Perception and employee satisfaction during COVID-19 pandemic with special reference to select academic institutions in higher education in India

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Abstract---This paper aims to analyze their perception of the new trend in the field of education. With the trend in education that moved from classroom teaching to digital platforms, are these personnel aware of its usage or are they finding it difficult to handle? Most elderly personnel are not much aware of this pedagogy, therefore this study also aims to concentrate on the perception and awareness of such teachers during the post-pandemic situation. The study is conducted on a random sampling method by using simple statistical tools for analysis. A total of 520 samples were collected, out of which only 450 samples were selected for analysis. The researcher evaluates the relationship between perception and the awareness of teachers on using an online platform. To study this relation the researcher considered certain variables such as job satisfaction level, work convenience, work easiness, accessibility, technology, performance, time savings, and effectiveness. It is found that the impact of the digital platform is directly related to the satisfaction level of teachers and the study also highlights the fact that the satisfaction level on a digital platform is related to the age category of the respondents.

Keywords---Digital learning, e-learning, working environment, work-life balance, Teacher training, Perception.

9854

Introduction

The world is facing a crisis today due to the Covid-19 Coronavirus pandemic. Almost all nations have been affected by the direct and indirect effects of the virus and the lives of millions of people have changed, in many cases almost unrecoverable (Eram Agha 2020). The pandemic has had an impact on the education sector, as primary mobile equipment in this sector - the student is forced to stay at home to avoid the risk of possible infection and death due to the virus if schools and colleges operate during the pandemic. That has caused almost all schools and colleges to contact the online route to do the scheduled classes of the day via webcams and smartphones. There has been further developed in the growing popularity of pre-recorded engravings or online on-demand access courses made available by platforms such as Coursera, Unacademy, and Udemy (ShipraMakkarDevgun 2020). The creation of a new online route for the delivery of course content will be made more prominent in the Covid post. The world as pandemic survivors and those who have endured confinement may not be as confident as they were, in the pre-Covid world about sending their children and puppies to schools and universities, and therefore can motivate schools and colleges to offer online courses to meet their needs. This will create a new paradigm for teachers and professors as they will have to adapt to this changing situation to be more congruent as they impart their lectures and course content through the online route (Kritika Sharma 2020). Perception reinforces the relationship between performance and the expectation of a satisfactory consequence through a better understanding of what the desired results are and how they can be achieved, as well as directing the energies of employees/workgroup toward the goals and objectives of the organization. Promise to the goals of the organization can result from a sense of ownership or property rights achieved through the perception of the worker. Specifically, perceptions of procedural injustice may adversely affect employee organizational promise, job satisfaction, management confidence, performance, work-related stress, organizational conduct, and theft and feeling to litigate against his employer. Over the past ten years, the number of studies examining the effect of perception on the employee has amplified. One study revealed that there was a direct association between employee perception and employee outcomes, which primarily job fulfillment among employees. Employee perception can positively affect the organization's productivity when they are willing and committed to the organization's goals. Employees can show willpower and commitment to their work if perception is taken into account in decision-making in the organization. Thus, for the organization to gain the commitment of employees to do their job properly, individual employees should not be preserved in isolation but should be elaborate on matters that concern them and the organization..(Emil Joseph 2021) When employee perceptions are taken into reason, staff absenteeism is reduced, there is greater organizational commitment, better performance, reduced turnover, and greater job satisfaction. All schools and universities have created an online structure for daily instruction and have also moved online, postponing or canceling very regular exams, including entrance exams. This has increased the need for students to become proficient with the use of gadgets and online platforms overnight. In schools where telephones are not allowed, their classes are presently done completely on the web. Running websites and seeming on the web for tests has been a tough spot for some. Everyone has a different pace in

adaptation and many students take time to get used to the screen of life. This progress has likewise prompted an assortment of emotional well-being worries among students, including indications of depression, Post-traumatic stress disorder (PTSD), anxiety, and stress. Children are also disadvantaged by the lack of physical activity and the exposure given by a social environment such as school. The balance in their lives went for a toss and consequent loneliness resulted in depression and even loneliness in some children. Absence from school functions and social activity is compensated by online group meetings and webinars and has recorded a decrease in interest by students and teachers. However, interesting ways are generated to maintain the importance of co-curricular activities and friendship. This is the time to recapture the spilling trust in our students.

