

Study Of Satisfaction With Online Teaching Management Using Google Classroom Of 1st Year Student At Siam Technology College

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ABSTRACT

This research aims to study satisfaction in online teaching management using Google Classroom of 1st year student at Siam Technology College. It is survey-based research. By the sample group used consists of 120 first-year students who are enrolled in the Evolution of Science and cognitive learning and Introduction to Multidisciplinary courses for the academic year 2023. The research Instrument is a satisfaction questionnaire regarding online teaching management via Google Classroom. It consists of three parts: Part 1 surveys students' satisfaction with online teaching management through Google Classroom; Part 2 surveys students' satisfaction with the ease of access to Google Classroom; Part 3 collects additional comments and suggestions from students regarding their satisfaction with online teaching management through Google Classroom.

The result of this research indicate that students are highly satisfied with the online teaching and learning management provided through Google Classroom. Overall, the satisfaction level is high, with an average score of 4.26 and a standard deviation of 0.39. In terms of the ease of access to Google Classroom, the satisfaction level is also high, with an average score of 4.30 and a standard deviation of 0.40. Additionally, students provided feedback expressing their preference for online learning, highlighting benefits such as saving travel time and reducing costs.

Index Terms—Google Classroom, Online Learning, online teaching management, Siam Technology College

I. INTRODUCTION

The outbreak of the 2019 coronavirus or COVID-19 has had widespread impacts, particularly on the education sector, which has been directly affected due to the closure of educational institutions during the pandemic. Therefore, it is essential to develop methods for delivering quality education. Currently, online learning has gained significant popularity due to the rapid advancement of technology. Social media technology is being used as a means to connect people and facilitate communication through the internet. Through electronic communication, users can create online communities to share information, express opinions, and exchange knowledge and experiences with others. Integrating these technologies into education is an appropriate choice for online learning. Effective online learning must also foster the development of skills, abilities, and competencies in students. The most crucial skill for living in the 21st century is learning skills [1]. Furthermore, the research studying about the impacts of online learning, such as e-learning, has shown that electronic learning provides students with time flexibility and encourages them to work independently without relying on others. It was also found that students feel comfortable using the internet. The study concluded that e-learning is a system that offers students time flexibility in their learning and motivates them to work autonomously. Furthermore, it concluded that students feel comfortable browsing and navigating the internet [2].

Google Classroom is one of the platforms that supports online teaching and learning, developed by the leading company Google. It is designed to help manage educational activities in schools or various educational organizations efficiently and with ease of use. Users can create online

classrooms where teachers can assign homework, make announcements, and share learning materials with students in a convenient and straightforward manner using Google's online tools such as Google Drive, Google Docs, and Google Forms. Additionally, teachers can monitor and assess student performance through Google Classroom or Google Meet, making the teaching and learning process more efficient and convenient [3]. Additionally, blended learning was implemented using Google Meet, such as the DLPCA (Discover, Learn, Practice, Collaborate, and Assess) blended learning strategy. The asynchronous teaching was conducted through the broadcast of pre-recorded lecture videos on YouTube, allowing students to study and learn at their own pace [4].

Therefore, the General Education Department of the Faculty of Education at Siam Technology College has implemented online teaching for students through the Google Classroom platform. This approach aims to ensure that students acquire knowledge, skills, and competencies in line with the learning outcomes of the curriculum. Given this implementation, the researcher recognized the necessity to study the satisfaction with online teaching using Google Classroom among first-year students at Siam Technology College. The findings will serve as a guide for further improving the effectiveness of online teaching methods.

II. RESEARCH METHODOLOGY

Objectives

To study the satisfaction with online learning using Google Classroom among first-year students at Siam Technology College.

Method

This work is the study of satisfaction in online teaching management using Google Classroom of 1st year student at Siam Technology College. It is survey-based research. By the sample group used consists of 120 first-year students who are enrolled in the Evolution of Science and cognitive learning and Introduction to Multidisciplinary courses for the academic year 2023

In this study titled 'Investigating Satisfaction with Online Teaching Management using Google Classroom of First-Year Students at Siam Technology College,' we aim to explore and understand the level of satisfaction regarding online learning among first-year students. Specifically, we focus on their experiences with Google Classroom, a widely used platform. Participants are enrolled in the Evolution of Science and cognitive learning and Introduction to Multidisciplinary courses for the academic year 2023. Below are the methodology detailed of our research.

