

**FACULTY OF EDUCATION**

**GGGE1155 COMPUTER IN EDUCATION**

**RESEARCH REPORT ON E-LEARNING AND MOBILE LEARNING**

**Programmed** : KT06 Bachelor of Education (TESL)

**Semester** : 1 (2015/2016)

**Lecturer** : Dr. Fariza Binti Khalid

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| **Prepared by** | **Student ID** |
| Muhammad Afif Bin Nor Hassim | A153212 |
| Muhammad Zulhazman Bin HazliMarya Hasnah Binti Ruslee | A153116A154900 |

**Acknowledgement**

We would like to express our deepest gratitude to those who gave us the possibility to complete this GGGE1155 Computer in Education research report on E-Learning and Mobile-Learning in higher education institutions.

Alhamdulillah, all praises to Allah S.W.T for His blessing in completing this report. Special appreciation goes to our lecturer, Dr. Fariza Binti Khalid, for her supervision and constant support throughout the semester, and our beloved parents who always supported us.

Also contributing to this report, our fellow classmates for their support. Without their cooperation and support, this report’s completion would be impossibility. Your contribution towards the success of this research report is greatly appreciated. Thank you very much.

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1. **INTRODUCTION**

Education is an essential part of everyone’s lives because it gives many benefits to them in every aspect. Education means the process of receiving or giving systematic instruction, especially at a school or university: a course of education. Besides, the wealth of knowledge attained by an individual after studying certain subject matters or experiencing life lessons that contributes an understanding of something. Education need instruction of some sort from an individual or constructed literature. The most general forms of education result from years of schooling that integrates studies of a variety of subjects.

E-learning is applying electronic technologies to access educational curriculum outside of a traditional classroom. According to other definition, it is a standardized teaching and learning system specifically composed to be carried out remotely by using electronic communication. It is a course or program or degree that is carried out completely online. You can also communicate with your teachers, professors, or other students in your class. Even though it is delivered live, you can also “electronically” raise your hand and interact in real time and sometimes it can be a lecture that has been prerecorded. There is always a teacher or professor who will grade your participation, your assignments, and your tests.

In the early days, it received a bad press, as many people thought bringing computers into the classroom would remove that human element that some learners need, but as time has progressed technology has developed, and now we embrace smartphones and tablets in the classroom and office, as well as using a wealth of interactive designs that makes distance learning not only engaging for the users, but valuable as a lesson delivery medium. Like society, the concept of e-learning and mobile-learning are subjects to constant change. Research evidence has shown that these online medium have affected the society in many ways.

Therefore, in order to investigate people’s preference towards e-learning and mobile-learning in education, an experiment was held using survey questionnaire to observe the varieties of responses given by our respondents. The findings of the experiment have been listed in this report.

1. **LITERATURE REVIEW**

According to our National Education Principle, one of the strategies of the development of Malaysia is building world-class human capital. The aim is to motivate learning skills and competency among students in specific subjects including English, Science, and Mathematics. E-learning and M-learning are also a part of building Malaysia a world-class human capital. In order for us to rebuilt or change our country according to the principle, we must implement e-learning and m-learning in our education system.

The literature review focuses on the benefits of e-learning and m-learning. E-learning, a method which evolved from distance education, has received special attention from public universities in implementing distance learning course. On the other hand, mobile learning involves the use of mobile technology, either alone or in combination with other information and communication technology (ICT), to enable learning anytime and anywhere. Both of this has different scope but they share the same purpose that is to improve the education system in Malaysia.

According to a research paper from the University of Nottingham, e-learning is the most preferable by all students because it provides bigger storage, excessive information and worth the purchase of a laptop. There are several benefits that are derived from e-learning such as, flexibility, convenience, accessibility, cross platform, low delivery costs, ease of update, collaborative learning, and scalability.