Review of Literature

With an end goal to contain the spread of COVID-19, in the tremendous standard of countries all over the planet educational institutions have chosen to briefly suspend up close and personal instruction and move to a distance learning model. According to UNESCO, at the end of April 2020, educational institutions closed in 186 countries, affecting approximately 74% of the total number of students enrolled on the planet (Maya John 2020). In many countries, schools have been closed since early March 2020, while in others (e.g., most of China and South Korea) face-to-face classes had already been canceled since January 2020. Several countries (e.g. Malta, Portugal, Ireland) have announced that (parts of) the formal education system will not be revived this year, while in others (for example Denmark, Germany, France, Greece, Poland) (portions of) the appropriate schooling framework has been logically returned in April/May to work with appraisal and confirmation, because of medical guidance for decontamination(David Killingray).

Most of the formal education of children takes place in schools. Closing school buildings and moving to a remote learning environment can make children spend less time learning. According to the Schul-Barometer survey, which took place from 25 March to 5 April 2020 and was aimed at Austrian, Swiss and German students aged between 10 and 193, the Students 'week by week learning time during COVID-19 imprisonment is decreased by 4 to 8 hours, contrasted with when schools are open. Furthermore, one out of five understudies says they concentrate for under 9 hours per week (Kirsty R 2020).

Another line of research that can help us comprehend the likely impact of lost learning time focuses on summer vacations. The summer period is close to a natural experiment that allows us to analyze the cognitive development of children when they are at home and not at school. The consensus that emerges from this literature is that summer vacations cause a loss of student learning to conclude that, on average, test scores of Indians. Students decrease during the summer holidays by one month of learning during the school year. E-learning allows access to online learning/teaching resources through the use of information and communication technologies. It is also known as Internet-enabled learning. It not only differs from traditional face-to-face learning in the medium for which learning is imparted but also affects the teaching and learning

approaches used. E-learning involves remote learning that occurs through electronic means or resources (Haghshenas, M. 2019). Another way in which the COVID-19 crisis can reinforce social inequality in education is that represented by schools. Students from more advantaged backgrounds can attend schools with better digital infrastructure and where teachers have higher levels of digital skills (Murphy, M.P.A. 2020). It is well recognized that work inhabits an important place in human life. An individual's job performance is subject to the level of job satisfaction he or she obtains in the workplace, and the level of job satisfaction is affected by a wide range of variables connected to individual, social, cultural, organizational, and environmental factors. Job satisfaction can also be understood in the wider context of the variety of issues that affect a person's work experience or superiority of working life. Employee satisfaction is vital for the achievement of an organization. An employee who has no attention in their field or in the position in which they start in a job can, initially, put in their greatest effort. Though, this employee will often get bored with the job because there is no inherent motivation to succeed. (Spector, P.E. 1997). Perception is the process by which an employee organizes and interprets their impressions to make intelligence of their environment and therefore significantly influence their workplace conduct. Evidence proposes that what individuals perceive their work state influences their attitudes and behavior during organizational change. Thus employee perceptions will lead to either resistance or acceptance of the change. Organizational preparation for perceptual change: Organizational preparation for change is reflected in the beliefs, attitudes, and intentions of the associates of the organization and is defined as the trust of the employees in the aid of a proposed change. P. Satish (1996) suggests that failure to create sufficient preparation accounts for half of all large-scale failure change efforts. Employee perceptions of organizational willingness for change can facilitate the success of a change intervention or be a significant source of resistance to change. Employee readiness perceptions indicate the extent to which an organization is prepared to do necessary changes as well as its ability to adapt to changing demands and new evolutions. Thus, most change readiness models emphasize the importance of generating awareness of the essentials for change and supporting people's perceived ability to change. In the formulation of their rulings of change effectiveness, employees are influenced by the extent to which the work environment and structural characteristics seem to create a more receptive context for invention and exchange. In the words of (Moyer 2020), A competent school can place a strong public school in the middle of a community and use the most effective partnerships, including those made during COVID-19, to assist students with developing a wide scope of abilities and foster abilities all through school. Such a school would, for example, garner support, including technology, that would allow allies in the community from parents to employers to enhance, complement, and bring to life learning experiences inside and outside the classroom. It will regularly recognize the learning that takes place outside its walls and adapt to the students' skills and adapt learning opportunities to meet students at their skill level. These new partners in children's learning will supplement and support teachers and can uphold children's solid mental and physical development.

Research Methodology

In the present study, both descriptive and exploratory research designs were considered the most appropriate method. The population of this study was teachers at public and private schools in India. Online a questionnaire was administered to collect data from professors from different school teachers who state that they participated in the e-learning system to take their online classes during the situation of COVID-19. The items remembered for the survey were gotten from the literature review. The reliability, validity, and modifications of the questions were contrasted and verified. The questionnaire was designed in the form of Google and an online link for the survey was shared via email and WhatsApp to reach most of the teachers to collect relevant information. Finally, 450 valid responses were processed to obtain data analysis. The survey utilized for information assortment was divided into three segments. Section A processed the personal data of the respondent. Section B consisted of 14 variables related to using and adopting an e-learning system (ArnabKundu 2020).

