

Students' Perception and Patterns of Listening Behaviour in an Online Forum Discussion

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Abstract : Online forum is part of a Learning Management System (LMS) environment in which students share opinions. This study attempts to investigate the perceptions of students towards online forum and their patterns of listening behaviour during the forum interaction. The students' perceptions were measured using a questionnaire, in which seven dimensions were used including online experience, benefits of forum participation, cost of participation, perceived ease of use, usefulness, attitude and intention. Meanwhile, their patterns of listening behaviours were obtained using the log file extracted from the LMS. A total of 25 postgraduate students undertaking a course were involved in this study, and their activities in the forum session were recorded by the LMS and used as a log file. The results from the questionnaire analysis indicated that the students perceived that the forum is easy to use, useful, and bring benefits to them. Also, they showed positive attitude towards online forum, and they have the intention to use it in future. Based on the log data, the participants were also divided into six clusters of listening behaviour, in which they are different in terms of temporality, breadth, depth and speaking level. The findings were compared to previous clusters grouping and future recommendations are also discussed.

Keywords : e-learning, learning management system, listening behavior, online forum

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