

IMPACT OF MOBILE E-LEARNING MANAGEMENT SYSTEM ON PROCESS PERFORMANCE AT UAE EDUCATION INDUSTRY

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ABSTRACT

The aim of this research is to show the e-learning to be viable there should be proper technical assistance. Online instruction promotes learning by encouraging students to use the variety of learning resources at their disposal and boosting their level of commitment to their majors. The virtual world is a great place to study since it provides users with access to knowledge that has been earned through experience. This research helps to evaluate the educational performance through mobile e-learning management on the basis of literature, research studies, and journals.

Keywords: *Mobile E-Learning Management, Process Performance, UAE Education Industry.*

1. INTRODUCTION

E-learning is one of the essential strategies that efficiently evolve during the Covid-19 pandemic by considering the utilization of various electronic devices and internet availability in both

synchronous and asynchronous environmental conditions [1], [2]. E-learning practices serve as one of the significant measures introduced to develop the student's learning process, constantly dealing with the pandemic implication, regulations, and restrictions [3], [4]. E-learning leads to interaction with social isolation as individuals cannot see their classmates and teachers face-to-face anymore. E-learning demands assessment similar to that of the regular classroom setting, and hence no proctors or teachers can easily avoid cheating in any sense [5]–[7].

E-learning is a learning approach based on formalized instruction but uses electronic resources. After the current pandemic at primary education colleges in the UAE, a survey was performed to assess students' perspectives on the future of mobile learning [8], [9]. Communication, evaluation, online education experience, technology use tools, time management, anxiety, and coronavirus disease stress were all listed as problems in the study [10]–[12]. The Covid-19 pandemic has accelerated E-learning and ushered in one of the most significant workplace shifts in our lives. Everything has altered tremendously in how we work, shop, learn, exercise, and communicate [13].

This research aims to find a link between systematic e-learning management (planning, organization, control, and organizing of the e-learning process) and process e-learning performance as measured by Reeves on the one hand and learning subject/content reliance on the other [14]–[16]. Furthermore, the platform performance was given special attention in our overall study because it can influence the systematic application of the e-learning paradigm [17], [18]. The International Association of Universities 2020 performed a survey to determine the impact of COVID19 on higher education institutions around the world [19]. The study's findings revealed that the COVID-19 crisis impacted all of the participating institutes' activities. The results also negatively impacted activity quality and inequity in educational chances.

1.1. Problem Statement

The pandemic that we are facing changed the whole process of education, specifically the usage of the most common language (English) which changed to online learning throughout most universities [20]. In our situation, for the first time E-Learning education seekers have took interest in the participation in online learning the objective of it to see if the challenges faced and experienced gained in the hard times of the pandemic would have helped in avoiding those issues [21], [22]. The survey was conducted for the objective mentioned earlier having various questions

to gain data for the goal of the questionnaire [23]–[25]. The questions ranging from demographic questions about the students and the feedback of the individuals on their learning experience using online method whether they are satisfied or dissatisfied. The data generated showed that students were having problems with learning electronically which was due to the unavailability of communicate to the professors, unable to be fully responsible without guidance and missing the completion of assignments those are all vital for having a great educational process.

2. THEORETICAL FRAMEWORK

The sudden implication of the Covid-19 pandemic and its adverse impact has placed a challenging situation in front of the educational sector [26], [27]. The pandemic cause restriction to the ongoing practices of the academic industry, whether it is of school institution or the university level [28]–[30]. Besides, the strictly imposed lockdown implications by the government also lead to ending face-to-face education in numerous universities, colleges, and schools. In concern to this, the undertaking of effective measures remains at the demanding stage to keep continuous learning and academic interaction by the existing learners worldwide [31]–[33]. E-learning is one of the essential strategies that efficiently evolve during the Covid-19 pandemic by considering the utilization of various electronic devices and internet availability in both synchronous and asynchronous environmental conditions [34], [35]. E-learning practices serve as one of the significant measures introduced to develop the learning process of the student, constantly dealing with the pandemic implication, regulations, and restrictions [36]. Besides, the measure is also considered crucial in delivering flexible and student-inclusive learning processes cost-effectively and more easily [37]–[39]. Whether students belong to rural or urban regions, e-learning is the best solution to provide educational measures, followed by collaborating and enhancing their certainty and confidence level [40]–[42].