Population and Sample Selection.

1. Research population

The population used in this study consists of first-year students of Siam Technology College, academic year 2566, who are enrolled in the courses ' Evolution of Science and cognitive learning ' with a total of 60 students, and ' Introduction to Multidisciplinary ' with a total of 60 students, totaling 120 students.

2. Research Instrument

This study is quantitative research that employs a questionnaire to assess satisfaction with online teaching management via Google Classroom. Data will be collected, analyzed, and presented in the form of tables and illustrative figures.

The survey on satisfaction with online teaching management via Google Classroom, for students in the ' Evolution of Science and cognitive learning ' and ' Introduction to Multidisciplinary ' courses, consists of one set, divided into two parts:

Part 1: General Information, such as gender, age, Online learning behaviors.

Part 2: Satisfaction with online teaching management via Google Classroom, consisting of 3 aspects:

1. Inquire about student satisfaction regarding online teaching management through Google Classroom.
2. Inquire about student satisfaction regarding the convenience of using Google Classroom.
3. Inquire about additional feedback and suggestions from students regarding satisfaction with online teaching management through Google Classroom.

With a total of 9 items, this satisfaction questionnaire employs a Likert scale with 5 levels, each assigned a weight of 5 levels, as follows [5]

Very Satisfied	Value	5
Satisfied	Value	4
Enough Satisfied	Value	3
Dissatisfied	Value	2
Very Dissatisfied	Value	1

In addition, criteria for interpreting average scores and levels are established based on the Likert Scale principle, as follows:

Average score: 4.51-5.00 - Highest level of satisfaction (Very Satisfied)
 Average score: 3.51-4.50 - High level of satisfaction (Satisfied)
 Average score: 2.51-3.50 - Moderate level of satisfaction (Enough Satisfied)
 Average score: 1.51-2.50 - Low level of satisfaction (Dissatisfied)
 Average score: 1.01-1.50 - Lowest level of satisfaction (Very Dissatisfied).

III. RESULT

The results of data analysis and interpretation in this study are presented in tabular form with accompanying descriptions underneath. This analysis is based on the mean scores (\bar{x}) and standard deviations (S.D.) of students' satisfaction with online teaching via Google Classroom. The findings are summarized in the following table.

Table 1 displays the count and percentage distribution of general data.

general data	count (N=120)	percentage
Gender		
male	86	71.66
female	34	28.33
Age		
< 18 years		
19 years	3	2.50
20 years	7	5.83
21 years	50	41.66
22 years	60	50.00

From Table 1, it is evident that the majority of the population are male, totaling 86 individuals, accounting for 71.66%. Following this, there are 34 females, constituting 28.33% of the population. Regarding age distribution, the largest proportion falls within the age group of 22 and above, with 60 individuals, making up 50% of the sample. Next is the age group of 21, with 50 individuals, representing 41.66%. Individuals aged 20 comprise 7 individuals, accounting for 5.83%, and those aged 19 amount to 3 individuals, representing 2.50%, respectively.

Table 2 displays the online learning behaviors of first-year students at Siam Technology College in the academic year 2023.

Online learning behaviors	count	percentage
The tools used for online learning (multiple choices allowed).		
Computer (PC)	5	3.25
Notebook Computer	21	13.64
Mobile phone	115	74.68
Tablet	13	8.44
The network speed system used (multiple choices allowed).		
3G	3	1.89
4G	74	46.54
5G	54	33.96
wifi	28	17.61
The internet network system used (multiple choices allowed).		
ais	57	39.86
dtac	29	20.28
true	53	37.06
3BB	3	2.10
TOT	1	0.70
The locations used for online learning (multiple choices allowed).		
Home	35	25.00
Dormitory	93	66.43
Coffee shop/Cafe	3	2.14
Others	9	6.43

According to the table showing the online learning behavior of first-year students at Siam Technology College for the academic year 2023, it was found that the majority of students, 115 people (74.68%), used mobile phones as their online learning device. This was followed by 21 people (13.64%) using laptop computers, 13 people (8.44%) using tablets, and 5 people (3.25%) using desktop computers (PCs).

Regarding the network speeds used, most students, 74 people (46.54%), used 4G networks. This was followed by 54 people (33.96%) using 5G, 28 people (17.61%) using Wi-Fi, and 3 people (1.89%) using 3G.

