

ROZITA MENGEN  
NOR FARHANA MOHD AZMI  
UiTM PAHANG

## ABSTRACT

This study is about discovering the most preferred teaching tools amongst selected lecturers during the Open Distance Learning (ODL) exercise due to COVID-19 Pandemic starting from the early 2020 through the early 2022 and the reason behind the preferences. Based on the findings it was discovered that Google Meet is the most favored tool used followed by WhatsApp.

## INTRODUCTION

This sudden transition demands educator to adapt their teaching practices into the online environment, and some found out they are challenged with difficulty to adopt to the new teaching mode technology (Kreijns et al., 2014). Resulting into educators use whatever tools available and that can fulfil the need for them and their students. Taking into consideration also on the capability of Internet access, hardware and software that can support the situation.

Organization such as University Technology MARA (UiTM) immediate adapt to this situation and use the terminology of Open and Distance Learning (ODL) to support its business operation as an education institution. In conjunction to ODL, and the restriction due to pandemic, each UiTM lecturer may have to use their organization existing tools to continue online teaching. However, in times of crisis, UiTM per say allows the tool of choice to facilitate the ODL class as per suitability of the educators and the students, in their individual classroom. This case study would identify which tools most preferred in terms of usage throughout the pandemic period from the early 2020 until the early 2022. It would also identify the cause of using which type of tools preferred.

## METHODOLOGY

A study has been done by Vloreen & Ellen (2021), shows that majority of students had average quality of internet connection with the highest percentage of 46.9% and the least with poor internet connection quality, 6.3%. In relation to the study, data collected was about the type of tools used and the reason for the selection. Data collection was amongst lecturers from Faculty of Business and Management teaching code BA118 and BA232. Method on data collection is questionnaire collected using Google Form. Data analysis method use is the descriptive statistics by measuring frequency.

## CONCLUSION

Majority of lecturers prefer to use **Google Meet and WhatsApp** as their main tools because the applications can record the class session (even though the announcement in early 2022 Google cease to allow free recording, Google Meet maintain the most popular tool used) and the ease of use, respectively. This is due to technology familiarities and in consideration to student's Internet line access issue. Looking at the trend over the five semesters period, it can be seen that "Google Meet" has become the most preferred tool in "ODL", but further study needs to be done as the teaching and learning process needs evidence for auditing purposes. It is a concern when recording is no more available for users. This situation may involve cost, and ease of use challenges, for both students and educators.

## ACKNOWLEDGEMENT

In the attempt to share experiences and knowledge in the ever-changing academic scene due to pandemic outburst it is with immense pleasure to give an appreciation to the organizer for the opportunity given. Also, gratitude and thankfulness to participating respondents for their kind experience sharing. Only Allah S.W.T. will repay all the kindness to everyone involved.

## AUTHORS

**Name of Correspondent Author1:**  
Rozita Mengan  
Senior Lecturer, FPP UiTM Pahang  
Email : rozita@uitm.edu.my

**Name of Correspondent Author2:**  
Nor Farhana Mohd Azmi  
Senior Lecturer, FPP UiTM Pahang  
Email : norfa610@uitm.edu.my

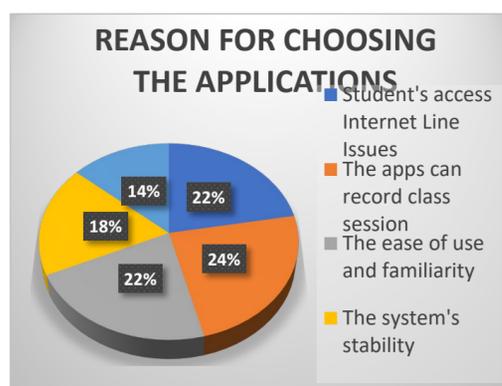


Figure 2 : Reason for The Choice (ODL Tools)

# DISTANCE LEARNING TOOLS PREFERENCES - AMONG OFFICE MANAGEMENT LECTURERS (UiTM PAHANG)

## RESULT

This case study identified which tools have been use throughout the pandemic period from the early 2020 until the early 2022. Comments by respondent discovered the reason behind preferred tools for ODL. The case study analysis was based on five semesters ODL sessions, starting from Mac-August 2020 until Mac-August 2022.