Running along with the e-learning process is not always beneficial to learners or students for several reasons [43]. E-learning leads to interaction with social isolation as individuals cannot see their classmates and teachers face-to-face anymore. Sometimes, students also require facing the challenges of adequate internet availability, which is considered one of the significant disadvantages of evolving with e-learning measures [44]–[46]. E-learning demands assessment similar to that of the regular classroom setting, and hence no proctors or teachers can easily avoid

cheating in any sense [47]. Therefore, the proposal is further developed along with the primary purpose of dealing with e-learning practice during the Covid-19 pandemic [48], [49].

Blackboard has issues with students confirming their check-ins online, the students have had to use any means necessary for online learning such as WhatsApp to ensure reliability of their own learning process since mobile phones are commonly used between students [50]–[52]. Another conclusion has been drawn from this study is that there is a positive impact on using SM applications in the learning process since these application are supported using the English language [53], [54]. Moreover, the education seekers have had lots of trouble getting quality education due to the fact that they are from rural areas so their technological devices and internet are not on par with the other students [55]–[57]. So during the pandemic, students have had the time to pursue education but had lots of difficulties trying to have access to the information, files, and even tests making it a terrible experience for the learning process [58]. Blackboard platform has shown that there was lack in the utilities that it offered based on the reviews from the students and the absence of the English language practice. In the UAE, many educational institutions have offered online courses to know if going online during the pandemic which provided the students with the opportunity to learn via online methods. Unfortunately, students were relatively new to online learning and have lacked in aspects such as preparation and competency in learning online.

3. LITERATURE REVIEW

Learning is in two forms in today's generation, where traditional education is often done via classrooms. In contrast, electronic learning is established using what people can't live without, which is technological devices such as the internet and computers [59], [60]. Lives were led usually before the pandemic that e-learning did not take any importance towards the learning process [61]. However, the regular learning routine was no longer a valid process for acquiring information. People had to adapt accordingly to classrooms and meet tests via online applications and software [62]–[65]. Having all these new things to set up for e-learning, students and teachers had to go through lots of struggles to figure out the optimal way to benefit from learning online since this will have to be the norm from now on, and taking a questionnaire in various universities around the UAE to have the student's views on the upcoming learning possibility using mobiles or tablet devices [66], [67]. The questionnaire has taken a positive turn showing the students' interest in

having mobile learning as a valid option in the education sector [68]–[70]. The sample size is 52 participants in this study which is a relatively low number of respondents to ensure the accuracy of the questionnaire. There was an alternative study conducted which included a total number of 208 respondents that contains students and college members from DCM [71]–[74]. The study revolved around evaluating online education, stress levels, usage of technological devices, and students' pace with their ability to have proper time management [75]. The Covid-19 pandemic has accelerated E-learning and ushered in one of the most significant workplace shifts in our lives. Everything has altered tremendously in how we work, shop, learn, exercise, and communicate [76], [77]. To have proper economic development, educational investments worldwide have become an essential variable for organizations and societal dynamics [78].

