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ONLINE LEARNING SATISFACTION AND ACADEMIC PERFORMANCE: A STUDY OF MRSM STUDENTS DURING THE PANDEMIC

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ABSTRACT

The rapid transition from conventional in-person teaching to online learning, prompted by the global COVID-19 pandemic, has introduced a series of challenges to educational systems worldwide. Among these challenges, student satisfaction with the online learning experience has emerged as a crucial factor affecting the overall effectiveness of remote education. This study aims to assess the level of satisfaction and academic performance of Maktab Rendah Sains Mara (MRSM) students with regard to online learning during the pandemic. Through the utilisation of purposive sampling, a survey was conducted online, yielding 646 responses in 2021. The objective is to gain insights into the students' perceptions of online education, exploring its impact on their satisfaction and academic achievements. Based on the findings, most respondents did not achieve satisfactory learning outcomes nor experience high levels of satisfaction while participating in e-learning during the pandemic.

Keywords: *Academic performance, COVID-19 pandemic, E-learning, Online learning, Purposive sampling, Purposive sampling*

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