

DIGITAL EMPATHY IN ONLINE EDUCATION: A COMPARISON STUDY BETWEEN PORTUGAL AND ROMANIA

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INTRODUCTION

The importance of empathy in an educational context is well documented in the academic literature. Empathy increases student satisfaction, improves the teacher's ability to relate to students.



METHOD

This study aims to present the extent to which online education influenced the level of empathy of university students.



1.085 students enrolled in Communication Sciences programmes (Portugal-Romania)

- Survey dimensions:
- (a) Digital technology and online education
 - b) Level of empathy
 - c) The impact of online education on students' lives
 - d) Level of student interaction through the use of a webcam
 - e) The level of empathy "fatigue".
 - f) Self-assessed emotional disengagement post-pandemic
 - g) Gender, empathy and technology

CONCLUSIONS

In this study, almost half of the students self-assessed themselves as positively impacted by online education. In addition, the level of interaction with peers is considered satisfactory.



The present research found evidence of a relationship between exposure to technology use, gender and empathy. The authors argue that understanding the emotions of others may be inhibited during digital education. Empathy at its core will never change.

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