In terms of the internet service providers, most students, 57 people (39.86%), used AIS. This was followed by 53 people (37.06%) using True, 29 people (20.28%) using Dtac, 3 people (2.10%) using 3BB, and 1 person (0.70%) using TOT.

As for the locations used for online learning, most students, 93 people (66.43%), studied in dormitories. This was followed by 35 people (25.00%) studying at home, 3 people (2.14%) studying in coffee shops or cafes, and 9 people (6.43%) studying in other places such as company dormitories or areas within the college.

Table 3 Arithmetic Mean and Standard Deviation of Students' Satisfaction with Online Teaching Management through Google Classroom

Online Teaching Management through Google Classroom	Level of Satisfaction					\bar{x}	S.D.	Interpretation
	5	4	3	2	1			
Teaching through Google Classroom helps students understand the lessons better.	45	56	18	1		4.21	0.51	Satisfied
It enhances the development of self-directed learning skills.	43	69	8			4.29	0.34	Satisfied
The teaching materials are appropriate.	42	71	7			4.29	0.32	Satisfied
The content is clear and easy to understand.	46	64	10			4.30	0.37	Satisfied
It helps to increase enthusiasm and participation in learning.	40	66	13	1		4.21	0.43	Satisfied
The overall average score for online teaching management through Google Classroom.						4.26	0.39	Satisfied

From Table 3, the study found that students hold positive perceptions towards online teaching via Google Classroom. Overall, the satisfaction level is high ($\bar{x}=4.26$). When analyzed individually, every aspect is rated highly. The highest-rated aspect is 'clear and easy-to-understand content' ($\bar{x}=4.30$), followed by 'promoting self-learning skills' and 'appropriateness of teaching media' with equal scores ($\bar{x}=4.29$). Lastly, 'teaching management via Google Classroom enhances students' understanding of the lessons' and 'increases enthusiasm and participation in learning' both have equal high ratings ($\bar{x}=4.21$).

Table 4 displays the mean and standard deviation of students' satisfaction regarding the convenience of using Google Classroom.

Convenience in accessing Google Classroom	Level of Satisfaction					\bar{x}	S.D.	Interpretation
	5	4	3	2	1			
Using the Google Classroom system is easy to use.	47	60	13			4.28	0.42	Satisfied
Convenient usability from anywhere.	51	56	13			4.32	0.43	Satisfied
Convenience in submitting assignments on Google Classroom.	54	59	7			4.39	0.35	Satisfied
The ability to integrate with collaborative features of other functions, such as Google Docs.	41	65	14			4.23	0.40	Satisfied
The overall average convenience of accessing Google Classroom.						4.30	0.40	Satisfied

Table 4 shows the arithmetic mean and standard deviations of students' satisfaction with the convenience of accessing Google Classroom. Overall satisfaction is high, with the highest satisfaction being in the convenience of submitting assignments on Google Classroom ($\bar{x}=4.39$), followed by usability from anywhere ($\bar{x}=4.32$), ease of use of the Google Classroom system ($\bar{x}=4.28$), and integration ability with other collaborative functions like Google Docs ($\bar{x}=4.23$).

The feedback regarding online learning from students at Siam Technology College reveals a high level of satisfaction and enjoyment. Students appreciate the flexibility that online learning offers, as it saves commuting time and reduces expenses. They find it easier to access and review course materials, and they also value the convenience of learning remotely.

CONCLUSION

Based on a survey of 120 first-year students at Siam Technology College, predominantly male (86 students, 71.66%), and female (34 students, 28.33%), it was found that the majority of online learning behaviors involve the use of mobile phones, with 115 students (74.68%) using them for studying. Following this, laptops were the next preferred choice, with 21 students (13.64%) using them. Regarding network usage, 4G was predominantly used by 74 students (46.54%), followed by 5G, used by 54 students (33.96%). Concerning the location for online learning, it was observed that the majority, 93 students (66.43%), used dormitories, while 35 students (25.00%) used their homes. regarding satisfaction with online teaching management through Google Classroom, the study found that students had a positive perception of online learning overall ($\bar{x}=4.26$). Students expressed a desire for online teaching to be integrated with traditional classroom teaching. They cited time and cost savings as significant benefits of online learning. This research provides valuable insights for developing teaching methods that suit the needs of learners and current situations.

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