

# IMPACT OF ONLINE LEARNING EFFICIENCY ON STUDENTS' SATISFACTION AND COMMITMENT DURING COVID-19 - A CONCEPT PAPER

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Due to the fast-spreading of Covid-19, many countries across the world have closed their higher educational institutes and universities(UNESCO, 2020) and shifted towards online learning methods to continue the education delivery without detaining (Duraku & Hoxha, 2020). The study focuses on analyzing the efficiency of online learning under academic issues, accessibility issues, technological skills of the students, mental well-being of the students, lecturer commitment, and how those will impact on satisfaction and commitment of the students and presents a conceptual framework with the use of empirical studies. Approximately 40 empirical studies have been reviewed for the paper using the keywords. The findings of the paper include several gaps related to online learning efficiency during Covid-19: how the academic issues, accessibility issues, technological skills, mental well-being, and lecturer commitment impacted students' satisfaction and commitment to online learning. Based on the gaps and the findings, the conceptual framework and hypotheses are developed. The primary data which are directly collected by the researchers through a google-form questionnaire will be used for the study. The questionnaire will be distributed using social media platforms among the population: the undergraduates of government and private sector universities in Sri Lanka. Hence, purposive sampling is used as the sampling strategy and the results will be analyzed quantitatively using statistical analysis. The paper will be beneficial for future researchers for their references, for the students as well as for the educational institutions to provide their students more efficient online education delivery.

**Keywords:** *Covid-19; E-learning; Online learning; Student commitment; Student satisfaction*

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