

APPENDIX A SURVEY INSTRUMENT: PRINTED QUESTIONNAIRE

UNIVERSITY OF MALAYA

Faculty of Computer Science and Information Technology
Program Master in Information Technology

Dear Sir/Madam,

Adult Perceptions on E-learning as a Method for Further Study

I am a postgraduate student in the Master in Information Technology program at University of Malaya. As part of my academic requirements, I am conducting a survey entitled 'Adult Perceptions on E-learning as a Method for Further Study' for my dissertation.

The objective of this survey is to understand the perceptions, acceptance and expectations of Malaysian adults in E-learning education. The information provided by you is very important for this survey. With this understanding, the education institutions will be able to serve the adults who are looking for second-chance education more effectively. Your opinion is going to be a constructive guideline for developing E-learning education market in this country.

The survey consists of 3 sections with a total of 24 questions. Kindly return your completed questionnaire before 15th January 2004. Your support and cooperation in completing this questionnaire is greatly appreciated.

Thank you.

Yours sincerely,

Poh Yen

Ng Poh Yen

Email: pyng@mail.utar.edu.my

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Instructions

Please use (✓) to indicate your choice. You are allowed to choose one option only.

Section A: Background

Have you heard of e-learning?

Yes

No

From where? _____

Do you wish to further your studies during your free time?

Yes

No

If you answer 'Yes' to both questions or either one question, please proceed to **Section B**.

If you answer 'No' to both questions, please proceed to **Section C**.

Section B : E-Learning Perceptions

Based on your previous learning experiences, which of the learning method is most appealing to you?

Choose one only.

Traditional classroom lecture

On the job training

Correspondence course

Learning via the Internet

Others Please state: _____

How many years have you used a computer?

Less than a year

1-3 years

4-6 years

More than 6 years

Have you accessed the Internet before?

Yes

No (Please ignore Question 4)

Usually, what is your main purpose of accessing the Internet? Choose one only.

For knowledge

For entertainment

For communication

For work-related matters

Others Please state: _____

What is your understanding of e-learning? Even if you are not familiar with it, please explain based on your personal opinion.

Electronic learning/E-learning is one type of distance learning that utilizes the information and communication technology extensively. The instruction and learning experiences are delivered via electronic technology such as Internet, audio- and videotapes, satellite broadcast, interactive television and CD-ROM. With this method, participants can freely access to the lectures and have interactive discussion any time, any place.

According to the explanation of e-learning and your personal understanding, what could be the main attraction for you to consider applying it for further study? Choose one only.

- High flexibility according to own ability
- Save time and cost with no travelling and moving
- Interactive learning with trainer and course mates
- Hassle free second chance of education
- Less effect on other personal commitments like work and family
- Others Please state: _____

According to the explanation of e-learning and your personal understanding, what could be the main hindrance for you to consider applying it for further study? Choose one only.

- Less face-to-face communication with trainers and course mates
- Not able to enjoy campus learning environment
- Learning alone may lead to indiscipline and reduce human interaction
- Lack of confidence on this learning method as it is never used before
- Over dependence on Internet may affect learning when it is off line
- Others Please state: _____

The following statements describe some of the characteristics of e-learning program. Indicate your opinion on each statement by circling the appropriate number.

	1 - Strongly disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly agree
E-learning is a cost effective method for learning	1	2	3	4	5
E-learning provides high quality education	1	2	3	4	5
Well recognized institutions provide better e-learning program	1	2	3	4	5
E-learning promotes interactions in group learning	1	2	3	4	5
E-learning gives flexibility in time management	1	2	3	4	5
E-learning is a learning method that suits different learning abilities	1	2	3	4	5
E-learning strengthens communication with instructor and peers	1	2	3	4	5
Good PC and web knowledge are important to participate in e-learning	1	2	3	4	5

What type of program will you consider attending through e-learning? Choose one only.

- Information Technology related program
- Business Management program
- Professional programs related to accounting, engineering, law, medicine and etc
- Postgraduate research
- Others Please state: _____

Please write down any institution you know that is offering e-learning programs

In your opinion, which of the e-learning program implementation criteria are important? Please circle a number according to its level of importance

1 - Not important 2 - less important 3 - important 4 - very important
5 - Top priority

Instructor competency	1	2	3	4	5
Web page accessibility	1	2	3	4	5
Presentation and design	1	2	3	4	5
Website security and support	1	2	3	4	5
Program content	1	2	3	4	5
Institution commitment	1	2	3	4	5
Interactive learning environment	1	2	3	4	5
Learner's participation and involvement	1	2	3	4	5

In your opinion, compared to traditional classroom learning method, the quality of e-learning should be

- Much lower than traditional classroom learning method
 Lower than traditional classroom learning method
 Equally as good as traditional classroom learning method
 Better than traditional classroom learning method
 Much better than traditional classroom learning method

What is the possibility of e-learning replacing traditional classroom learning method in the institutions of higher learning?

- Never
 Possible in 10 years' later
 Possible in 5-10 years' time
 Possible in less than 5 years' time

If you are given a chance to study your area of interest using e-learning method, would you give it a try?

- Definitely
 Most likely
 Probably
 Very unlikely
 Never

Please give reason/s for your answer in Question 14.

Section C: Personal Data

Gender

Male

Female

Age

- Below 25 years old
 25-34 years old
 35- 44 years old
 45-54 years old
 55 years old and above

Race

- Malay
 Chinese
 Indian
 Others

Occupation

- Employed
 Self-employed
 Unemployed
 Home Makers
 Retirees
 Others Please state: _____

Marital Status

- Single
 Married without children
 Married with children
 Others Please state: _____

Educational Level

- Sijil Pelajaran Malaysia/MCE/O Level
 Sijil Tinggi Persekolahan Malaysia/HSC/A Level
 Certificates/Diplomas
 Degree
 Postgraduate

Income Level

- below RM 2,001
 RM 2,001 - RM 3,000
 RM 3,001 - RM 4,000
 RM 4,001 - RM 5,000
 More than RM 5,001

Thank you for participating in this survey. All the information given will be treated with high confidentiality. Kindly return the completed questionnaire to the person who has distributed this questionnaire to you.