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SATISFACTION WITH COVID-19 INDUCED ONLINE WORK SUPPORT ARRANGEMENTS AT A UNIVERSITY IN THE EASTERN CAPE, SOUTH AFRICA

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ABSTRACT

In spite of the gradual shift to online based remote learning aided by Information and Communication Technology (ICT) advancements, the covid-19 pandemic exerted pressure and imposed an immediate need for online work arrangements. Given the covid-19 induced online work arrangements, the aim of the study was to assess satisfaction with online work arrangements at a selected university in the Eastern Cape. In order to achieve the stated objective, the quantitative research design was adopted. A survey was conducted and 115 academics at a University in the Eastern Cape participated in the study. Sixty six percent (66.4%) of the respondents affirmed that the university trained them on how to perform the virtual work responsibilities that they were assigned to do. All respondents (100%) indicated that they have received training in the form of workshops which were done through blackboard, Moodle, wise up and Microsoft teams. While evidence from the study showed that the university has implemented a number of initiatives to support and capacitate the academics, there was still an impression that more can still be done to enhance online work among the academics.

Keywords: Online work, virtualization, higher education, remote teaching, education.