Based on the findings we can identify that in **Mac-August 2020 (73.3%) majority of the lecturers prefer using Google Meet and WhatsApp Group** as their tools for ODL which indicated the highest result. Followed by (53.3%) prefer to use Google Classroom and (6.7%) prefer to use FB Live Streaming. In **October 2020-January 2021, (80%) of lecturers prefer to use Google Meet**, followed by (66.7%) WhatsApp Group and (6.7%) prefers to use FB Live Streaming, YouTube Channel and Zoom. We discover that on **Mac-August 2021, (73.3%) of lecturers prefer to use Google Meet**, followed by (53.3%) prefer to use WhatsApp Group and Google Classroom and (6.7%) prefer to use YouTube Channel and U-Future for their ODL sessions. In **October 2021-January 2022, (73.3%) of the lecturers prefer to use Google Meet** followed by WhatsApp Group (53.3%) and only (6.7%) prefer to use U-Future. Finally, in **Mac-August 2022, (66.7%) of the lecturers prefer to use Google Meet** followed by (53.3%) prefers WhatsApp Group and (6.7%) prefers to use YouTube Channel and U-Future.

We also manage to identify comments regarding challenges in using the tools such as unstable Internet access to a few students due to affordability, weather, and locality. Lack of infrastructure to conduct online class and poor Internet line connections and lack of student's commitments during ODL class session.

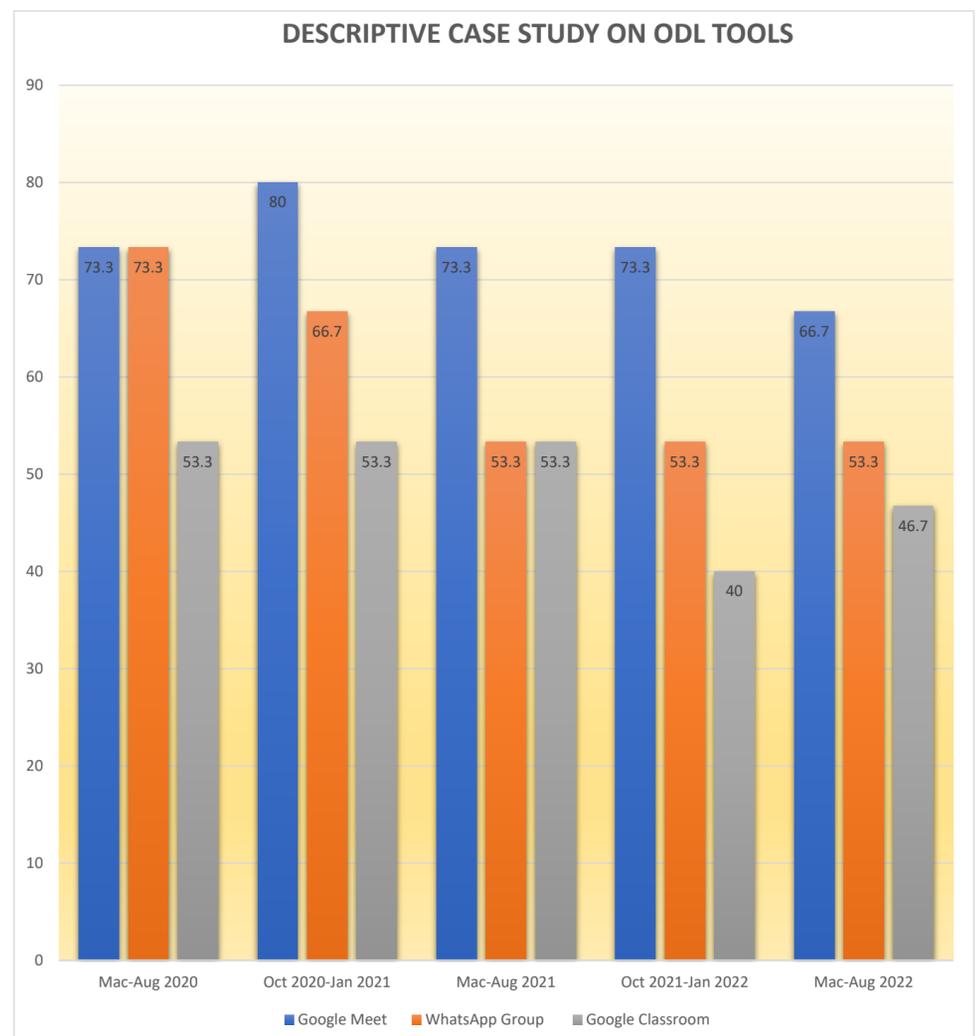


Figure 1: Comparison Graph for 5 Semester (Most Preferred ODL Tools)