

A Survey and Research on the Satisfaction of Part-Time Chinese as a Foreign Language Teachers on X Platform

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Abstract: Under the objective influence of digital development and the epidemic, the online teaching mode of Chinese as a foreign language has shown a vigorous development trend. Teachers have an indispensable position in teaching, and their satisfaction is an important factor affecting the quality of teaching and the development of the industry. This paper adopts the methods of questionnaire survey and semi-structured interviews, from the perspective of platform policy and teachers, through the investigation of X online teaching platform for Chinese as a foreign language, from the aspects of X platform policy, teachers' daily work, teachers' salary, vacation, work pressure, etc. Started to conduct research, and made a summary in the field of Chinese as a foreign language education. On this basis, suggestions for the development of online platforms for teaching Chinese as a foreign language are put forward.

Keywords: Teacher welfare, teacher treatment, online Chinese as a foreign language course

1. Overview of X Platform

2017, X currently has about 4,000 teachers and has completed several C rounds of financing by 2021. The courses of the X platform are divided into 6 versions: advanced version, international version, Singapore version, extended version, enlightenment version and basic version according to the level of Chinese of the teaching objects, the purpose of learning Chinese and the family environment. The teaching object is for children aged 3-15 who have Chinese learning aspirations around the world. The main method of teaching is online teaching. This article mainly explores the Singaporean version of the teachers.

Teachers on the X platform can be mainly divided into full-time teachers and part-time teachers. Full-time teachers need to teach in fixed cities and offices. Part-time teachers can teach from home, regardless of city. The main research object of this paper is the part-time teachers of the Singapore version. Part-time teachers can freely open the timetable they can teach on the platform system, and then students can make course appointments according to the teacher's open time. If it is a formal student reservation for a non-trial class, the teacher corresponding to the reservation must bring the student with him for at least three months before adjusting the time, otherwise he will be fined.

The organizational structure of the X platform mainly includes the teaching department, the education management department, and the learning management department. The teaching department is mainly composed of teachers who give lectures, the education management department is composed of specialists who specialize in managing teachers, and the learning management department is mainly composed of commissioners who manage students. Part-time teachers have less benefits, have two opportunities to ask for leave without liability every month. In addition, there will be an assessment every quarter. Passing the assessment can improve the teacher's level, thereby increasing the class hour fee. In general, part-time teachers have more flexible class hours. Most of the time, they can decide their own working hours for classes. The courseware is produced by the platform. Part-time teachers only need to prepare their own lessons and teach according to the class schedule.

2. Teacher satisfaction survey on X platform

Teacher satisfaction is the psychological, physiological, and environmental satisfaction of teachers in

the teaching institution with respect to the work itself and its related aspects (Hoppock, 1935). In order to further understand the teacher satisfaction of the X platform, the author conducted semi-structured interviews with four part-time teachers Chinese as a foreign language in the Singapore version of the platform.

2.1. Interview subjects

The interviewees are all part-time teachers who have been employed by X platform for more than 6 months and come from the Singapore version .The specific background information of the interviewers is as follows:

Table 1: All part-time teachers who have been employed by X platform for more than 6 months .

| | Teaching age (years) | Working hours of the platform (months) | Workload of the platform (hours/week) | Other work situations |
|----|----------------------|--|---------------------------------------|-------------------------------|
| T1 | 6 | 12 | 35 | No other full-time employment |
| T2 | 4 | 7 | 20 | have other part-time jobs |
| T3 | 5.5 | 7 | 30 | No other full-time employment |
| T4 | 6 | 8 | 15 | Have another full-time job |

2.2. Analysis and discussion of interview results

Judging from the questionnaire and interview results of the four part-time teachers of the Singapore version of X Chinese as a foreign language platform, the four teachers are basically satisfied with the current salary structure of the platform, and they are also acceptable in terms of workload. The platform can provide support most of the time. However, in some cases, the support given is still not enough, the communication is not smooth enough, and a small number of opinions cannot be resolved. Regarding whether the values of the platform will affect the work mood, the teachers who think it will affect and will not affect in the interview are divided equally. Each interviewee asked his own questions on welfare.

2.2.1 Nature of work and environment

The nature of the work and the environment are good. Part-time teachers on the X platform can teach at home, with no restrictions on specific cities and flexible working hours. Overall, the four part-time teachers on the X platform have the highest average satisfaction in terms of "work nature", "work environment", "people who guide and manage themselves", and "people who work together at work", which is 3.75 / 5 . It can be seen that Most teachers are satisfied with the nature of work and the environment.

Platform values play a role in teacher satisfaction. Among them, T1 and T3 think that it does not have much influence, and values are only a basis, and it depends on how they do it; while T2 and T4 think that the platform's values will affect the platform's working atmosphere, thereby affecting their own work mood. Currently, overall work mood is positive.