On the other hand, mobile learning benefits can be derived to mobility, relevance, suitable with different learning styles, and interactive communication. “In fact, the Government is interested in continuously developing the people by promoting a ‘Continuous Learning Concept’ at the industry, organisation and individual level in both the public and private sectors. The Government will set up the national ‘Life-long Learning Council’ and all public and private higher educational institutions should establish one centre of life-long learning” (Study Malaysia, n.d)” as mentioned by Y.A.B. Dato’ Seri Abdullah bin Haji Ahmad Badawi, Prime Minister of Malaysia.

Based on the same research, the rapid growth of web-based technologies and the high usage of the Internet have made teaching and learning via the Internet, or e-learning, more viable in recent years. Many universities and educationally-based industries have set up portals to offer an e-learning environment either as teaching aids to support conventional teaching approach or as a teaching medium for long-distance or off-campus programs (Khalid, Yusof, Heng, & Yunus, 2006). Therefore, the government must cooperate in order to enhance the youths in their education for the sake of molding them to become the leaders of the nations in the future.

1. **RESEARCH OBJECTIVES**

The purposes of this research is to analyze the important of E-learning and Mobile learning in higher education institutions with respect to system quality, information quality and user satisfaction in using E-learning and Mobile learning.

3.1 Research questions

1. How many E-learning related courses have you taken in your current field of study?
2. How many Mobile learning related courses have you taken in your current field of study?
3. Why you did not take any E-learning courses in your current level of study?
4. Why you did not take any Mobile learning courses in your current level of study?
5. Do you know about E-learning?
6. Do you know about Mobile learning?
7. Are Malaysian students ready for E-learning?
8. Are Malaysian students ready for Mobile learning?
9. Do you prefer E-learning?
10. Do you prefer Mobile learning?
11. Is E-learning competency important in your field of study?
12. Is Mobile learning competency important in your field of study?
13. Do you feel comfortable using E-learning?
14. Do you feel comfortable using Mobile learning?
15. In general, do you think that this competency is important when it comes to looking for a job?
16. Do you think that graduates with high levels of computer skills can get jobs more easily?
17. Should we use Information and Communications Technology (ICT) in our education system?
18. Do you think Malaysian educators able to teach E-learning and Mobile learning?
19. Do you think that this competency is helpful in your field of study?
20. How do you connect to internet?
21. Most of the time my lecturers integrate E-learning in classroom
22. Most of the time my lecturers integrate Mobile learning in classroom
23. I used computer in classroom and outside of classroom
24. I used smartphone in classroom and outside of classroom
25. Malaysia should have competent, innovative and competitive educators
26. **METHODOLOGY**

4.1Research design

This research uses the quantitative method to collect data through the usage of a survey form.

4.2Sample

For this research, the targeted sample or respondents are students of the higher education institution. They can be either from public or private institutions.

4.3Research instrument

The data for this research was collected using a questionnaire that consists of 30 questions. All of the questions are in objective and close-ended form. Respondents were also given multiple choice answers.

The questionnaire consists of questions for data on the demographic information of the respondents. It also consists of 25 questions which cover the questions regarding the respondent’s perception of the usage of E-learning and Mobile learning in education system.

4.4Procedure

A questionnaire that consists of 30 questions was constructed using the Google forms. It was then distributed to the targeted respondents by sharing the form’s link through Facebook, email and Whatsapp. 42 respondents from various field of study, whether those who are related or not related in using E-learning and Mobile learning in their study were obtained and the data were analyzed.

1. **FINDINGS**

The main issues of this study are to discover the reasons of the students who studying from diverse places of higher education institution in using E-learning and Mobile learning for educational purposes. Respondents were asked to give their opinions on the E-learning and Mobile learning that have been provided by their institutions according to the facilities and the subjects.

5.1 Age of respondents

**Chart 1: Age of the respondents**

42 people were selected for this study. The respondents came from diversified gender, different age levels and social background. These participants were selected randomly from different faculties and institutions. Only one method was used to collect the data in this study. The collection data was done over a period of one month. As shown in chart 1, the majority of the respondents for this study were in the age of 19-25 with a total number of 38 respondents and the second higher of respondents are in the age of 26-45 with 4 respondents. The result can be seen in chart 1.

