Chapter 6
Summary and Conclusion

6.1 Discussion and Summary

This chapter discusses some summary and important conclusion of the study. E-learning initiatives in Malaysia are being undertaken mainly by universities, colleges and business enterprises. The main players of e-learning are private and public institutions of higher education as well as local and multinational corporations. Malaysia’s vision of achieving full developed nation status by 2020 and of becoming a competitive player in the global economy has made the country from a production to a knowledge based economy. The government recognizes e-learning as a wondrous tool in improving education and ensuring our students’ competitiveness in the era of globalization. However, in order to realize the full potentials of e-learning, the government needs to play a more active role in promoting and supporting e-learning initiatives. Future development calls for more coordinated efforts from the government agencies, industry players and more creative innovations that can take e-learning further forward.

Overall the results of this study indicate Malaysia today have accepted e-learning as one of the practical delivery modes. Most of the respondents are keen to embrace e-learning. Nevertheless, issues like lack of e-communications, inadequate infrastructure coupled with the problem of digital divide, has resulted in a relatively low satisfaction rate with this program.
In spite of the e-learning benefits such as Flexibility, Accessibility, Convenience and Low delivery costs, the results of this research show that there are many challenges that need to be overcome in order to enhance the effectiveness of e-learning. Generally there is still a lack of awareness amongst the population of the effectiveness of e-learning. Also engaging content requires a rich combination of multimedia components. However, due to bandwidth and connectivity limitations, downloading of engaging content to the learners will be slow. This creates frustration and boredom among learners and affects the ease of learning. Previous studies showed that there is a dearth of high quality e-learning content in Malaysia. This is due to the lack of expertise as well as huge financial resources required to develop the content. As a result, most of the e-learning content has low interactivity and moderate impact on learners. Moreover this study finds it is difficult for most of students to migrate from the traditional learning mode to the new e-learning mode and face to face communication is still the most favorable one.

The results of this study are two fold; first the suitability and usefulness of the system for e-learning students to communicate with student affairs unit in universities were measured. Based on the findings overall satisfactory about 79% of users were satisfied that the highest scale was in overall satisfaction by 23 users from 30 of all. In meantime about 75% of users were satisfy that highest was “Ability to use of system for both e-learning and traditional learning” with 27 users from 30 of all. (Appendix II describes the system evaluation in details). On the other hand the development of the applications used the Linear Sequential Model and JSP development language over MYSQL database manager tool that were learned from the course works of my master degree, books and my previous experiences.
Although there is much room for improvements the application in the future. There some room for improving this system such as enable the system to substitute the new staff in case that the current asking for leave or not presenting in university. Currently this job is taking by admin that in future can be modified.

6.2 Recommendation

The benefits and potentials of e-learning far outweigh its challenges. Thus, it is imperative that institutions and government come together to resolve the issues discussed above. Some of the recommendations that can be adopted are listed below:

6.2.1 Blended Approach in e-Learning

Realizing that we are in the transition period between the traditional and e-learning modes, we propose that a blended approach be adopted. The term blended approach is used to describe the creation of a learning environment that combines several different delivery methods such as face-to-face interactions, self-paced and individualized learning and online interactions. In this regard, universities should be taken the initiative to introduce blended pedagogy to its learners. This has proven to be a successful delivery mode as can be seen by its popularity among our learners.

6.2.2 Improving Accessibility and Connectivity

Accessibility and connectivity needs to be further improved. This can be achieved through the upgrading of technological infrastructure as well as the lowering of the access fees to a more affordable level.
6.2.3 Mobile Learning Initiatives

Realizing the widespread use of mobile devices in Malaysia, one of the ways to expedite the acceptance of e-learning is to leverage on the use of mobile technology that will facilitate mobile learning. Mobile learning will also help overcome the problem of accessibility and connectivity.

6.3 Research Limitations

As with other research, the present study is also subjected to a number of limitations. It should be noted that this study is one of the first research studying e-learning and its satisfaction level among the students and focuses on a certain hypothetical issues with certain characteristics. Results may be limited and different from those for other learning studies with different benefits. In hindsight, because of the new, trendy, not very well-known to traditional students, and personal relevance could be asked more indirectly. Finally Major limitation of this survey was during data collection. This was because this study attempted to capture the relative issues using the primary data, which was collected from respondents. Some of the weaknesses of the data collection were: hesitations in respondents to answer; long questionnaire; different interpretations among respondents and variation of queries. In addition, the study was related to very particular education method which depends on their perception in giving accurate information. Each of these issues imposes limits and drawing generalization from our finding to the broader population living in Malaysia.
6.4 Further Study

Future studies should examine how students with different levels of motivation and education knowledge respond to e-learning. It is also interesting to further examine how underlying advantages of e-learning play a role in students’ evaluations of this educational system since the e-learning has become increasingly popular in ASEAN countries. By obtaining relevant information in regard to other aspects and issues of e-learning, it might be easier to program and plan for future e-learning agenda for the Malaysian education industry.