



**ORIGINAL RESEARCH PAPER**

**Nursing**

**“A DESCRIPTIVE STUDY TO ASSESS THE LEVEL OF SATISFACTION OF ONLINE CLASSES DURING COVID-19 PANDEMIC AMONG THE STUDENTS STUDYING IN D.Y. PATIL COLLEGE OF NURSING, KOLHAPUR”.**

**KEY WORDS:** Satisfaction; Online Classes; COVID-19; Students; College

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**ABSTRACT**

**Background And Objectives:** The outbreak of COVID-19 pandemic across the world has profoundly altered almost all aspects of life, including education. Conducting online learning was necessary to continue academic activities across all schools and colleges worldwide. Halfway through the 2019–2020 academic year, the entire university system was affected by an exceptional situation caused by the COVID-19 pandemic. Online learning was globally implemented for all degrees to finish the course and to meet academic objectives. This unforeseen change in teaching and subsequent evaluations meant teachers and students had to invest significant effort. Student satisfaction is used to measure the evaluation of teaching/learning processes in higher education. Our objective was to know and compare the satisfaction of nursing students taught at university after making changes to the teaching methodology. Hence, there is a need to assess the level of satisfaction of online classes during covid-19 pandemic among the students studying in D. Y. Patil College of Nursing, Kolhapur. The objectives of the study are, to assess the level of satisfaction of online classes during covid 19 pandemic among students, to find the significant association between level of satisfaction of online classes scores with selected demographic variables among the students. **Methods:** A non-experimental descriptive research design was used for this study. Quantitative survey approach was used for this study. The samples were selected for the study includes 250 nursing students studying in D. Y. Patil College of Nursing by using purposive sampling technique. The reliability of the tool was established and the data was collected by using demographic data and satisfaction scale with 28 statements. **Results:** The level of satisfaction of online classes among nursing students was revealed that majority (70.8%) of the student nurses had average level of satisfaction, 21.6% had optimum level of satisfaction, 4% had poor level of satisfaction and 3.6% of student had high level of satisfaction. The findings reveal that there is significant association between level of satisfaction score regarding online classes with selected demographic variables among nursing students like nursing program and marital status. **Interpretation And Conclusion:** Overall findings showed that, the level of satisfaction of online classes among nursing students during covid 19 pandemic, had average level of satisfaction and there was significant association between level of satisfaction score regarding online classes with selected demographic variables among nursing students like nursing program and marital status. So the enhancement in the level of satisfaction of online classes is required.

**INTRODUCTION**

**"We Need To Bring Learning To People Instead Of People To Learning."**

– Elliot Masie

The COVID-19 declared as a pandemic by World Health Organization in 2020 has utterly disrupted educational activities, forcing most universities to a full closure, thus affecting hundreds of millions of students and educators. The Corona virus Disease 2019 (COVID-19) had brought the world to a standstill. In order to contain the spread of the virus, governments ensured lockdown which also included the closure of education institutions. With the unavailability of definitive treatment and uncertainty for the end of the pandemic, preventive measures are crucial in saving oneself from getting infected from this virus.<sup>1</sup>

The traditional way of classroom teaching was impossible as it would violate social distancing norms and would risk teachers and the students. This had a serious negative impact on the education system. Therefore, to continue with their professional curriculum, online teaching was the only option left to teach undergraduate medical and nursing students. Across the global When traditional learning and teaching are no longer an option, online learning synchronous or asynchronous acts as an alternative to support the continuation of education in the midst of a pandemic with its flexibility, accessibility, and convenience. Most higher institutions shifted from face-to-face learning to emergency remote teaching and the motive behind such implementation was to alleviate the transmission of the coronavirus and maintain the continuation of education during the challenging times of lockdown among students and educators.<sup>1</sup>

**Methods**

A non-experimental descriptive research design was used for this study. Quantitative survey approach was used for this study. The samples were selected for the study includes 250

nursing students studying in D. Y. Patil College of Nursing by using purposive sampling technique. The reliability of the tool was established and the data was collected by using demographic data and satisfaction scale with 28 statements.

**Ethical Consideration**

Ethical clearance was taken from ethical committee of D Y Patil College of Nursing, Kolhapur. Apart from this, written informed consent was taken from each study participant and permission was taken from authorities of the D Y Patil College of Nursing, Kolhapur to collect the data. Confidentiality and privacy of the study participants were also be maintained.

**RESULTS**

**Part I: Description Of Demographic Variables Of Nursing Students.**

**Table 1: Frequency And Percentage Distribution Of Sample According To Demographic Characteristics n = 250**

Sr. No	Variable	Frequency (f)	Percentage (%)
1.	Age		
	18 to 20 years	90	36
	21 to 23 years	129	51.6
	24 to 26 years	20	8
	above 26 years	11	4.4
2.	Gender		
	Male	130	52
	Female	120	48
3.	Religion		
	Hindu	167	66.8
	Muslim	27	10.8
	Christian	51	20.4
	Others	05	2
4.	Marital status		
	Married	21	8.4

	Unmarried	225	100
	Divorced /Separated	04	1.6
5.	Type of family		
	Nuclear	150	60
	Joint	76	30.4
	Extended	24	9.6
6.	Family Income		
	Less than 10,000	30	12
	10,001 to 20,000	77	30.8
	20,001 to 30,000	56	22.4
	Above 30,000	87	34.8
7.	Residential Area		
	Urban	103	41.2
	Semi Urban	67	26.8
	Rural	80	32
8.	Nursing Program		
	G.N.M(N)	30	12
	B.Sc (N)	182	72.8
	P.B.B.Sc (N)	23	9.2
	M.SC (N)	15	6

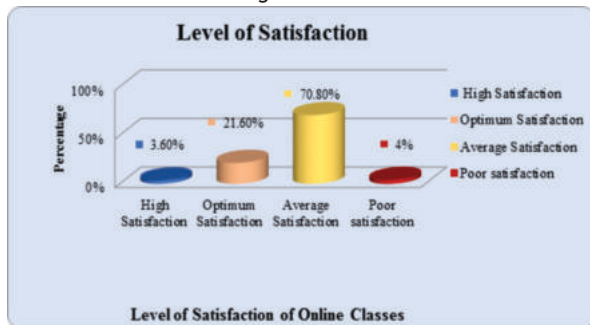
**Part II: Assessment Of The Level Of Satisfaction Among The Nursing Students.**

Section A: Analysis of the satisfaction among the nursing students.

