

UNIVERSITI TEKNOLOGI MARA

**HEURISTIC EVALUATION OF LEARNING
MANAGEMENT SYSTEM AT KOLEJ PROFESIONAL
MARA**

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ABSTRACT

Learning Management System (LMS) is a method that uses computer's application for teaching and learning in education field become popular and widely being accepted as the main educational technology used in universities and colleges. Learning management systems which offer a broader range of functions has replaced the conventional content management systems should not only have access to learning material for 24 hours, but also be able to communicate with both instructors and other students through online. This study aims to evaluate the usability of LMS at Kolej Profesional MARA (KPM) using Heuristic Evaluation. The objective for the LMS is to offer an efficient, user friendly e-learning environment with online assessment creation tools, collaboration tools, as well as sophisticated tracking and reporting tools for monitoring user activities and progress. The users are lecturers and students of KPM. This research will be conducted using two techniques to collect data which are Heuristic Technique and questionnaire survey. The Integrated Model which focuses on five elements of the usability concept, including Effectiveness, Efficiency, Satisfaction, Comprehensibility and Safety will be adapted as the guideline to design the questions. This study is important to know the usability problems of the LMS and get the recommendations from users and experts view to improve the LMS. Besides that, this study also will reveal how effective, efficient, comprehensive, satisfy and safe the LMS based on user's opinion.

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CHAPTER 1

INTRODUCTION

This chapter discusses on the research background and the justification of this study. It highlights on the details of the background, problem statement, objective, research question, significance of research and scope and limitation of research. As overall, this chapter illustrates the preliminary understanding of this study.

1.1 Research Background

Kolej Profesional MARA is formerly known as Institut Perdagangan MARA (IPM) and established in May 1977. Since its establishment until the end of July 1982, KPM/IPM is located at Level 2, Sing Hoe Motor Building, Jalan Ipoh, Kuala Lumpur. Initially, KPM only have 100 students for the first batch with 4 lecturers. On the 1st of June 1998, KPMKL has moved to Beranang. Then, second KPM campus opened in Malacca followed by KPM Indera Mahkota, KPM Seri Iskandar, KPM Bandar Penawar and KPM Ayer Molek. Currently, there are 6 KPM campuses in Malaysia. On 2010, MARA Higher Education Division has ordered all KPM campuses to implement Learning Management System (LMS) at their colleges. The objective of this order is to improve teaching and learning style among lecturers and students at KPM.

LMS has become popular and widely being accepted as the main educational technology used in universities and colleges around the world (Alhazmi & Rahman, 2012). Nowadays, blended learning techniques become more widely applied by instructors, students should not only have access to their learning material for 24 hours,