

## **PEMBELAJARAN DALAM TALIAN SEGERAK: KEPUASAN PELAJAR TERHADAP PENGGUNAAN MICROSOFT TEAMS**

(Synchronized Online Learning: Student Satisfaction Towards the Use of Microsoft Teams)

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### *ABSTRAK*

Pandemik Covid-19 yang melanda dunia telah memaksa kaedah pengajaran dan pembelajaran beralih sepenuhnya daripada bersemuka dalam bilik kuliah kepada dalam talian. Universiti Kebangsaan Malaysia (UKM) memilih pembelajaran dalam talian segerak dengan menggunakan pelantar Microsoft Teams. Oleh itu, kajian ini bertujuan mengukur tahap kepuasan pelajar Jabatan Sains Matematik dalam menggunakan Microsoft Teams sebagai pelantar pembelajaran dalam talian segerak. Suatu tinjauan telah dijalankan. Seramai 142 orang pelajar telah memberi maklum balas melalui soal selidik yang diedar secara dalam talian. Secara umumnya tahap kepuasan pelajar adalah pada tahap yang sederhana dengan nilai min kepuasan keseluruhan 4.365 (daripada 6 mata skala Likert). Didapati tiada perbezaan min kepuasan pelajar di antara yang tinggal di bandar mahu pun luar bandar, namun min kepuasan ini didapati berbeza mengikut tahap kelajuan capaian internet. Hanya sekitar 25% pelajar yang mendapat kelajuan capaian internet yang kuat. Oleh itu, majoriti pelajar (68.3%) memilih kaedah pembelajaran bersemuka dalam bilik kuliah berbanding pembelajaran dalam talian. Namun, sekiranya keadaan memaksa, pelajar bersedia untuk terus belajar dalam talian pada semester akan datang. Peratusan pelajar yang memilih pembelajaran dalam talian segerak atau tidak segerak adalah agak seimbang. Namun, bagi pelajar yang memilih pembelajaran dalam talian segerak, mereka tetap mahukan bahan untuk pembelajaran sendiri dalam talian tidak segerak. Ini berikutan 49% kekangan pembelajaran dalam talian disumbang oleh masalah capaian internet dan semestinya pembelajaran dalam talian segerak memerlukan capaian internet yang baik.

*Kata kunci:* tinjauan; kelajuan capaian internet; pembelajaran dalam talian tidak segerak

### *ABSTRACT*

The global Covid-19 pandemic has forced teaching and learning to shift completely from face-to-face in the lecture room to online. Universiti Kebangsaan Malaysia (UKM) has been designating the synchronized online learning to be done via the Microsoft Teams platform. Therefore, this study aims to measure the Department of Mathematical Sciences students' satisfaction level in using Microsoft Teams as a synchronous online learning platform. A survey has been conducted. A total of 142 students gave feedback through questionnaires that had been distributed online. In general, the students' satisfaction is at a moderate level with the mean of overall satisfaction 4.365 (out of 6 points Likert scale). It was found that there was no difference in the mean of student satisfaction between those who live in the city and those in the countryside, but it was found to be different according to the level of internet access speed. Only around 25% of students had strong internet access speed. Therefore, majority of students (68.3%) chose face-to-face learning over online learning. However, if the situation is compelling, students are ready to continue online learning for the next coming semester. The percentage of students choosing online learning as synchronous or asynchronous is almost even. However, for students who have chosen synchronized online learning, they still want materials for online asynchronous self-learning. This adheres to 49% of online learning weaknesses are contributed by the internet access problems, and it is unquestionably that synchronized online learning requires good internet access.

*Keywords:* survey; internet connection speed; asynchronous online learning

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