**Table 2: Frequency And Percentage Distribution Of The Student Nurses According To The Level Of Satisfaction. N= 250**

Level of Satisfaction	Range Of Score	Frequency (f)	Percentage (%)
High Satisfaction	85-112	09	3.6
Optimum Satisfaction	57-84	54	21.6
Average Satisfaction	29-56	177	70.8
Poor satisfaction	0-28	10	04

Data in Table 2 and Figure 13 show that majority 70.8% of the student nurses had average level of satisfaction, 21.6% had optimum level of satisfaction, 4% had poor level of satisfaction and 3.6% of student had high level of satisfaction.



**Graph 12: Distribution Of The Subjects Based On The Level Of Job Satisfaction.**

**Part III: Association Between The Level Of Satisfaction Scores With Selected Demographic Variables Among Nursing Students.**

The data presented in Table 3 shows that the obtained Chi-square values indicate a significant association between the level of satisfaction score with marital status and nursing program (calculated value of marital status is 41.676 is greater than table value 12.592 at 0.05 level of significance and calculated value of nursing program is 30.962 is greater than table value 16.919 at 0.05 level of significance). But there is no significant association between the level of satisfaction scores with other demographic variables among nursing students such as age, gender, religion, type of family, family income and residential area.

However, the above finding reveals that there was association between the level of satisfaction scores with selected demographic variables among nursing students. So the hypothesis (H<sub>1</sub>) was accepted.

**DISCUSSION**

**1. Demographic Characteristics**

The majority of respondents 51.6% belonged to the age group of 21-23 years, whereas 36% belonged to 18-20 years and 8% nursing students belonged to 22-26 years and Above 26 years nursing students are 4.4%.

A study with contradictory findings was conducted to assess the nursing students' perception of online learning amidst COVID-19 pandemic in Nepal among 211 nursing students using enumerative sampling method. Data was collected by Self-administered structured online questionnaire. The result showed that the mean age of the participants was 19.80±1.87 years. All (100%) had mobile phone. Most (93.8%) had internet facility at home. More than half (59.7%) strongly agreed that face-to-face learning was more effective. Less than half (44.6%) strongly agreed that interrupted internet connection was an obstacle. More than half (56.9%) participants had positive perception of online learning.<sup>21</sup>

**2. Assessment Of The Level Of Satisfaction Among Nursing Students In Selected College At Kolhapur.**

The results also reveals show that majority 70.8% of the student nurses had average level of satisfaction, 21.6% had optimum level of satisfaction, 4% had poor level of satisfaction and 3.6% of student had high level of satisfaction.

A study with similar finding was conducted to assess the Online Learning in Nursing Education during the COVID-19 Pandemic: Stress, Satisfaction, and Academic Performance. The research participants were the second-year undergraduate nursing students from one nursing school in the Philippines. The results revealed that the undergraduate nursing students had low satisfaction (37%) and moderate satisfaction (46.3%) having the online learning during the COVID-19 outbreak.<sup>28</sup>

**3. Association Between Level Satisfaction Scores With Selected Demographic Variables Among Nursing Students.**

The present study reveals that the obtained Chi-square values indicate a significant association between the level of satisfaction score with marital status and nursing program (calculated value of marital status is 41.676 is greater than table value 12.592 at 0.05 level of significance and calculated value of nursing program is 30.962 is greater than table value 16.919 at 0.05 level of significance).

A study with similar findings was conducted to explore the learning experience of nursing students regarding online classes during Covid-19 lockdown periods in SRM College of Nursing, Kattankulathur, Kancheepuram, Tamil Nadu, India. A single blinded quantitative study with purposive sampling technique, 250 B.Sc. Nursing students were enrolled in this study.

The result of the study revealed high level of satisfaction with maximum score of 63.0 and minimum score of 26.0. This result was significant with the mean value of 46.21 and the standard deviation of 7.32. The association of the learning experience of nursing students with the demographic variables was significant with the year of study of the participants. Hence the research hypothesis formulated in this study was proved.<sup>16</sup>

**CONCLUSION**

Majority of the nursing students participated in the study have gave free and frank responses regarding level satisfaction. The study was based on the level of satisfaction of nursing students, network issues, learning satisfaction, concentration, financial status, demonstration and practical, student-teacher interaction, health problems in selected college.

It provides a comprehensive frame work for assessment of level satisfaction among nursing students.

### Implications Of The Study

The findings of the study have implications for the Nursing Administration. Nursing personnel can develop skill in communication, health care professionals, and academic performance. Through level of satisfaction the nursing students can improve their decision making and problem solving abilities which in turn enhances quality of their academic performance. Nursing Administrative can organize the education programme on assessment of level of satisfaction among nursing students.

The nursing Administration should plan the online meeting for all nursing students in every week to express their problems. Nursing students can also involve the research activities and implement their finding in their day to day life. Our study documented that majority of nursing students studying in this college were averagely satisfied with their online classes. Various factors of level of satisfaction were defined along with their relation. Monitoring the level of satisfaction could be under taken on a regular basis to find out the factors that need improvement.

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