

Research Article

The Study of Students' Satisfaction with Online Teaching and Learning During The COVID-19 Epidemic, Case Study: Fundamentals of Western Dance Course, Performing Arts Program, Chiang Mai Rajabhat University

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Abstract

The purpose of this survey research was to study students' satisfaction in the management of online learning and teaching in four areas using the satisfaction survey that has been assessed for quality by experts in online assessment method. The researchers then combined and analyzed the results the percentage according to the objective.

The authors evaluated the students' satisfaction with the management of the online teaching and learning format in four areas. Area one item one, overall satisfaction of students towards teaching and learning management, which the level of satisfaction level was 4.13 points, item two divided into four areas, 1) content and practice, which the satisfaction level was 4.4 points, 2) the online teaching and learning models, which the level of satisfaction was 3.99 points, 3) the measurement and evaluation, the satisfaction level was 4.22 points, and 4). information technology, the satisfaction level was 3.91 points. So, the level of satisfaction was at the high level in three areas and the level of satisfaction level was at the highest level in two areas.

Keywords: Online Teaching and Learning, Satisfaction Study, Performing Arts, COVID-19

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Received: 2 March 2021,

Revised: 30 March 2021,

Accepted: 19 May 2021

Introduction

Thai education can be categorized into several levels according to the Education Act of 2008; basic education management, which is the educational arrangement formal education, non-formal education, and learner-centered education, and cover all target groups, able to transfer learning outcomes and experiences. The current Thai education system as stipulated in the National Education Act of B.E. 2542 and Amendments (Second National Education Act B.E. 2545) was organized into a 6-year primary education system with 6 levels; 3-year 3-level of lower secondary education and 3-year 3-level of high school, or the so-called 6-3-3 system (Ministry of Education. 2008)

Tertiary education is another education that extends from basic education, and is the key to the development of science in various fields. In the teaching at tertiary level, most of the learners prefer to choose their field of study according to their ability and self-aptitude, which leads to a career in the future and is consistent with the 20-year tertiary education plan, B.E. 2561-2580, strategy 2, in terms of knowledge enhancement, collection of knowledge and professional skills to be ready to accommodate the changes that will occur in the future (Office of the Higher Education Commission, 2018). In addition, the current study has changed the format with an emphasis on learners.

In digital technology overview, tertiary education institutions still have to adjust to provide services to comply with the teaching and learning management, including management with various digital technology formats, to help create new opportunities or channels and complement the integrity of learners and teachers. Also, tertiary education institutions can respond to their needs in the social context that is constantly changing and is going to be effective and provide benefits to learners and Thai tertiary education institutions.

At the end of B.E. 2562, there was an epidemic that started affecting the Asian region and affecting the world in no time. Through the People's Republic of China, the threat of epidemic disease has affected a broader sector of the economy and the health of human beings, which has led to a new way of life called social distancing, which is a primary care of yourself to be safe from the threat of virus, reduce the chance of exposure to infection between humans and humans, and humans and objects that may carry the virus contamination and reduce the spread of illness. The establishment of safety measures by the Ministry of Public Health affects the lives of Thai people in

all societies. Both work and life in the present, including the Thai education industry, therefore, there must be a change in the form of learning and teaching as known as an online learning format at all levels.

From the reasons mentioned above, the teaching and learning format at all levels accelerated to change quickly and immediately according to current conditions, especially at the tertiary level. In some institutions, teaching and learning are conducted according to contextual or appropriate format. Therefore, the researchers are interested in studying student satisfaction with online teaching and learning during the COVID-19 epidemic. Case study: Fundamentals of Western Dance Course, Performing Arts Program, Chiang Mai Rajabhat University would be used as a guideline in preparation for teaching and learning consistent with the situation or as appropriate in the future.

Research Objectives

To study the satisfaction of students in online teaching and learning in five areas: 1) content and practice 2) online teaching and learning model 3) measurement and evaluation 4) technology/information 5) student satisfaction towards teaching and learning management in the Fundamentals of Western Dance Course, Performing Arts Program, Chiang Mai Rajabhat University.

Study Methods

Methods of conducting research on "Study students" satisfaction with online teaching and learning during the COVID-19 epidemic, Case Study: Fundamentals of Western Dance Course, Performing Arts Program, Chiang Mai Rajabhat University" are sequenced as follows:

1. Instruments used in the study consist of the design, satisfaction survey, which the information is divided into two groups: 1) general basic information 2) satisfaction in five areas, which was sent to both external and internal experts consisting of three experts to proceed an assessment: two performing arts experts, divided into one external expert and one internal expert, and an information expert as external expert for the conformity index.