Companies are under increasing pressure in today's market to decrease costs while maintaining the high standards of quality that customers wish to have [79], [80]. E-learning is a different approach that utilizes the flexibility and efficiency of reducing costs since no location is needed to process learning [81]–[83]. However, the difficulty comes from putting an effective learning curriculum suitable with the online learning so that students will have the same quality of education anywhere that integration with the software will further assure that proper tracking of student progress [84]. The same issue applies to educational institutions: a fundamental flaw in many various methods to have the best ideas of e-learning to be implemented [85]. Using current technology automatically and significantly advances learners toward their learning objectives [86], [87]. It is frequently assumed that "integrating" a technology solution into the knowledge provider, which is the teacher and the receiver of that information (learning). The main objective of this research is to find a link between systematic electronic learning various processes (planning, organization, control, and organizing of the e-learning process) and process how effective it is by looking at its performance from one point of view and looking at its content of learning on the other hand [88]. A research was published which showed a model of e-learning that had all the essential factors for success that focuses mainly on the process and the platform used for e-learning instead of looking at the full e-learning process [89]. Furthermore, the platform performance was given special attention in our overall study because it can affect the applicable systems of the e-learning paradigm [90]–[92].

Online learning is a field that has many sub-disciplinary areas that when any study is conducted, there will be IT applications as a subfield and education field [93]. The challenges faced can be

solved relatively quickly if its concern is on the technical side but will be harder at an organizational level [94], [95]. Any university or institute of the same sort should have constant updates and adaptations to provide the highest level of proper information delivery to allow the students to gain more in their skillsets and become more competent [96].

The e-learning process has had enormous support all over. However, there are still ways in which another study was conducted to utilize the technological aspect in the e-learning process fully [97]. As a result, this research focused on developing such a model, implementing new procedures, and further elaborating its importance while looking at the correlation between the performance from e-learning and its model of management [98], [99].

It is impossible to overstate how vital e-learning and knowledge management is in any work-related environment [100]–[102]. With the requirement of teaching and having people well accustomed to technologies, products, and services found in various workplaces, specifically, it is valid in healthcare sectors [103]. There is a constant need to train and retrain people in new technologies, products, and services found within the environment [104], [105]. There is also an ongoing and unwavering requirement for effective knowledge management and leveraging so that it is readily available and accessible to all stakeholders in the workplace [106], [107]. In addition, some other aspects within the medical and healthcare sector underscore the need for continual refreshment, training, and retraining of its staff [108], [109]. These elements are: An increasingly knowledgeable and empowered population has raised expectations for greater healthcare quality [110]. A severe lack of professionals such as doctors (which necessitates individuals' "multitasking" attempts and hence "forced" learning of additional skill sets), Heterogeneous medical practice norms necessitate regulations meant for reviewing and simplifying the practices of healthcare through forcing a system that allows having a minimum credit point related to the issuing of APC, Healthcare services, technologies, and products are becoming more complicated, and technological development is speeding up [111]–[113].

In addition, sometimes, we forget the foundations in our enthusiasm to embrace technology. "Build it, and they will come," we've all heard before [114]. This is certainly not the case in the New Economy; ask many of the "dot-com" businesses that have gone out of business in the previous year. "How long will they stay?" is the question, even if you construct it and they arrive. The same questions can be used for e-learning [115], [116]. As a result, we must reconsider our

understanding of the e-learning paradigm to harness its benefits while avoiding its drawbacks entirely [117]. An E-learning system that is appropriately designed is having the analysts predict that organizational expenditure on e-learning programs will exceed twenty-three billion dollars by the year 2004 due to the electronic impact on the development and delivery of training programs [118]–[120]. Even though the term "e-learning" has become firmly entrenched in the universal corporation lexicon, most higher-ups see it as putting people and technologies across different learning courses at random in wishing that one of them would work [121]. Higher-ups with their measure of the other procedures related to training are almost solely the emphasis of first-generation e-learning systems [122]. They don't contribute much to the learning process. Instead of relying on guides and tutorials, they don't supply any tools to help with internal content creations [123], [124].

The systems of management learning (LMS) are generally seen as having a very low impact for an organization to outsource [125], [126]. The clamor of hype from an increasing number of e-learning providers has added to the confusion, with promises and forecasts leaving executives meandering aimlessly down the e-learning path. The author of this paper gives an overview of the various systems that e-learning can be created and the activities that must be completed [127], [128].

