

Factors Influencing the Secondary Level Students' Satisfaction in E-Learning: A Case Study of an Educational Institute in Sri Lanka

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Abstract - With the covid-19 pandemic, e-learning has shown significant growth in Sri Lanka over the last few years. As a remedy to sudden school closure during the covid-19 outbreak, educational institutes have adopted e-learning to minimize the disruption of education. Even though there are benefits, teachers complained that the satisfaction of secondary level students is declining, and it has impacted the academic performance to become low. Therefore, this research is conducted to investigate the factors influencing the secondary level students' satisfaction in e-learning at an educational institute in Sri Lanka from students' perspectives. This study takes 211 students from secondary-level students in an educational institute as participants. The data were gathered through online questionnaires undertaking a Quantitative approach. Overall results indicate that flexibility is the most influencing factor. Respectively, the quality of the e-learning system/platform, Interactivity, quality of the Internet, and quality of the learning material influence students' satisfaction. As per the recommendations, the educational institute is suggested to select a suitable e-learning platform and use Learning Management System (LMS). Also, they are suggested to provide a fixed timetable for teachers. The teachers are encouraged to be more interactive and to use computer-based learning materials to deliver the content. Also, an educational institute is suggested to provide adequate teacher training in creating resource materials. The Ministry of Education is suggested to provide a free e-learning system and data package for less cost. Also, the Ministry of Education is recommended to take strategic decisions to enhance school curriculums to be interactive. E-learning system designers should be aware of the school curriculum in designing e-learning systems. And the Government is encouraged to increase the coverage and infrastructure facilities to establish a satisfying e-learning environment.

Keywords - *academic performance, e-learning platform, flexibility, secondary level, students' satisfaction*