2. Data collection

2.1 Data from documents and textbooks relating to the organization of study activities, academic articles and documents related to online teaching.

2.2 Carry out data collection.

2. 3 Handling of data, correctness checking, and data were analyzed according to the percentage statistic principle.

Population and Sample

To study students' satisfaction, the population used in the study of online teaching and learning management during the COVID-19 epidemic are undergraduate students in Performing Arts Program, Faculty of Humanities and Social Sciences, Chiang Mai Rajabhat University, Academic Year B.E. 2563, Semester 2.

The samples used in this study were the first-year undergraduate students in the Performing Arts Program, Academic Year B.E. 2563, Semester 2, and were selected by Purposive Sampling. 30 students in the Fundamentals of Western Dance Course were selected.

Research Instrument

The research instrument is a satisfaction survey, which is divided into four sections:

1. Content and practice consisting of four areas.

1.1 Clear teaching objectives and a systematic teaching plan.

1.2 Learning activities are organized to focus on students' participation in activities and practice.

1.3 There are teaching and learning activities that encourage students to continually research and seek knowledge.

1.4 There are teaching and learning activities that focus on continuous practice.

2. The online teaching model consists of six areas:

2.1 Online teaching allows students to gain more knowledge.

2.2 Students are happy to learn this way.

2.3 It helps to enhance self-study skills.

2.4 It makes students become more active in their studies.

2.5 Learning in this way allows students to take advantage of technology.

2.6 Learning in this way allows students gain more knowledge about technology.

3. The assessment and evaluation consist of four areas:

3.1 Having a clear criterion for the assessment.

3.2 The assessment and evaluation of teaching and learning in accordance with the learning activities provided to learners and based on the development of individual learners.

3.3 Provides feedback to lead to self-improvement.

3.4 Uses a variety of evaluation techniques or methods.

4. Information technology consists of four areas:

4.1 The stability of the internet network system in the university.

4.2 Tools and equipment to support online learning at the university.

4.3 Adequate electrical system per student number.

4.4 Places inside the university, there is enough support for the number of students that can be used to study online.

Construction of Research Instruments

By the instruments used in this research, there are steps to build and find efficiency instruments as follows:

1. Study details about information work in various fields from research textbooks and related articles.

2. Determine students' satisfaction variables towards the teaching and learning of Fundamentals of Western Dance Course.

3. Create a survey on students' satisfaction towards the teaching and learning management, which is divided into four areas:

Area 1: Enquires about content and practice, 4 questions.

Area 2: Enquires about the form of online teaching, 6 questions.

Area 3: Enquires about assessment and evaluation, 4 questions.

Area 4: Enquires about information technology, 4 questions.

The survey used a 5-level rating scale evaluation with 5 levels of weight values as follows (Boonchom, 2002)

Most satisfied weight value 5

Very satisfied weight value 4

Moderate satisfied weight value 3

Less satisfied weight value 2

Least satisfied weight value 1

Quality Determination of Research Instruments

1. Take the satisfaction survey outline to consult with the relevant experts and proceed to determine the quality of the instruments. Three experts were consulted, namely

1.1 Asst. Prof. Sunthorn Chantawong (Head of the Department of Music and Performing Arts, Faculty of Humanities and Social Sciences,

Chiang Mai Rajabhat University, Internal Expert in Performing Arts).

1.2 Asst. Prof. Prawit Rittibun (Assistant Dean of the Faculty of Fine and Applied Arts, Rajamangala University of Technology Thanyaburi, External Expert in Performing Arts).

1.3 Asst. Prof. Siriporn Intason (Lecturer of Business Computer Program, Faculty of Management, Phranakhon Si Ayutthaya Rajabhat University, Specialist in Information Technology). Then take it to determine the Index of Item - Objective Congruence of the results of the assessment of the questions by the experts, which the assessment value of the satisfaction level is at the pass level. Make amendments to the survey based on expert recommendations.

2. Take the students' satisfaction with teaching and learning management survey to be using in the research.

Data collection

In collecting the data for analysis, the researchers took the following steps:

1. Collecting the data by implementing an information system, using Google Form to create an online survey in order to comply with social distancing.

2. The researchers analyzed the data and presented the information as follows:

2.1 Analyzed data according to purpose.

2.2 Information presentation, the researcher presented the results of the analysis of the data in a qualitative way. Process data according to the research purposes and present the research results in descriptive analysis.

