

**USABILITY EVALUATING AND TESTING FOR LEARNING
MANAGEMENT SYSTEM (LMS) AT IUKL STUDENT AND LECTURER
PERSPECTIVE**

By

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KUALA LUMPUR**

**Thesis submitted in Partial Fulfilment as the Requirement for the Master in
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Media and Innovative Technology IUKL**

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Learning management system (LMS) is a product application for the organization, documentation, following, reporting and sharing of electronic educational technology. The essential motivation behind learning management system is to share information, offer data and help learners in their learning journey in an effective and proficient method. The success of LMS can be measured by the level of user satisfaction after interacting with interface of LMS framework. In this study report we show the results of a usability evaluation of LMS system. Proper utilization of usability assessment strategies is indicated by given situations in this report. The LMS of IUKL (INFRASTRUCTURE UNIVERSITY KUALA LUMPUR) will be used as a case study of this research. The quantitative and qualitative research methods were conducted in this research. Data was collected using self-administered questionnaire from convenient random sampling drawn from the target population in six different faculties at IUKL. The developed constructs used in this study by utilizing measurement scales were adopted from previous studies. Collected data were analyzed using SPSS software. The results showed that the most participants are neutral about how the usability of the LMS while the second big number were agreed with that the system was easy to use. This research study and the results derived from it have some limitations like any other study and also indicate the way forward for further research towards better service delivery.

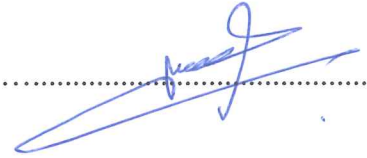
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APPROVAL

We have examined this manuscript and verify that it meets the programme and University requirements for the degree of Master in Information Technology Majoring in Management.

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DECLARATION

I declare that the thesis is my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously, and is not concurrently, submitted for any other degree at Infrastructure University Kuala Lumpur or at any other institution.

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CHAPTER 1

INTRODUCTION

A learning management system (LMS) is a product application for the organization, documentation, following, reporting and sharing of electronic educational technology. The essential motivation behind learning management system is to share information, offer data and help learners in their learning journey in an effective and proficient method. The success of LMS can be measured by the level of user satisfaction after interacting with interface of LMS framework. In this study report we show the results of a usability evaluation of LMS system. Proper utilization of usability assessment strategies is indicated by given situations in this report. The LMS of IUKL will be used as a case study of this research.

Two approaches will be used, first is survey research which is a commonly used method of collecting information about a population of interest. There are many different types of surveys, several ways to administer them, and many methods of sampling. There are two key features of survey research:

- Questionnaires: a predefined series of questions used to collect information from individuals.
- Sampling: a technique in which a subgroup of the population is selected to answer the survey questions; the information collected can be generalized to the entire population of interest.

The participants in our survey will be both lecturers and students so that we obtain a comprehensive understanding of the usability of LMS system.

Usability evaluation concentrates on how well users can accomplish their objectives by using the LMS. And also, denotes to how satisfied users are with that process. The study focuses on evaluating the LMS usability by measuring the user satisfaction and we will collect the data using survey. Second is using of observation usability testing

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