

## 5.0 PRESENTATION OF FINDINGS

The objective of this qualitative case study was to examine the strengths and weakness of the existing learning platforms and also to seek opinions from participants on what they want on online learning platforms. This is to know what and what to features to include in a newly proposed online learning platform in order to make it a satisfying and viable product. The success of any product depends on its quality and quality as underscored by Arianty (2015) is intertwined with its capability to gratify consumers, often accompanied by customer feedback aimed at future enhancements. Consequently, for businesses aspiring to foster customer loyalty, amplify profit margins, sustain consistent patronage, and bolster competitive advantage, investing more in product quality becomes indispensable.

Through the responses gathered from participants regarding the interview questions, I was able to identify some points that will play a crucial role in achieving the product success. In the process of analyzing the data, three primary themes emerged, namely: (a) Strengths of the existing online learning platforms, (b) Weaknesses of the existing online learning platforms, and (c) Desired features.

The strengths of the existing platform include: accessibility and ease of use, customization and personalization and self-paced learning. While the weaknesses revolve around content limitations, technical challenges and cost of adoption. The desired features can be categorized into the following: user-friendly interfaces, content flexibility, interactive elements and affordability.

### 5.1 Theme 1: Strengths of the existing online learning platform

Strength is a quality that bestows added worth upon something, differentiating it from others. It signifies an advantage in comparison to other things and carries a positive, beneficial, and innovative attribute (Emet, 2017). Essentially, product strength delineates the traits and features in which a product possess as an edge to outperform other similar products. Under this theme, three sub-themes emerged:

**Accessibility and Ease of Use:** Respondent 1 illuminates the remarkable advantage of seamless accessibility to lessons and effortless platform setup. This facet not only expedites the learning process but also minimizes potential obstacles that might hinder the integration of new educational tools. The platform's user-friendly nature enhances not only students' learning experiences but also

teachers' instructional efficiency. Drawing from the experiences of Respondent 4, the praise for self-paced learning elucidates an educational paradigm attuned to individuality. The platform's capacity to cater to diverse learning speeds acknowledges the multifaceted spectrum of students' aptitude and encourages a dynamic educational environment.

**Customization and Personalization:** The revelations of Respondent 1 underscore a pivotal feature of modern education: the ability to tailor learning experiences. The platform's potential to select topics and preview content grants educators the latitude to construct a syllabus meticulously aligned with educational objectives, fostering a curriculum that resonates with both students and instructors.

Respondent 3's articulation of individual planning and teaching style variance emphasizes a profound benefit. The platform's flexibility not only meets the pedagogical preferences of educators but also addresses the diverse learning styles of students, engendering a more holistic and responsive learning journey.

**Self-Paced Learning:** Respondent 4's emphasis on self-paced learning resonates with the contemporary educational ethos. Acknowledging that students possess distinctive learning rhythms, this platform feature supports an inclusive educational environment that cultivates individual potential and ensures learners are neither rushed nor left behind.

## **5.2 Theme 2: Weaknesses of the existing online learning platform**

Weakness implies a state in which something is less advantageous when contrasted with something else. This notion of weakness is marked by negative and unfavorable attributes (Emet, 2017). Essentially, product weakness signifies those features or functionalities or attributes a product lacks that make it lag behind those of its rivals. According to Thompson and Strickland (1989), Weakness is the absence or inadequate performance of something in comparison to others. This theme can be subdivided into the following:

**Content Limitations:** Respondent 2's discernment regarding omitted critical topics, such as multiplication and division, unfurls a significant content gap. This void could potentially hinder comprehensive subject mastery, compelling educators to seek supplementary resources to bridge

the knowledge chasm. Such a limitation underscores the platform's need for comprehensive and cohesive content coverage.

The identification of advanced mathematics content deficiency by Respondent 4 underscores the challenge of accommodating diverse academic levels. The absence of resources catering to high-achieving students underscores the imperative for an all-encompassing educational spectrum within the platform.

Respondent 5's acknowledgment of limitations in analyzing and marking theoretical questions highlights a crucial evaluation constraint. Automated systems, while efficient, struggle to grasp nuanced responses, underscoring the necessity of a comprehensive evaluation mechanism.

**Technical Challenges:** Respondent 1's candid admission of grappling with the explanation of intricate concepts solely through the platform echoes an essential concern. Complex topics demand tangible, real-world manipulations that virtual platforms might struggle to replicate, underscoring the enduring need for tactile learning experiences.

The revelations of Respondent 2, grappling with technical inefficiencies and constrained answer options, unmask the inherent fragility of technology-dependent education. The system's vulnerability to glitches and its limitations in facilitating diverse response formats emphasize the indispensability of diverse instructional methods.

Respondent 5's revelation of restrictions on uploading videos directly to the portal exposes the intricate digital landscape of modern education. Technical hurdles can impede the fluid integration of multimedia-rich content, potentially hindering the creation of well-rounded learning experiences.

**Cost of adoption:** Respondent 4's forthright acknowledgment of subscription costs and data connectivity challenges transcends theoretical discourse, encapsulating the pragmatic reality. The intersection of financial limitations and connectivity barriers underscores the need for equitable and accessible education, regardless of economic circumstances.