Statistics used in data analysis

The statistics used to analyze the students' satisfaction with online teaching and learning during the COVID-19 epidemic, case study: Fundamentals of Western Dance Course data are as follows:

1. Students' satisfaction with online teaching and learning during the COVID-19 epidemic, case study: Fundamentals of Western Dance Course collected from the evaluation scale survey, analyzing the data by finding the mean. (Hopkins, K.D., Stanley, J.C. & Hopkins, 1990, p.30) and the standard deviation (Standard deviation S. D.) (Hopkins, K.D., Stanley, J.C. & Hopkins, 1990,p. 37) the formulas are as follows:

1.1 Mean

$$\bar{X} = \frac{\sum X}{N}$$

when

\bar{X} = Mean

$\sum X$ = The sum of the points

N = Number of people

1.2 Standard deviation: S.D.

$$SD = \sqrt{\frac{N\sum X^2 - (\sum X)^2}{N(N-1)}}$$

when

SD = Standard deviation

$\sum X$ = The sum of the points

N = Number of people

By interpreting the mean, it can be compared with the basis of Best. (Best. 1977, P. 135; Reference in Napaporn, 2005, p. 161) as follows:

4.21 – 5.00 means the satisfaction is at the highest level.

3.41 – 4.20 means the satisfaction is at the high level.

2.61 – 3.40 means the satisfaction is at the moderate level.

1.81 – 2.60 means the satisfaction is at the low level.

1.00 – 1.80 means the satisfaction is at the lowest level.

Research results

The data used to study students' satisfaction with online teaching and learning in four areas were divided into a Rubric evaluation criteria table as five levels of scoring instrument (Phonhamani, 2020) 1) level 5 means highest, 2) level 4 means high, 3) level 3 means moderate, 4) level 2 means low, 5) level 1 means lowest, and by study results. The information is displayed in Table 1

Table 1 Summary Table of 4 Areas

No.	Name	Mean		
		\bar{X}	S.D.	Results Interpretation
1	Content and Practice	4.4	0.077	Highest
2	Online Teaching and Learning Models	3.99	1.632	High
3	Measurement and Evaluation	4.22	0.070	Highest
4	Information Technology	3.91	0.042	High
Summary		4.13	0.223	High

Content and Practice from the survey on the satisfaction level was at level 4.4 out of 5, the interpretation value was at the highest level from the full score.

Online Teaching and Learning Models from the survey on the satisfaction level was at level 3.99 out of 5, the interpretation value was at the high level.

Measurement and Evaluation from the survey on the satisfaction level was at level 4.22 out of 5, the interpretation value was at the highest level from the full score.

Information Technology from the survey on the satisfaction level was at level 3.19 out of 5, the interpretation value was at the high from the full score.

Overall scores in all four areas were at level 4.13 out of 5 at a value of 3.19, the interpretation value was at the high level.

And can be divided into four tables, details are as follows.

Table 2 Content and Practice

No.	Name	Mean		
		\bar{X}	S.D.	Results Interpretation
1	Set a clear teaching goal and having a systematic teaching plan.	4.30	0.794	Highest
2	Learning activities that focus on students' participation in activities and practice.	4.37	0.669	Highest
3	Teaching and learning activities that encourage students to continually research and seek knowledge.	4.27	0.828	Highest
4	Teaching and learning activities that focus on continuous practice.	4.47	0.629	Highest
Summary		4.44	0.077	Highest

The scores in Table 2 Content and Practice were divided into four areas with an overall score of 4.44 out of 5, at a value of 4.44, which was at the highest level from the full score

Table 3 Online Teaching and Learning Models

No.	Name	Mean		
		\bar{X}	S.D.	Results Interpretation
1	Online teaching allows students to gain more knowledge.	3.53	0.681	High
2	Students are happy to learn in this way.	3.70	0.794	High
3	Encourages self-learning skills.	3.90	0.712	High
4	Makes students become more active in their studies.	3.60	0.770	High
Summary		4.10	0.845	High

The scores in Table 3 Online Teaching and Learning Models were divided into 6 areas with an overall score of 3.99 out of 5, at a value of 3.99, which was at the high level.

Table 4 Measurement and Evaluation

No.	Name	Mean		
		\bar{X}	S.D.	Results Interpretation
1	Having a clear criterion for an assessment.	4.20	0.664	High
2	The assessment and evaluation of teaching and learning in accordance with the learning activities provided to learners and based on the development of individual learners.	4.13	0.629	High
3	Provides feedback to lead to self-improvement.	4.30	0.466	Highest
4	Uses a variety of evaluation techniques or methods.	4.23	0.626	Highest
Summary		4.22	0.070	Highest

The scores in Table 4 Measurement and Evaluation were divided into 4 areas with an overall score of 4.22 out of 5, at a value of 4 which was at the highest level.

