

E-learning implementation challenges in universities during COVID-19 pandemic

A lecturers' perspective

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ABSTRACT

The arrival of COVID-19 has necessitated the need for full implementation of e-learning in the higher education sector across the globe. However, there is less information about the challenges associated with the implementation of e-learning during COVID-19, especially in Zimbabwe. Therefore, this study aims to establish the implementation challenges of e-learning within universities in Zimbabwe amidst the COVID-19 pandemic. This explorative qualitative study collected data using in-depth interviews from two state universities in Zimbabwe. Using thematic analysis, the results revealed the main challenges for the implementation of e-learning namely: inequalities, lack of preparedness, inadequate resources, and unreliable infrastructure. Based on the results, the study concludes that universities are facing a multiplicity of challenges in implementing e-learning during the COVID-19 era. Therefore, the study recommends the provision of emotional and psychological support, reliable technological infrastructure, gadgets, and data as well as the provision of training.