5.2 Level of study of the respondents

**Chart 2: Level of study of the respondents**

The sample of the study consists of 42 respondents, composing of 14 males and 28 females who are students in both public and private higher educational institutions also, workers who are working in a different field of occupation such as teacher and lawyer. 37 respondents from public institution and 4 respondents from private institutions had participated in this research sample. 34 of the respondents consist of degree students. Meanwhile, the respondent for the level of study in diploma are 5 respondents. The rest are master with a total of 3 respondents.

5.3 Respondent’s field of study

**Chart 3: Field of study of the respondents**

For the field of study, we split up the faculty where there are 8 major field of study such as Faculty of Social Sciences and Humanities, Faculty of Education, Faculty of Sciences, Faculty of Business and Management, Faculty of Medicine, Faculty of Islamic Studies, Faculty of Law and Faculty of Engineering. The respondent also is given other options box to state their field of study if their courses or faculty are not listed in the list.

5.4 How many E-learning related courses have you taken in your current field of study?

**Chart 4: E-learning related courses taken by the respondents**

Based on our research, there are 67% respondents taking courses that have use E-learning in their current field of study. Meanwhile, 15% respondents stated that they are not taking any related courses that use E-learning in delivering the topic. This is because some courses do not implement the E-learning system in their lecture and also in their working environment. There are only 8% respondents who are taking more than 10 courses that use E-learning and this shown that E-learning still not use by lecturer or employer in many places.

5.5 How many Mobile learning related courses have you taken in your current field of

 study?

**Chart 5: Mobile learning related courses taken by the respondents**

In the chart 5, majority of the respondents with the number of 42% were voted that there are no courses that really use Mobile learning in their current field of study. This might be because the usage of Mobile learning in teaching and learning process does not really wider compare to E-learning. Most educators or employer choose E-learning because the delivering process is much better than using the Mobile learning. Other than that, by using Mobile learning educators and employer need to create an application in order for their respondents able to view the materials. There are few limitations in using Mobile learning though it looks easier but due to some factors, educators and employer would prefer E-learning rather than Mobile learning.

This can be support by the respondents the number of 8% who had said that they are taking more than 10 courses which related with Mobile learning courses. From this percentage, we can see that the usage of mobile in learning process for the purpose of learning is still lower. Most people they prefer to use computer or laptop to deliver their lessons. Mobile learning can make teaching and learning process become easier since it can be access anytime at anywhere by respondents.

5.6 Do you know about E-learning?

**Chart 6: The respondent’s knowledge about E-learning**

Majority of the respondents said they know about E-learning. Many institutions nowadays has used E-learning in their classroom yet, there are still some respondents do not know what is the meaning of E-learning and how does it can be used in classroom. When using E-learning, students can develop their creativity as well as, increasing their knowledge not only about the particular subjects but also, it can help students in developing their computer skills.

These skills are very important and it can be used to promote themselves when they are looking for a job once they had graduated. Employer does not only look at graduates who are perform well in academic but they also seek for another criteria or skills that can be used when they are accepted to work in the company. E-learning not only can be used for teaching purposes only, but it can also be used in many ways such as for evaluation, sharing documents and more.

5.7 Do you know about Mobile learning?

**Chart 7: The respondent’s knowledge about Mobile learning**

From this chart, it is clearly shown that majority of students from different higher education institutions know about Mobile learning. Based on the respondents, 26 respondents or 63% of them have the idea of what is Mobile learning. But, due to some factors, this new learning style does not really been used in all institutions. As we can see in the chart 5 where 42% of the respondents does not taking any courses which have a relation with the Mobile learning.

Although most of the respondents know about Mobile learning, yet there are some respondents who do not know about this new learning style. This can be seen in the result where by 15 respondents or 37% of them had voted “No” for these questions. Institutions should expose their students with these new features and not only focus on E-learning itself.

5.8 Are Malaysian students ready for E-learning?

**Chart 8: Respondents perception toward the implementation of E-learning in Malaysian education system**

75% respondents said Malaysian students are ready for the implementation of E-learning in Malaysian education system. E-learning can increase students interest in learning a new topic or subject rather than just using a text books which can make students getting bored during the lecture. Meanwhile, 25% of the respondents think that Malaysian students are still not ready for this new learning environment. This might be because; they think that the accommodations in certain institutions are still not compatible yet. In other hand, higher education institutions need to improve or provide more facilities especially the internet connection since E-learning requires good internet connection.