On the other hand, students praised the effectiveness of learning using the internet in the hardest of times (pandemic). Several aspects of the field were examined in the study [129]. The study's findings showed that incorporating educational technology into teaching and learning is a good idea [130]. The pressure from the pandemic on the education levels is discussed by editorial board. More research and resources on the issues of online entrepreneurship education are needed, they said. Another study that looked at the value of studying and learning using electronic methods examined the strong suits, shortcomings, obstacles, and potential of online education during the pandemic [131]. During un-controlled problems such as the one we are facing now, the study offered a couple of pointers for dealing with issues faced by learning electronically [132], [133]. [134] looked at a case study in Pennsylvania for characteristics of adolescent online learners. That particular study's objective was to have achieved the online learning by students from middle school age taking into account various variables such as their characteristics, performance in education support in both social and educational [135], [136]. Findings showed that the students would have a positive academic success if their parents and educators assisted them. The International Association of Universities 2020 performed a survey to determine the positive or negative effects of COVID19 on higher education institutions all over different countries [137]–[139]. The study's findings revealed that the COVID-19 crisis impacted all of the participating institutes' activities. The results also negatively impacted activity quality and inequity in educational chances.

3.1. General Research Model

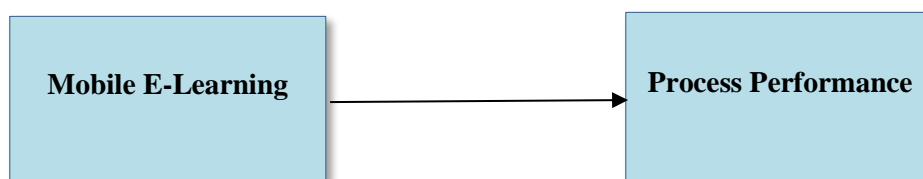


Figure 1: Conceptual Research Model

4. DISCUSSION

The Covid-19 Pandemic shifted the entire educational process on the internet, particularly ELE (English language education), which has been converted to e-learning at most universities worldwide. As a result, the focus of this research is on the online hurdles and obstacles experienced throughout the pandemic and what must be done to avoid these issues. During the COVID-19 crisis, learner satisfaction with online English language education was analyzed. The results showed that most learners could overcome most of the technological challenges associated with online learning systems after some time. The use of e-learning in education, particularly for higher educational institutions, has multiple advantages, and e-learning is considered one of the expected significant ways of education due to its numerous advantages and benefits. Several research and writers have offered help and advantages resulting from the deployment of e-learning technology in schools. Students and instructors can also be encouraged to participate in various online learning. The use of e-learning to enhance teaching during a pandemic is ideal since it allows all students and educators to carry out education and learning from home to combat the epidemic. COVID-19.

E-learning has various advantages that students with no prior experience can't envision specifically in the higher education levels. Students have a mature mind and can be solely responsible for pursuing knowledge. The advantages that have been the result of online learning technologies in universities are the following:

1. The student's choice to decide the time and location of their learning; the settings of their knowledge acquisition. Each student is free to determine the most appropriate time they would like to put their undivided attention into education, whether it be early in the morning, midnight, or even during lunchtime. It will all be to the individual's preference and based on what they view as the most efficient and convenient way of learning.
2. E-learning allows individuals to have access to information of any sort in a matter of seconds. The data provided can be from the professor, or the student can self-search and gain knowledge since the internet has a lot of free access to valuable information; Making the learning more effective.

