

# **Factors Affecting Online Learning Satisfaction among Students in Higher Learning Institutions: An Indonesian Study**

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## **Abstract**

The study examines the tertiary students' preparedness, motivation, internet availability, technical support, and psychological support that influence students' online learning satisfaction in Indonesia. This study was initiated during the early Covid-19 pandemic that forced most education institutions to shift to online platforms. Data from 292 respondents were collected online across Indonesia for three months, from November 2020 until the end of February 2021. The Structural Equation Model was selected as the primary data analysis method using Smart PLS 3.2.4, where five hypotheses were tested in this study. Findings demonstrated that psychological support, motivation, and preparedness significantly affected students' satisfaction. The result of this study contributes to updating the trend during the Covid-19 pandemic because there was limited research conducted on this topic, especially in Indonesia. However, further study should be able to provide a comparative study between different countries to understand if similar factors could have influenced their students' online learning satisfaction in higher learning institutions, especially in the post-Covid 19 eras.

## **Keywords**

Online Learning, Psychological Support, Students' Satisfaction, and Technical Support.

## **1. Introduction**

With the previous Covid 19 pandemic as a decisive push factor, many countries have been forced to implement social distancing policies across multiple sectors. This included the closure of offices, businesses, universities, and schools. As schools and universities were forced to be closed for physical sessions during this pandemic, over 1.2 billion learners in 186 countries were forced to leave their usual classroom settings (Li and Lalani, 2020). Since then, all education providers have been forced to push forward with integrating online learning as an alternative to the blackboard learning style. From being complementary, online learning has since become the primary medium of