Objectives of the study

- To find out the relationship between the perception and awareness of school teachers about online platforms.
- To evaluate the impact of digital learning platforms on the satisfaction level of teachers.
- To find out if there is any significant difference between the age of the respondent and their satisfaction level on the e-platform.

Hypothesis

- H_{01} There is no significant relationship between the perception and awareness of school teachers about online platforms.
- H_{01} There is no impact of digital learning platforms on the satisfaction level of teachers.
- H_{01} There is no significant difference between the age of the respondent and their satisfaction level on e-platform

Analysis

Table 1
Analysis of Cronbach's alpha

Construct	Cronbach's alpha (α)
Job satisfaction level	0.814
Work convince	0.823
Work easiness	0.872
Accessibility	0.724
Technology	0.827
Performance	8.134

Time savings	0.756
In effectiveness	0.778

In Table 1, It is observed that all the constructs is having Cronbach's value above the prescribed limit thus the constructs are fit for further analysis.

H_{01} *There is no significant relationship between the perception and awareness of school teachers about online platforms.*

Table 2
Analysis of correlation between Perception and Satisfaction level

Correlations				
			Perception	Satisfaction level
Perception	Pearson Correlation		1	.814**
	Sig. (2-tailed)			**.000**
	N		450	450
Satisfaction level	Pearson Correlation		.814**	1
	Sig. (2-tailed)		**.000**	
	N		382	382
**. Correlation is significant at the 0.00 level (2-tailed).				

In table 2, Correlation explains the relationship between the perception and satisfaction level of 450 teachers, the value of correlation is .814 at a p-value of .000 which is highly significant. So the null hypothesis is rejected and it is stated that the relationship between perception and satisfaction level of teachers are highly correlated.

H_{01} *There is no impact of digital learning platforms on the satisfaction level of teachers.*

Table 3
Analysis of model summary between satisfaction level and digital learning platform

Model Summary					
Model	R	R Square	Adjusted R Square	Std. The error in the Estimate	Durbin-Watson
1	.921ᵃ	0.851	0.836	2.67527	1.532
a. Predictors: (Constant),satisfaction level					
b. Dependent Variable: digital learning platform					

Table 4
Analysis of variance between satisfaction level and digital learning platform

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
	Regression	409.591	1	409.591	57.229	.000[b]
	Residual	71.571	380	7.157		
1	Total	481.162	381			
a. Predictors: (Constant),satisfaction level						
b. Dependent Variable: digital learning platform						

In Table 3 and Table 4, Regression explains the impact of digital learning platforms on the satisfaction level of the selected 450 teachers, if there is a one percent increase in the level of digitalization it will reflect a .83 percent increase in the satisfaction level of the workers. The Durbin Watson and VIF values are also in the acceptance limit. Since the significant value is less than the limit the impact of digital learning platforms on satisfaction levels is accepted.

H_{01} *There is no significant difference between the age of the respondent and their satisfaction level on e-platform*

Table 5
Analysis of one way ANOVA

ANOVA					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	43.236	2	21.618	24.317	.000
Within groups	397.417	447	0.889		
Total	440.653	449			
*. The mean difference is significant at the 0.05 level.					

In table 5, ANOVA values describe that there is a significant difference between the age of the selected respondents and their satisfaction level it is identified because the significant value is much lower and the deviation is found with the help of the post-hoc test, it convinced that the age group of 45-55 is significantly different from the other respondent's view.

Conclusion

The COVID-19 Coronavirus pandemic has had a very broad and measurable impact on life in general in the world. Many countries have closed their doors and those of their citizens in the interest of safeguarding their lives from this microscopic threat. The pandemic has had an impact on the education sector, which by the nature of the (marketed) sector, depends on the physical presence of teachers and students in schools. The confinement forced to reduce the threat of the virus has had an impact on this sector, as students are being taught, through the online route by teachers who are adapting to this new paradigm. Problems related to changes in the situation, internet connectivity, and electricity supply

are some of the different challenges that are being experienced in this current period of confinement. However, each cloud has a good coating and some opportunities can be obtained from this new normal that can benefit the student and the teacher in the long run. Based on the study it is found that the e-learning platform is having a good positive impact on the satisfaction level of the employees and the only thing to improve is that for the higher age persons there should be more practice sections made due to their lesser satisfaction. The COVID-19 pandemic has come about in at least one positive: a lot greater appreciation for the significance of public schools. While parents are battling to work with their children at home because of school terminations, public acknowledgment of the imperative caring job that schools play in society has skyrocketed. As youngsters battle to learn from home, parents' appreciation for educators, their abilities, and their priceless job in student prosperity have increased.

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