													
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Disagree	19.70%													
Strongly Disagree	9.09%													
23	Online teaching encourages me to teach my next courses using online approach.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>9.09%</td> </tr> <tr> <td>Agree</td> <td>22.73%</td> </tr> <tr> <td>Neutral</td> <td>39.39%</td> </tr> <tr> <td>Disagree</td> <td>15.15%</td> </tr> <tr> <td>Strongly Disagree</td> <td>13.64%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	9.09%	Agree	22.73%	Neutral	39.39%	Disagree	15.15%	Strongly Disagree	13.64%
Response	Percentage													
Strongly Agree	9.09%													
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24	I am more satisfied with online- teaching compared to face-to-face methods.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>4.55%</td> </tr> <tr> <td>Agree</td> <td>12.12%</td> </tr> <tr> <td>Neutral</td> <td>27.27%</td> </tr> <tr> <td>Disagree</td> <td>31.82%</td> </tr> <tr> <td>Strongly Disagree</td> <td>24.24%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	4.55%	Agree	12.12%	Neutral	27.27%	Disagree	31.82%	Strongly Disagree	24.24%
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25	Overall, I am more satisfied in online-learning as compared to face-to-face learning.	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>0%</td> </tr> <tr> <td>Agree</td> <td>0.90%</td> </tr> <tr> <td>Neutral</td> <td>15.00%</td> </tr> <tr> <td>Disagree</td> <td>33%</td> </tr> <tr> <td>Strongly Disagree</td> <td>42%</td> </tr> </tbody> </table>	Response	Percentage	Strongly Agree	0%	Agree	0.90%	Neutral	15.00%	Disagree	33%	Strongly Disagree	42%
Response	Percentage													
Strongly Agree	0%													
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Strongly Disagree	42%													

#### 4. CONCLUSION

Online teaching is best alternative for teaching in this pandemic. However, overall faculty is less satisfied with online learning because of less interaction with the students; technical difficulties; higher work load; etc. Further research can be conducted by exploring such points which will make online learning more fruitful.

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