

Assessment of Learner Satisfaction of BSc Physiotherapy Undergraduates of a Selected University in Colombo, Sri Lanka regarding Onsite and Online Learning Experience during the COVID-19 Pandemic

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Abstract

Physiotherapy is a health care profession that is concerned with the function and movement of the human body to maximize physical potential. Mode of delivery of the BSc physiotherapy program has shifted from onsite to online during the COVID-19 pandemic and it may have affected the learner satisfaction of the undergraduates. The purpose of this study was to assess the learner satisfaction of BSc Physiotherapy undergraduates of Faculty of Allied Health Sciences - Kotelawala Defence University (KDU), Colombo, Sri Lanka regarding onsite and online learner experience during the period of COVID-19 pandemic. An analytical cross-sectional study was conducted among undergraduates (n=141) of Faculty of Allied Health Sciences - KDU according to the sample size calculated using a standard formula, using validated structured self-administrated questionnaires. The responses to the questionnaires were captured electronically. Based on the responses, simple average scores and percentage simple average scores were computed. The online vs onsite satisfaction was compared using Paired sample T test. The results showed that there is a significant difference between the percentage simple average scores of onsite and online learner satisfactions of BSc physiotherapy undergraduates ($80.04\% \pm 9.21$ vs $68.02\% \pm 16.7$, $p < 0.05$). Accordingly, BSc physiotherapy undergraduates had a greater learner satisfaction with onsite learning. The result is the same across the gender and intakes. Overall, BSc Physiotherapy students of KDU have a significantly higher learner satisfaction with onsite learning than online learning. Therefore, online learning during the COVID-19 pandemic may have affected in their academic performance and the development as a healthcare professional.

Keywords: *Learner satisfaction, Physiotherapy education, Undergraduates, Online learning, Onsite learning*