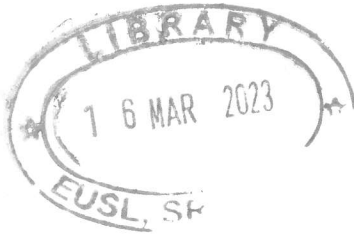


**ATTITUDE OF UNIVERSITY STUDENTS ON THE ADAPTATION  
INTENTION OF DIGITAL COLLABORATIVE PLATFORMS FOR ONLINE  
LEARNING. THE PERSPECTIVE OF EASTERN UNIVERSITY  
UNDERGRADUATES.**



**By:**

**SANJANA MICHAELLE NORBERT**

**REG NO: EU/IS/2016/MS/005**

**INDEX NO: MS 1855**

A project report submitted to the Faculty of Commerce and Management, Eastern University, Sri Lanka, as a partial fulfillment of the requirement for the Degree Bachelor of Business Administration (BBA) Specialization.



Project Report  
Library - EUSL

**DEPARTMENT OF MANAGEMENT**

**FACULTY OF COMMERCE AND MANAGEMENT**

**EASTERN UNIVERSITY, SRI LANKA**

## ABSTRACT

The concept of adopting digital collaborative platforms for online learning has been gaining a lot of attention from education institutions ever since the appearance of the Internet. Universities are attempting to expose their students to numerous web-based learning settings by using digital collaborative platforms. The development of Information Technology has changed the way how things are done, it has influenced on teaching and learning, thus becomes more and more complex and widespread. This research, therefore, seeks to study the Attitude of university students on the adoption intention to digital collaboration platforms for online learning from the University students' perspective, as they are the main beneficiaries of this Information Technology enabled learning, hence the need to know how they feel about this mode of teaching and learning is very important.

The online learning gave a pathway for usage digital collaborative platforms of at this outbreak to reduce the academic loss of students. Digital collaborative platform was commonly used in many industries but education system had never been strong until Covid-19 outbreak because of which the idea got generated. There have been various researches carried out on varied field and also on education sector before Covid-19, but only very few researches have been carried out after the eruption of this pandemic. This is an important reason to being carrying out this research at this time.

Even though the Learning management system and e-learning tools have been adopted long time before in eastern university of Sri Lanka's academic faculties and instructional materials have been distributed and communication has been enabled within courses many students still do not use these facilities regularly and do not have a encouraging experience of them. As a result, digital collaborative platforms like Zoom, Hangout, Google classroom are not used to their full potential. This study is an attempt to identify the relationship between factors, including Perceived usefulness, Perceived ease of use, Interactivity, and cost effectiveness have on the digital collaboration platforms adaptation intention and the mediating role of attitude on Perceived usefulness and perceived ease of use.

**Keywords:** Digital collaborative platform, Perceived usefulness, Perceived ease of use, Interactivity, Cost effectiveness, Attitude

## TABLE OF CONTENTS

Acknowledgement.....	i
Abstract .....	ii
List of Tables .....	xiii
List of Figures .....	xvi
Abbreviations.....	vi
<b>Chapter – 1: INTRODUCTION .....</b>	<b>1</b>
1.1 Background of the study .....	1
1.2 Problem statement.....	3
1.3 Research questions.....	5
1.4 Research Objectives.....	5
1.5 Significance of the study.....	6
1.6 Scope of study .....	6
1.7 Organization of the chapters .....	7
1.8 Chapter Summary .....	8
<b>Chapter - 2: LITERATURE REVIEW.....</b>	<b>9</b>
2.1 Introduction.....	9
2.2 Online learning systems.....	10
2.3Defining Collaboration platforms .....	11
2.3.1 Features of Digital Collaboration platforms .....	12
2.4 Technology acceptance in education .....	13
2.4.1 Unified theory of acceptance and use of technology and related theories and models .....	14
2.4.2 Technology Acceptance Model (TAM).....	16
2.5.1 Perceived usefulness of digital collaboration platform for online learning at higher education institutes. ....	18
2.5.2 Perceived ease of use for digital collaboration platform for online learning at higher education institutes. ....	18
2.5.3 Cost-effectiveness .....	19
2.5.4 Learners’ Interactivity.....	20
2.5 Learners’ Attitude .....	20
3.6 Chapter summery .....	21
<b>Chapter - 3: CONCEPTUALIZATION AND OPERATIONALIZATION.....</b>	<b>22</b>
3.1 Introduction.....	22

