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The Impact and Quality of Online Learning in the Digital Realm Among Indian Students

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ABSTRACT This study examines the factors influencing the quality of online learning among Indian higher education students. The study focuses on soft skill development, learning expectations, effectiveness of online learning, online learning motivation, and perceived quality of online learning. A quantitative survey design was adopted, and data were collected from 810 students from higher education institutions in Agra, Firozabad, and Mathura, Uttar Pradesh, India. The proposed relationships were tested using partial least squares structural equation modelling. The findings indicate that soft skill development, learning expectations, and effectiveness of online learning significantly influence online learning motivation and quality of online learning. Online learning motivation also plays an important mediating role. The study suggests that online learning quality depends not only on digital access but also on instructional design, learner readiness, motivation, and institutional support.