### 5.3 Theme 3: Desired features

Desired features refer to specific characteristics, qualities, or attributes that people or entities wish

to have in a product, service, or situation. These features are considered beneficial or advantageous and are intended to fulfill particular needs, preferences, or objectives. They are the aspects that individuals or organizations hope to find or include in a solution to enhance its value, functionality, or appeal.

The following can be associated with this theme:

**User-Friendly Interfaces:** The unanimous chorus among respondents championing user-friendliness underscores an oft-overlooked cornerstone of modern education. An intuitive interface not only ensures swift navigation but also obliterates potential roadblocks, fostering an inclusive learning space catering to diverse user backgrounds.

**Customization and Personalization:** The collective aspiration for customization and personalization resonates as a harmonious melody with the educational philosophy of individualized learning. Platforms that empower educators to sculpt content and methodologies according to the unique needs of their students perpetuate a student-centric educational ethos.

**Content Flexibility:** The endorsements of Respondents 2 and 3 for platforms accommodating content modification epitomize the dynamic nature of contemporary education. The platform's capacity to seamlessly integrate a spectrum of resources and adapt materials affords educators the flexibility to navigate the ever-evolving pedagogical landscape.

**Interactive Elements:** Respondent 2's anticipation of the enriching potential of short videos mirrors the paradigm shift in modern education. The visual and auditory dimensions of multimedia can transcend traditional learning boundaries, promoting deeper understanding and enhanced engagement.

The prophetic foresight of Respondent 5, envisioning games and collaborative features, celebrates the immersive dimension of education. Gamification and interactive tools herald an era where learning transcends solitary endeavors, culminating in collaborative exploration and shared discovery.

**Affordability:** Respondent 4's stipulation of affordability resonates as a poignant plea for

equitable education. The recognition that financial barriers can impede educational access underscores the urgent need for platforms that are accessible and sustainable for institutions of varying economic capacities.

## **5.4 Conclusion**

In synthesizing the multifaceted perspectives of educators regarding existing learning platforms, an intricate tapestry of strengths and weaknesses unfurls. The platforms' excellence in accessibility, ease of use, and facilitation of self-paced learning is juxtaposed with challenges emanating from content limitations, technical complexities, and financial constraints.

The unanimous clarion call for user-friendliness, customization, and personalization resonates as a symphony advocating for platforms that seamlessly integrate pedagogical diversity. The potential integration of interactive elements, content malleability, and affordability assumes the role of a transformative alchemy, promising the emergence of more potent, participatory, and impactful learning platforms.

In the endeavor to forge novel learning platforms, the imperative of responding to educators' yearnings for customization, interactivity, and economic viability looms paramount. If painstakingly orchestrated, such platforms stand to hold the promise of ushering in an era of education that is more accessible, engaging, and adaptive than ever before. As the horizons of online education expand, these platforms could reshape the contours of learning, facilitating a symphony of creativity, inclusivity, and innovation.

Expanding the learning platform's potential encompasses not only catering to the immediate needs but also embracing the evolving landscape of education. The journey towards crafting an ideal platform involves delving into the nuances of modern pedagogy and embracing the fluidity of learning styles. This entails a comprehensive understanding of how the amalgamation of technology and education can create an environment where exploration, collaboration, and discovery are fostered.

The call for user-friendliness and personalization encapsulates the essence of tailoring education to individual learners. The acknowledgment that each student's journey is unique resonates in educators' voices, highlighting the need for adaptable platforms that accommodate diverse learning preferences and support differentiated instruction. The envisaged synergy between technology and customization has the potential to not only bridge educational gaps but also amplify students'

voices and agency.

Content flexibility, as envisioned by Respondents 2 and 3, signifies the dynamic nature of education. An evolving curriculum demands a platform that evolves in tandem, integrating the latest insights, resources, and methodologies. By placing educators at the helm of content adaptation, these platforms become vehicles for innovation, allowing educators to curate engaging experiences that ignite curiosity and passion in students.

The visualization of interactive elements, multimedia, and games by Respondents 2 and 5 signals a monumental shift towards experiential learning. The marriage of education and entertainment can catalyze engagement, fostering a generation of students who embrace learning as a journey of exploration rather than a mere task to complete. It embraces the wisdom that education should not be confined to textbooks but should encompass the vibrant tapestry of human experiences.

Affordability, championed by Respondent 4, underscores the ethical imperative of education. It beckons the architects of new platforms to embark on a mission to democratize education, ensuring that no student's potential is stifled by financial barriers. The platform's accessibility becomes not just a technological feat, but a moral crusade to ensure that learning is a fundamental right, not a privilege.

In summation, the discourse surrounding existing learning platforms illuminates a vibrant landscape characterized by strengths, weaknesses, and a shared vision for the future of education. The educators' perspectives encapsulate the aspirations, challenges, and the vast potential of these platforms. As the contours of education continue to evolve, the synthesis of technology and pedagogy holds the power to redefine education itself, creating a harmonious and resonant symphony of learning that echoes through generations to come.