Platform support is general. The four teachers felt that support was available most of the time, but not enough in some cases. T1 believes that the platform should provide support for teaching aids and class equipment; T2 believes that the opening time cannot be fully scheduled, and the class hours are not enough as expected; T3 believes that the courseware is produced by the platform, and sometimes problems cannot be corrected in time, so It has a certain impact on teaching; T4 thinks that other departments do not give enough support to the teaching department, which is mainly reflected in the fact that the feedback of students by the student management is not proactive and timely.

Platform communication is not smooth. All four teachers felt that the communication with the platform was not smooth enough. It is mainly reflected in: on the one hand, teachers cannot communicate with parents if they have problems, but can only communicate with the school management, and then the school management communicates with parents, which sometimes leads to some information gaps and misunderstandings. On the other hand, the school management's reply to the teacher's information is not timely enough, and the efficiency is low.

2.2.2 Workload

According to the X platform policy, part-time teachers can independently open the time period and number of hours they can teach on the platform system. Therefore, the four teachers believe that the workload is not large at present.

2.2.3 Income from work

Work income is a major factor affecting the satisfaction of online Chinese as a foreign language teachers. According to the survey of four part-time teachers on the X platform (Singapore version), the lowest-level part-time teachers' class hour fee is 50-70 yuan per class hour. The average satisfaction of the four teachers interviewed was moderate (3.25 / 5) in the item of “ job income ” , and they all considered the salary standard to be low; but at the same time, because it was not much different from the whole industry, it was acceptable.

The promotion channel is not perfect. The average satisfaction of the four part-time teachers on the X platform in the item of "learning and promotion methods" is only 3, which is the lowest score in this satisfaction survey. According to the X platform policy, there will be an assessment every quarter, and teachers who pass the assessment can improve their grades, thereby increasing the class hour fee. T1 believes that the standards for teacher assessment and upgrading are not formulated in different and the Singapore version is more difficult to upgrade than other versions , and the construction is unreasonable; T2 indicates that the waiting time for teacher upgrades is at the same time, the teacher's assessment standards are unreasonable. has not been resolved.

Work benefits are less. full-time teachers, but because he is a part-time teacher, he cannot enjoy the five insurances and one housing fund for full-time teachers, and there is unequal pay for equal work. According to the X platform policy, the benefits of part-time teachers are mainly two opportunities for exempting leave every month. T3 believes that the vacation benefits are not perfect, and students occupy the time that they have not opened and need to consume their own leave requests. Therefore, the platform should limit the number of leave requests according to the specific situation of the teacher; T4 believes that part - time teachers basically have no benefits, and the system Too rigid.

Fine. In addition to lower salary standards and fewer job benefits, more fines also reduce the satisfaction of part-time . T2 specifically mentioned that the X platform has low class hours and more.

3. Methods to Improve Teacher Satisfaction on X Platform

3.1. Improve the salary system and optimize the reward and punishment system

In this survey, work income is a key factor affecting teacher satisfaction. Problems such as generally low tuition fees, imperfect promotion channels, less benefits, and many fine items have greatly affected the satisfaction of part-time teachers, which is a major reason for the current teacher turnover. On the one hand, the platform should establish a reasonable salary system and raise the standard of class hour fees. On the other hand, the platform should improve the leave system; increase the reward mechanism and reduce the punishment mechanism; improve the promotion channels.

3.2. Improve the organizational structure and improve teacher services

Poor platform communication and general issues of support also affect teacher satisfaction. Institutional support facilitates teacher development and motivates teachers to remain in the profession [1][3]. First of all, the platform should clarify the structure and responsibilities, improve teacher services, and provide certain support for teacher teaching and teacher development. At the same time, the platform should conduct questionnaires and interviews with teachers from time to time to understand teachers' thoughts, consider teachers' opinions and suggestions, and make timely adjustments to increase the opportunities for teachers to participate in decision-making. Secondly, the platform needs to improve the communication link and reduce the reporting process.

3.3. Personalized management to create a fair atmosphere

Due to the characteristics of online Chinese as a foreign language platform, it is aimed at Chinese learners and teachers around the should also adopt personalized management in teacher management. Creating a fair, encouraging, and caring environment is of great significance to school and teacher management and long-term healthy development^[2]. On the one hand, the platform needs to formulate targeted evaluation methods for teacher upgrades according to different regions to promote fair promotion of teachers. On the other hand, the platform can appropriately increase the benefits of part-time teachers according to the workload; classify and manage teachers with other full-time jobs and those without other full-time jobs, and increase the benefits of teachers without other full-time jobs.

4. Summary

Through interviews, this paper investigates and studies the satisfaction of part-time teachers of the Singapore version of the X-Online Chinese Language Teaching Platform. Teachers' welfare and other aspects are relatively unsatisfactory, especially in terms of teacher's welfare. All four interviewers raised questions and suggestions.

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