

## ABSTRACT

The study is conducted to determine the role of teleconferencing and effectiveness of teleconferencing at Yayasan Pelajaran Mara. The study has used two research instruments, that is a scheduled interview and a survey questionnaire. The scheduled interview was used to determine the role of teleconferencing at Yayasan Pelajaran Mara. The executive officer at the Centre for Distance Education at University of Malaya and the coordinator of Yayasan Pelajaran Mara were interviewed to gather information on the role of teleconferencing at Yayasan Pelajaran Mara.

The survey consists of 38 distant students at Yayasan Pelajaran Mara. A Student Questionnaire was used to collect the relevant data. The data obtained were analyzed using frequency counts and percentages.

The study shows that the Centre for Distance Education at University of Malaya is conducting Bachelor courses in Malay Studies and Engineering. The Centre also offers Computer Science at both Degree and Certificate levels via teleconferencing at Yayasan Pelajaran Mara.

Telekom Malaysia Berhad provides a Multipoint Control Unit System in teleconferencing which allows interaction between the distant students and their lecturer or with their peers at other learning sites. However, the distant

students are dissatisfied with the level of interaction with their lecturers and peers at other learning sites. Furthermore, the students also request for early distribution of lecture notes.

Finally, the study recommends student support services such as counselling and provision of related references to be provided in the Library. Other studies should be carried out, to gather further information on teleconferencing.

## ABSTRAK

### PERANAN TELESIDANG DALAM PENDIDIKAN JARAK JAUH DI YAYASAN PELAJARAN MARA

Kajian ini dijalankan bagi mengetahui peranan dan keberkesanan telesidang di Yayasan Pelajaran Mara. Penyelidik kajian telah menggunakan dua instrumen kajian, iaitu Temubual Terancang dan Soal Selidik 'survey'. Borang Temubual Terancang digunakan untuk memperoleh informasi tentang peranan telesidang. Maklumat diperorehi dengan menemubual pegawai eksekutif di Pusat Pendidikan Jarak Jauh di Universiti Malaya dan Penyelaras Yayasan Pelajaran Mara.

Subjek survey adalah 38 orang pelajar jarak jauh di Yayasan Pelajaran Mara. Soal Selidik Pelajar telah digunakan untuk mengumpul maklumat yang diperlukan. Kajian menunjukkan Pusat Pendidikan Jarak Jauh, Universiti Malaya mengendalikan kursus Sarjana Muda bagi Pengajian Melayu dan Kejuruteraan. Pusat ini juga menawarkan kursus telesidang di peringkat Sarjana Muda dan Sijil bagi Sains Komputer di Yayasan Pelajaran Mara.

Penggunaan sistem Unit Kawalan Pelbagai Punat dalam telesidang yang disediakan oleh Telekom Malaysia Berhad membolehkan interaksi antara pelajar jarak jauh dengan pensyarah dan pelajar lain di pusat belajar yang berbeza. Walau bagaimanapun, pelajar jarak jauh tidak berpuashati dengan tahap interaksi dengan pensyarah dan pelajar lain di pusat belajar

berbeza. Tambahan pula, pelajar jarak jauh mencadangkan supaya nota kuliah diagihkan lebih awal kepada mereka.

Akhirnya, kajian mencadangkan khidmat bantuan pelajar seperti kaunseling dan bahan rujukan disediakan di perpustakaan Yayasan Pelajaran Mara. Kajian tambahan perlu dijalankan untuk mengumpul maklumat lanjut tentang telesidang.