



**ORIGINAL RESEARCH PAPER**

**Commerce**

**TECHNICAL SUPPORTS IN VIRTUAL CLASSES- A B.COM STUDENT PERCEPTION**

**KEY WORDS:** Virtual Classes, Learning Transition, Perception And Adoptability And Advantages

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**ABSTRACT**

**Purpose:** Covid -19 pandemic had created historical lockdown throughout the world. It had restricted human movements and the tangible effect was on almost all the fields. All the education institutes were closed temporarily. Then immediate challenge was the process of transition from traditional classrooms to virtual classrooms. The traditional class rooms were replaced by online classes soon. It was a very challenging task for both teachers and students communities to adapt to the new system in the world wide health crises time. The objective of the present study is the role of technology in teaching and learning process in the virtual classes with special reference to B.Com students of two different government colleges. **Design:** The primary data has been collected from 800 commerce graduation level students from two semi- urban Government First Grade colleges (GFGCs/Degree colleges) from Mysore district, Karnataka. The data collected through a structured questionnaire on a five point liker scale from 396 students of Nanjangud Degree College and 404 students' from Hunsur Sri D.Devaraja Urs Government Degree College. Descriptive Statistics, Mean, Standard Deviation, Regression Analysis, Anova and Independent Sample T test were used in the SPSS software to analyze the primary sources. **Findings:** The mean score of technical support of online classes were positive from students [more than 03] and there is strong relationship between technical support and level of satisfaction[r value =67] with significant.

**INTRODUCTION**

Information technology has entered into every aspect of human activities. The technology has played a crucial role in the field of education and training. However, during Covid- 19 time the technology was inevitable. The technological infrastructure in the field of education was a great support during the pandemic and it had helped to reduce the lockdown burden some extent. The technology helps the teachers and students to update their knowledge.

In this technological world the digital platforms such as Zoom, Skype, Google Meet, Microsoft Team, and Google Class room and YouTube has been used effectively. Teachers and students can continue their teaching learning process during this pandemic period [Singh and Meena-2022].

**Review of Literature**

Most of the researchers have evaluated students' satisfaction of online and distance education (ODL) during the pandemic period. The followings researchers contributed their result of their studies. According to Vinita Tiwari and Abhay Tiwari [2021], more number of students used online communication platform during the classes through, Google meet, Microsoft teams, whatsapp. Teachers opined that, lack of interaction and not able to effectively judge performance of students on the basis of online performances]. Some students interested that prefer more homework over discussion board assignments [Heba Abdel – Rahim 2021]. According to Zulaikha Mohd Basae et. al.[2021], 93 percent's students highly satisfied about ability and comfortability of use of the computers in online classes, 41.5 percent students have low degree of motivation to online classes and 98 percent students was agreed to conventional teaching [face to face] was important. According to Sujeewa Hettiarachchi[2021]highlights that students satisfaction with online learning through three variables like perceived challenges of E learning, Perceived Learner Motivation and Interaction. Their study result focused that there is a significant impact on student satisfaction from all the three variables.

**Need for the Study:**

In the 21<sup>st</sup> century, science and technology is rapidly growing in the field of education. The technology plays a key role in learning process. The covid -19 had created critical circumstances in human life at the global level. During that

time all the schools and colleges were completely stopped the teaching and learning process. The major challenge was utilization of teachers' knowledge through technology to full fill the loss of learning. The Government of India and the Government of Karnataka had given the direction for continuing the classes from analogues learning to digital learning mode. The review of the literature reveals that many studies have examined in the view point of impact and satisfaction of online classes and no study so far has tried to focus on technical support and students' feedback about digital platform in the learning process. So that present study entitled "Technical Supports in Virtual Classes- a Perspective from B.Com Students" has tried to full fill this research gap.

**Objectives of the Study**

1. To examine the relationship between technical support and students satisfaction level;

**Hypothesis of the Study**

- H<sub>0</sub>: There is no relationship between technical support and students' satisfaction level;
- H<sub>1</sub>: There is a relationship between technical support and students' satisfaction level;

**Research Methodology**

Research methodology has adopted descriptive, analytical and comparative methods for the study. The primary data has been collected using structured questionnaires to gain insight into the effectiveness of online classes in two reputed government first grade colleges. The primary data collected through a sample survey method from filling the Google form. 800 students have filled Google form in Government First Grade College, Nanjangud and Sri D.Devaraja Urs Government First Grade College at Hunsur. Out of 800 students, 396 students are from Nanjangud and 404 students from Hunsur Degree College. The paper has three dimensions firstly, to examine the relationship between technical support and student satisfaction level for this purpose Regression test has used,

**Statistical Tools and Techniques**

To analyze the primary data the appropriate statistical techniques have used like; mean standard deviation and Regression are used to test the hypotheses.