5.9 Are Malaysian students ready for Mobile learning?

**Chart 9: Respondents perception toward the implementation of Mobile learning in Malaysian education system**

Based on the result, 73% respondents agree that Malaysian students are ready to use Mobile learning in their study. Most students are now using smartphones and that can be used as one of the medium for learning process. Mobile learning does not mean that learning process can be done by having or creating a specific application but, it is actually can be used by using Whatsapp or any other social network applications which can be downloaded free at Playstore or Appstore.

One of the advantages of using Mobile learning are, students and lecturers can communicate with each other at any time in any places without having to make an appointment. Besides that, Mobile learning can make the learning process become more interesting for examples lecturers can use Kahoot.com to test their students’ performance in interactive ways. Only 27% respondents still believe that Malaysian students are now ready for this implementation in our education system. There are few reasons such as students cannot afford to buy a new smartphones that have better futures, some places do not have a good signal of internet connection which can lead to other problems like for examples students cannot download or view their notes.

5.10 Do you prefer E-learning?

**Chart 10: Respondents preferable in using E-learning**

In this chart we can see that majority of the respondents with the number of 80% prefer to use E-learning in their field of study. E-learning can provide better learning environment and it also can develop student’s skills in many ways in order for them to promote themselves once they had finished their study. Besides that, in this 21th century where everything is related to technology lecturers must to make sure their students full with all these skills. Students need to make themselves familiar with all the E-learning futures.

20% respondents do not prefer to learn using the concept of E-learning. They might prefer to use the conventional ways of learning style where books will be used as the main medium in delivering the content of the subject.

5.11 Do you prefer Mobile learning?

**Chart 11: Respondents preferable in using Mobile learning**

When we compared the data collection between this question and the previous question, we can see that the number of respondents who prefer to use Mobile learning slightly decrease to 73% and for respondents who do not prefer Mobile learning increase to 27%. As for Mobile learning, respondents might think that when they use Mobile learning it can bring a distraction to them in terms of viewing the contents, downloading documents and other factors too.

Since smartphone do not have big storage and the screen is quite small, it will affect students to complete their task because there are limitations in using smartphone as one of the learning medium. But this problem does not occur when they use laptop or computer since it provide students with a better screen, big data storage and also it is easier to download and do any task on it.

5.12 Is E-learning competency important in your field of study?

**Chart 12: Respondents thought about the important of E-learning competency**

According to our respondents, 32 people or 78% agree E-learning competency is one of the important elements in their field of study also, in their working life once they had graduated. Many companies are seeking for a candidates who are able to use computer in an advanced mode because companies does not really use manual documentation so by having this computer competency, employees are able to market themselves better than those who do not have this computer literacy.

There are only 9 people or 22% who think that E-learning competency does not really important as one of their skills. Perhaps this is because they do not have a clear definition about what is E-learning and how it can be used not only during their study but it also can help them to find a job once they had finished their study.

5.13 Is Mobile learning competency important in your field of study?

**Chart 13: Respondents thought about the important of Mobile learning competency**

For this question we have 34% of respondents who think that it is not really required to have this kind of skill since Mobile learning is not widely used in our higher education institutions. Some lecturers used Mobile learning as one of their teaching methodology but then, they are not really used Mobile learning in a huge scale or really go deep into it. In other word, they only used Mobile learning for examples just to have a group discussion using Whatsapp or they use Mobile learning when they would like to do simple exercises in class.

Meanwhile 66% respondents believe Mobile learning competency is crucially needed for them because today, we spend most of our time with our smartphone or tablet. Here, rather than we just use our smartphone or tablet only for social networking we are actually can use our smartphone or tablet for learning purposes. This can be happen by doing an online class or having an online discussion with classmates and lecturer.