3. The very underrated advantage of e-learning is that the travel expense is diminished since learning can be done at the comfort of your home, giving people with less good financial stability a chance to pursue their studies.
4. E-learning allows fewer faculty members to be in an educational institution since students are not all present on the campus due to the pandemic; thus, a more significant number of staff is inefficient.
5. The e-learning process allows students to develop communication between one another by a discussion on the subject, making the students accustomed to talking and involving themselves in the topic without constant hesitation (introvert) of talking to other fellow students. This allows for a more excellent bond between faculty members and students and between one student to another. According to Wagner et al. (2008), e-Learning provides additional opportunities for engagement between students and teachers throughout material delivery.

5. CONCLUSION

To conclude, e-learning is based on formalized instruction but uses electronic resources. Its practices serve as one of the significant measures introduced to develop students' learning process. After the current pandemic in UAE education colleges, a survey was performed to assess students' perspectives on the future of mobile learning. The Covid-19 Pandemic shifted the entire educational process on the internet. An online survey was devised to estimate the E-Learning challenges among the unexpected health and economic crises. The purpose of this research is on the online hurdles and obstacles experienced during the pandemic. Accessing online lectures, downloading materials, and administering online tests were applied among the most difficult challenges. Due to technical difficulties, some students could not access online tests on their mobile phones. E-learning is considered one of the most significant ways of education due to its numerous advantages and benefits. It can also improve the effectiveness of knowledge and certifications by providing easy access to a vast amount of data. Google Classroom platform may be combined with the Google Meet system to provide laboratory practices for STEM courses. During the COVID-19 crisis, educators and students should be given appropriate training to become influential users of educational apps such as Zoom, Google Classroom, Teams, and others applications.

6. RECOMMENDATIONS

One of the recommendations is to combine the Google classroom platform and the meet system to provide the courses with laboratory applications. Other acceptable educational platforms can be incorporated into the Google Meet system for lab practices. During the COVID-19 crisis, faculty members and academic seekers must be given appropriate training to use educational apps that are most commonly used throughout the world, such as Zoom. The pandemic condition necessitates instructors who are well experienced with technological devices/ software usage and adequately trained. Faculty members should improve their skills to make the most of the technological devices mentioned earlier. Instructors should encourage students to use various educational applications and equip them with simple, effective, and entertaining study materials to draw students' attention to E-learning. Students and instructors can also be encouraged to participate in various online learning. They might get suitable online training to employ different learning approaches such as knowledge training and multiple students. The benefits of e-learning to enhance teaching in such

rough times are ideal. It allows all students and educators to carry out education and learning from home to combat the epidemic. COVID-19. However, some faculty members and university students have started their inability to teach and learn using such electronic learning models. Professors could not accurately assess the students' performance due to the absence of timely response, the low levels of attention span from students since many courses were of knowledge-intensive materials, making it seem uninteresting to the person pursuing knowledge. While the internet is accessible to everyone, professors have stated that a couple of their students were trying to obtain data from online works for their requested assignments or their instructor's request. Every educational institution should have continuous improvement based on the students' feedback and its faculty members. A portion of the student's feedback stated that they prefer to have a more interactive learning session than just going through lots of data. The other part said that they prefer electronic learning the way it is. The remaining portion stated that once the pandemic subsides and life is to be resumed usually, educational learning procedures should also go back to the way it was (classroom teachings). To control students and use their acquired knowledge through learning properly, institutions have taken into their possession soft wares that can detect copied or plagiarized paperwork. Learning platforms provide capabilities such as breakout rooms, screen sharing, administration of learning materials, and communication help. To organize your classes efficiently, you must first comprehend the platform's benefits and limits. You should test the functionality before delivering the session to ensure that it operates well. Unlike in the classroom, where students may interact physically in an immersive atmosphere, online classes appear to confine professors to a small screen, causing pupils to disengage from the learning content. After 10-15 minutes of long, one-way live streaming sessions, students become cleared. As a result, you might want to break up the session into small time intervals and incorporate various activities to keep students engaged. Several online communication technologies may promote group activities, including debates, group work, assignments, case analysis, role play, and presentations, which allow students to gain skills outside of their academic knowledge and make classes more interesting.

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