Table 5 Information Technology

No.	Name	Mean		
		\bar{X}	S.D.	Results Interpretation
1	The stability of the internet network system in the university.	3.90	0.662	High
2	Tools and equipment to support online learning at the university.	3.87	0.730	High
3	Adequate electrical system per student number	3.97	0.765	High
4	Places inside the university, there is enough support for the number of students that can be used to study online.	3.90	0.923	High
Summary		3.91	0.042	High

The scores in Table 5 Information Technology were divided into four areas with an overall score of 3.91 out of 5, at a value of 3.19, which was at the high level.

Discussion

This research is a survey research with the objective to study students' satisfaction in the management of online teaching and learning format of the Fundamentals of Western Dance Course, Performing Arts Program, Chiang Mai Rajabhat University. The sample used in the study is the undergraduate students, Year 1 Performing Arts Program, Academic Year B.E. 2563, in five areas: 1) Content and practice. 2) Online teaching and learning model. 3) Measurement and evaluation. 4) Information technology. 5) Student satisfaction towards teaching and learning management. The research results can be discussed as follows.

Overall, the students were satisfied with online teaching and learning format at the high level because students could learn by themselves according to the content and practice, and also complied with the matter of safety from the plague situation in the current situation. With clear evaluation results, there is

understanding between students and teachers. Students in the current generation have a good understanding of technology and are able to use and practice by themselves. Teaching with an online format and reducing the concern of students conformed with Natthika Sunthornnathanaphon (2019), who conducted a study of students' satisfaction towards the teaching and learning management of the history of Western music course, via GOOGLE CLASSROOM, and found that the students are satisfied with the teaching and learning arrangement in an informational model.

Content and Practice: the students were satisfied at the highest level. Because the students know that there was a clear teaching goal, a systematic teaching plan, learning activities that focus on students' participation in activities, and practicing while learning makes students not feel bored. Including organizing teaching and learning activities that encourage students to continuously research and seek knowledge in the classroom, outside the classroom, and with teachers guiding them to seek knowledge from the various sources of knowledge as well as activity patterns, which accompany teaching and learning that emphasized continuous practice.

In the online teaching and learning area, the students were satisfied at the high level. It allows students to gain more knowledge and feel happy at the same time because they could stay in the place where they were satisfied. They could increase their learning skills on their own. It also fostered their enthusiasm for learning. Students must be responsible for themselves to learn more, and learning in this way allowed students to take advantage of technology to become more self-taught.

In the measurement and evaluation area, the students were satisfied at the highest level because there was a clear evaluation criterion, and learners could make learning plans, including the assessment of teaching results in accordance with the learning activities, which were provided to the learner and based on the development of individual learners. Because acknowledgment and understanding of each student was not at the same level, so conducting teaching and learning in this way allowed students to gain Self-improvement based on various defects included feedback that led self-improvement according to a variety of measurement methods. In the information technology area, the students were satisfied in the stability of the internet

network system in the university at the highest level because the students had devices and internet signal systems, both personal system and public system provided by the university. Therefore, there is no problem in teaching and learning. Moreover, the electrical system, the places within the university were sufficient to accommodate the number of students who could take up online studies. Thus, allowing students to study effectively.

Online teaching and learning during the COVID-19 epidemic was the quick adaptation by teachers and students and considered as a new teaching and learning management. Nowadays, in the management of teaching and learning at the tertiary level, the satisfaction should be regarded as a priority because it creates motivation to learn, causing students to learn, be enthusiastic about learning, which will deliver the best possible educational interests. Also due to stressful conditions from the current situation that several measures have been made to reduce the role, performance, and interactions between people. Humans of all ages are unintentionally stressed, including the students at the tertiary level. This research was used as a guideline in online teaching and learning management in the study of student satisfaction and for applying in the academic knowledge in the future.

General suggestions

1. Learners who learn through online systems lack direct interaction. Causing the teachers to be unable to analyze the needs directly
2. Learners do not have a role or are unable to do group activities in full capacities.
3. Instructors can take the results of this research to improve teaching and learning format in the future.

Suggestions for Further Research

1. There should be a study of the teaching and learning method of performing arts online, especially for subjects that develop skills.
2. There should be research comparing the effectiveness of instructional management between conventional teaching and learning management and online teaching and learning management.

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