Using Mobile learning also can develop certain skills in our students’ abilities for examples students can be more creative in using smartphone and tablet or they also can create an application whether it is for learning purposes or perhaps the application which created by students can give benefits to other people. If we are looking at Playstore or Appstore there are huge number of application created by people around the world and some of these applications were created by students who are still studying and at the same time they are actually selling their ideas to developer and making their own money.

5.14 Do you feel comfortable using E-learning?

**Chart 14: Respondents comfortably in using E-learning**

Chart 14 illustrates that most of the respondents were feel comfortable when using E-learning for the purposes of study. Students are normally will use laptop in order to complete their assignments given by their lecturer. Some subjects require students to be creative in delivering their ideas or in presenting their assignments, so our respondents do not think using E-learning will cause them in trouble. If they have any problems when using E-learning or in using certain applications, they can ask for help with their lecturer or friends or, they also can teach their friends who do not familiar with some applications.

Other respondent’s find that using E-learning bring some problems to them since there are a lot of applications which perhaps they never used it before and suddenly they need to use it for completing their assignment. Although lecturer will guide them but then, for some students it is still not enough because some application is quite tricky and difficult to use. For examples, normally students will use Microsoft PowerPoint if they want to present their assignment but for some subject students need to be more creative rather than used the Microsoft PowerPoint for their presentation.

5.15 Do you feel comfortable using Mobile learning?

**Chart 15: Respondents comfortably in using Mobile learning**

As referred to chart 15, the highest percentage which is 63% are recorded for the respondents who are strongly agree that using Mobile learning are easier and they feel comfortable in using their smartphone or tablet. Most students feel comfortable using their smartphone because it is not difficult for them to figure out what are the specialties or what can they do with their smartphone. Smartphone nowadays are easier to use for any stage of age since students have been exposed with these entire gadget while they were young. They were born in a world where smartphone and tablet has becoming as one of the important tools for human in our daily life.

37% respondents find that they still not comfortable in using smartphone or tablet for the purpose of study maybe because due to some limitations such as the screen size which bring difficulties for them to read notes or to do their task, some smartphone or tablet cannot be expend the storage so students will have problems when they have to download a lot of notes in their smartphone or tablet. This might be the reason why these respondents feel uncomfortable when they use smartphone or tablet in learning process.

5.16 In general, do you think that this competency is important when it comes to looking for

 a job?

**Chart 16: Respondents thought about the important of E-learning and Mobile learning competency in looking for a job**

From chart 16 it can be concluded that 35 of respondents agree to question E-learning and Mobile learning competency is important when it comes to looking for a job. Employer does not looking for candidates who only excellent in their academic but they also need a candidates who can give some extra values to their company. This E-learning and Mobile learning competency can be as an extra value for students and it also can make company become more innovative especially for company who are in the entrepreneur field where they always need to come out with an ideas which have a unique elements in creating their product.

E-learning and Mobile learning not only can be used in the education line only but it also can be used for company to evaluating their employees or sharing things online rather than doing a seminar which will give extra cost because they need to prepare lots of things before doing the seminar.

5.17 Do you think that graduates with high levels of computer skills can get jobs more

 easily?

**Chart 17: Responses of the respondents toward the importance of computer skills**

Referring to chart 17 a total of 36 respondents agree that students who have high level of computer skills can be more productive in terms of looking for a job compared to students who does not have good computer skills. This is due to the importance of technology tools that widely used in many sectors. Students should know how to develop their ICT skills before they entered the working life. Computer skills also can help students in completing their task since nowadays most assignment need to be done by using computer. It can also help students in the process of searching for the learning material such as journal, article, video and more.

As we can see in the chart, there are 5 respondents who disagree with this question. One of the reasons is because; student should focus on their academic more rather than developing the computer skills. In certain situation, there are companies who still looking at the students result or achievement more than the skills that the students have. After all, academic and computer skills should come together since both of it are really important for each of us.