**Table -01**

**1. Technical Support of Online Classes**

| Sl. No | Statements   | Mean value | Standard Deviation |
|--------|--|------------|--------------------|
| 1      | Network Speed  | 3.5363     | 1.1170             |
| 2      | Good battery performance for continues and uninterrupted classes               | 3.6387     | 1.0780             |
| 3      | High cost data   | 3.5038     | 1.1474             |
| 4      | It is a burden for parents to purchase devices                                 | 3.4925     | 1.1463             |
| 5      | Storage capacity of devices  | 3.5862     | 1.1176             |
| 6      | Adequate time is available in unpaid communication software                    | 3.5837     | 1.0255             |
| 7      | Utilization of chat box during the class by students                           | 3.7712     | 0.9824             |
| 8      | Up graded mobile \ lap top/ tablet used by students offers flexible scheduling | 3.7175     | 1.0399             |
|        | Total  | 3.6038     | 0.8744             |

[SPSS Output]

The above table illustrates the technical support of virtual classes during the covid period. The aggregate mean value and standard deviation is 3.6038 and 0.8744 respectively. The mean value of all the statements is more than 03. It clearly shows that positive opinions from the students of the two colleges during the virtual classes.

**Reliability Statistics**

The reliability test was conducted to ensure the validity of the instrument. The reliability analysis using Cronbach's Alpha showed reliability as given from 08 items and the result of reliability analysis in all the variables. The Alph value is 0.92 which indicates high level of the variable.

**Testing of Hypotheses**

The following table paragraph, the following hypothesis has been tested relevant test and the results are as under:

H<sub>0</sub>: There is no relationship between technical support and students' satisfaction level;

H<sub>1</sub>: There is a relationship between technical support and students' satisfaction level;

**Table -2 Coefficients Technical Support of Online Classes and Level of Satisfaction**

| Model | R    | R Squares | Adjusted R Square | Std. Error of the Estimate |
|-------|------|-----------|-------------------|----------------------------|
| 1     | 0.67 | 0.45      | 0.45              | 0.6131                     |

**a. Predictors: [Constant] Effectiveness of Online Class**

To test the null hypothesis, we have used Regression test. To understand the relationship between technical support of online class and level of satisfaction of students, here is an example of how the above hypothesis works.

R = 0.67 indicates that there is a high degree of correlation between dependent variable.

The adjusted R<sup>2</sup> value is 0.45, which tells us that independent variable Effectiveness of online class]

**Table -2.1**

| Model                         | Unstandardized Coefficients |       | Standardized Coefficients | T      | Significant |
|-------------------------------|-----------------------------|-------|---------------------------|--------|-------------|
|                               |                             |       |                           |        |             |
| 1 [constant]                  | 1.389                       | 0.092 |                           | 15.101 | 0.00        |
| Effectiveness of Online Class | 0.629                       | 0.025 | 0.668                     | 25.374 | 0.00        |

**a. Dependent Variable: Level of Satisfaction**

The beta co-efficient and "t" value for the relationship

between effectiveness of online class and level of satisfaction of students from online classes are 0.67 and 25.374 respectively. With a significant value is 0.005. So that Alternative Hypothesis "There is a relationship between technical support and students' satisfaction level;" is accepted and Null hypothesis is rejected.

**Findings of the Study**

1. The study found that usage of communication equipment during the classes. More number of students have attended through zoom platform from GFGC, Nanjangud and more number of students' participated classes by micro team software from Sri DD Urs GFGC Hunsur.
2. Most of the students used smart phone during the classes from both the college students.
3. The research result reveals that, there is a relationship between technical support and students' satisfaction level during the online classes [P value is 0.00]

**CONCLUSION**

Virtual Education platform is one of the best alternatives of natural unexpected circumstances. The author has investigated that satisfaction of students with virtual classes during the period of covid-19 from two reputed government degree colleges from Mysore district. The study result reveals that, there is strong relationship between technical support and level of satisfaction[r value =67] with significant. The science and technology has drastically developed but proper utilization of the technology is a skill and it is must for every student. Finally conclude that, proper utilization of the technology and interest of the students towards online mode are two faces of the same coin.

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