3.2 Conceptualization .....	22
3.2.1 Conceptual Framework .....	22
3.2.2 Digital collaboration platform adaptation intention.....	23
3.2.3 Perceived usefulness .....	23
3.2.4 Perceived ease of use .....	24
3.2.6 Interactivity .....	25
3.2.7 Attitude .....	26
3.3 Operationalization.....	27
3.3.1 Summary of operationalization.....	27
<b>Chapter - 4 : RESEARCH METHODOLOGY .....</b>	<b>30</b>
4.1 Introduction.....	30
4.2 Research philosophy .....	30
4.3 Research Approach .....	31
4.4 Research strategy .....	32
4.6 Study setting.....	33
4.8 Sampling .....	34
4.8.1 Population of the study .....	34
4.8.2 Sample Size.....	34
4.8.3 Sampling Design.....	35
4.9 Method of Data Collection.....	36
4.9.1 Personal information.....	36
4.9.2 General research information.....	36
4.10 Pilot study .....	37
4.11 Questionnaire Formation .....	38
4.12 Data Presentation, Analysis and Evaluation .....	40
4.12.1 Data Presentation .....	40
4.12.2.1 Methods of Data Analysis.....	41
4.12.2.2 Reliability Test.....	41
4.12.2.3 Univariate Analysis.....	42
4.13.1 Correlation Analysis .....	43
4.13.2 Regression Analysis.....	44
4.13.2.1 Simple Linear Regression.....	44
4.13.2.2 Mediation Analysis .....	44
<b>Chapter - 5 : DATA PRESENTATION AND ANALYSIS.....</b>	<b>47</b>
5.1 Introduction.....	47

5.2 Data Presentation and Analysis of Respondents Profile .....	47
5.2.1 Distribution of faculty .....	47
5.2.2 Distribution of Year of study .....	48
5.2.3 Distribution of Age Level .....	49
5.2.4 Distribution of gender .....	49
5.3 Data Presentation and Analysis of Research Objectives .....	49
5.3.1 Univariate Analysis .....	50
5.3.1.1 Mean and Standard Deviation overall view .....	50
5.3.1.2 Correlation analysis .....	54
5.3.1.3 Simple Regression Analysis .....	58
5.3.1.4 Multiple linear Regression analyses .....	72
5.3.1.5 Mediation Analysis 1 .....	77
5.3.1.6 Mediation Analysis 2 .....	81
5.3.3 Testing Hypotheses .....	85
5.3.3.1 Testing Hypothesis 1 .....	86
5.3.3.2 Testing Hypothesis 2 .....	86
5.3.3.3 Testing Hypothesis 3 .....	87
5.3.3.4 Testing Hypothesis 4 .....	88
5.3.3.5 Testing Hypothesis 5 .....	88
5.3.3.6 Testing Hypothesis 6 .....	89
5.3.3.7 Testing Hypothesis 7 .....	90
5.3.3.8 Testing Hypothesis 8 .....	90
5.4 Chapter Summary .....	91
<b>Chapter - 6 : FINDINGS AND DISCUSSION .....</b>	<b>92</b>
6.1 Introduction .....	92
6.2 Discussion of Personal Information .....	92
6.2.1 Faculty .....	92
6.2.2 Year of study .....	92
6.2.3 Age .....	93
6.2.4 Gender .....	93
6.3 Discussion of Research Information .....	93
6.3.1 Objective one .....	93
6.3.1.1 Level of Perceived usefulness .....	93
6.3.1.2 Level of Perceived ease of use .....	93
6.3.1.3 Level of Cost effectiveness .....	93

6.3.1.4 Level of Learners' interactivity .....	94
6.3.1.5 Level of Learners' attitude .....	94
6.3.1.6 Level of Continuance intension. ....	94
6.3.2 Objective 2 .....	94
6.3.2.1 Relationship between Perceived usefulness and Continuance intension. ..	94
6.3.2.2 Relationship between Perceived ease of use and Continuance intension. .	95
6.3.2.2 Relationship between cost effectiveness and Continuance intension. ....	95
6.3.2.2 Relationship between Learners' interactivity and Continuance intension.	95
6.3.3 Objective 3: .....	96
6.3.3.1 Mediation analysis 1 .....	96
6.3.3.2 Mediation analysis 2 .....	97
6.3.4 Discussion of Hypotheses Testing .....	98
6.5 Chapter Summary .....	100
<b>Chapter - 7 : CONCLUSION AND RECOMMENDATIONS .....</b>	<b>101</b>
7.1 Introduction .....	101
7.2 Conclusions .....	101
7.2.1 Conclusion- Objective One .....	101
7.2.3 Conclusion- Third Objective .....	102
7.3 Contribution of the Study .....	102
7.3.1 Practical implications .....	103
7.3.2 Theoretical implications .....	103
7.5 Limitations of the study .....	104
7.6 Direction for Future Studies .....	104
<b>List of References .....</b>	<b>106</b>
<b>Appendix - 1: Questionnaire .....</b>	<b>114</b>