5.18 Should we use Information and Communications Technology (ICT) in our education system?

**Chart 18: Responses of the respondents about using ICT in our education system**

On to chart 18 the majority of the respondents have agreed with the total of 34 feedbacks saying that our education system should use Information and Communications Technology (ICT) in teaching and learning session both in schools and higher education institutions. In line with the mission of 2020, Malaysia needs to train students not only to be excellent in academics but students also need to be exposed to a variety of technologies that keep on growing from time to time. Technologies not only involve tools such as computer or gadget but it also can be an applications for examples Prezi, Kizoa, Animoto and many other applications for making our work easier and interesting.

2 respondents does not agreed with this question might be because we should not make students too depending on the computer or gadget in doing their task. Through Information and Communication Technology (ICT) also can be one of the reasons why it is difficult to implement Higher Order Thinking Skill (HOTS) because students are not really exposed with books or printed reading materials. Students are too depending in online materials and some of the information is not reliable like for example Wikipedia where anyone can write in Wikipedia.

5.19 Do you think Malaysian educators able to teach E-learning and Mobile learning?

**Chart 19: Responses of the respondents about Malaysian educator’s abilities in teaching E-learning and Mobile learning**

Chart 19 recorded the highest percentage which is 21 on respondents who agreed Malaysian educators have the abilities and ready to teach using E-learning and Mobile learning in any courses. Students are also ready to use E-learning and Mobile learning because most students have smartphones whether school students or higher education institution students. When teachers using E-learning and Mobile learning, it can help them in preparing lesson plan and make their task become easier, faster and more consistent.

However 5 respondents believe that our educators are still not fully ready in using E-learning and Mobile learning in our education system. There are teachers who do not know that there are various applications that can be used to make the learning process more interesting and convenient. Other than for the purpose of learning, some applications can also assist teachers in doing administration work for example recording students’ performance or marks, student’s health information and so on. The rest of respondents with total of 15 are not sure whether Malaysian teachers are ready to use E-learning and Mobile learning for the purpose of teaching and learning.

5.20 Do you think that this competency is helpful in your field of study?

**Chart 20: Respondents opinion whether E-learning and Mobile learning competency is helpful in their field of study**

Based on the chart 20, the majority of the respondents with the total number of 31 agreed that E-learning and Mobile learning competency help them in their field of study. these including in completing their assignments, making and sharing notes among their classmates and lecturers, doing presentation, making an online class and more. 7 respondents are not sure whether E-learning and Mobile learning can really help them during their study and only 3 respondents think E-learning and Mobile learning does not helping them in their current field of study.

5.21 How do you connect to internet?

**Chart 21: How respondents connect to the internet**

From chart 21, it can be concluded that 18 of respondents connect to the internet by using Wi-Fi connection. Students can access to the internet connection easily since most of places around the campus have a Wi-Fi connection and this facilities are really important for most of us. There are many reasons why higher education institutions need to provide good Wi-Fi connection because most of the time, we use Whatsapp and Facebook to communicate with our friends or lecturers. Whatsapp has become one of the important ways to communicate with someone since it is free as long as there is an internet connection.

Second higher is data plan with the total of 16 respondents who use data plan in to connect to the internet. This can be a problem for some students because they need to buy a data plan in order to use internet connection. But, using data plan students will not have problem such as fail to connect to internet or they need to find a place that provide Wi-Fi connection. Meanwhile, there are only 7 respondents who use LAN connection to get the internet connection since it can give them faster connection compared to Wi-Fi and data plan.

5.22 Most of the time my lecturers integrate E-learning in classroom

**Chart 22: Integration of E-learning in classroom**

In this chart we can see 16 respondents felt neutral or think that not all lecturers use E-learning in the classroom. While, on the other hand 9 respondents disagree with this question since there are lecturers who does not use E-learning during the learning process. The numbers of respondents who strongly agree that their lecturer use E-learning in classroom is 7 people and 8 respondents had stated agree. Only one respondent who feels strongly disagree on this question. Some lecturers do not use E-learning because of the internet connection is not really in a good condition.

Students will have problem to access some website or to download big files due to the slow internet connection. Those students who have LAN connection will not have these kinds of difficulties to do any task even though, through LAN connection sometime can also bring problem such as problem with DNS server.

5.23 Most of the time my lecturers integrate Mobile learning in classroom

**Chart 23: Integration of Mobile learning in classroom**

For this question, the majority of respondents voted neutral with a total of 14 respondents. 9 respondents say they agree that their lecturers do integrate Mobile learning in classroom. Strongly disagree on the other hand, a total of 8 respondents said their lecturers would not use Mobile lecturer learning during the learning process. Similarly, 6 respondents who say that their lecturers have not fully using the Mobile learning while in class and only 4 respondents strongly agree with this question. With this, it is clearly showed that, the usage of Mobile learning for the purpose of teaching and learning is not yet widely used in many institutions. This may be due to several factors, example some students do not have enough money to buy smartphones or to buy gadgets that fit for the purpose of Mobile learning.

5.24 I used computer in classroom and outside of classroom

**Chart 24: Computer used by respondents in classroom and outside of classroom**

In this chart, majority of respondents with total number of 14 do not frequently use their computer whether in classroom or outside of the classroom. Some laptop requires an electric connection in order for students to use it in a long time to do their task or to find their learning materials. Besides, it is quite heavy to bring laptop compared with tablet or smartphone which is less heavy and easy to carry out. Second higher is for strongly agree with 13 respondents who use laptop in their classroom and even outside of the classroom for examples in library, café or places that providing an internet connection.

Respondents who disagree with this question with a total of 7 respondents say that they do not use a computer either in class or even outside the class. Similarly with strongly disagree where only a total of 3 respondents who do not use their computer at all. This may be because they are more comfortable using smartphone to take notes and so on. Although only 4 people say agree for this question, however this amount is related to the strongly agree answer since they are also use computer for learning purposes in classroom as well as outside the classroom.

5.25 I used smartphone in classroom and outside of classroom

**Chart 25: Smartphone used by respondents in classroom and outside of classroom**

When we compared with the previous question about the using of computer in classroom and outside of the classroom, majority of the respondents prefers to use smartphone for the purpose of learning whether in class or even outside the class. This amount can be seen through the chart above where a total of 22 respondents are strongly agreed with this question. The number of respondents who voted strongly disagree slightly increased to 6 people compared to respondents who voted disagree where as there are only 5 people for that answer. However, the number of respondents for neutral and agree are equal with a total of 4 respondents for each answer.

The use of smartphone has been widely used by students. With the existence of a variety of choices followed by promotion prices, it become as one of the must have tools for students. Smartphones are not only used as a tool to communicate with each other but it is also used as a tool to access various websites and it can also help in doing the work.

5.26 Malaysia should have competent, innovative and competitive educators

**Chart 26: Responses of the respondents about Malaysia should have competent, innovative and competitive educators**

A total of 19 respondents agree that Malaysia needs to produce competent, innovative and competitive educators to realize the vision of 2020 and to make Malaysia as a developed country which is not only in terms of economic but also in the education system. It is important because, with these characteristic in our educators, it will give an impact directly to the student. However, 7 respondents saying that they disagree with the production of teachers who have the characteristic of competent, innovative and competitive. Similarly, respondents who voted strongly disagree with total of 4 people.

This may be because they still do not see the need for Malaysia to produce educators that have these features. They probably thought that the features mentioned above are features that are not too important for educators. The number of respondents for both neutral and agree have a same total number of respondents which is 5 respondents for each answer.

1. **CONCLUSION**

As a result, e-learning nowadays are used extensively in Malaysia educational domain. In fact, Malaysia is not the only country that uses e-learning and mobile-learning but other countries such as New Zealand, Australia and United Kingdom also use them in their educational domain. From the findings, we can conclude that most learners choose e-learning because it provides much more benefit than mobile-learning. Furthermore, this element gives a chance to learners to enhance their computer skills, share and generate knowledge with other people. In Malaysia and also other countries, we can see both e-learning and mobile-learning provides both pros and cons to the generations but many research by advocators have shown that e-learning is the most suitable compared to mobile-learning. Lastly, the government and board of education must consider to continue and improve implementing e-learning in order to produce our future leaders and influential people.

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