

UNIVERSITI TEKNOLOGI MARA

**EVALUATING OF SAP LEARNING
SOLUTION (LSO) IN TELEKOM
MALAYSIA TECHNICAL ACADEMY**

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IT Project submitted in partial fulfillment
of the requirements for the degree of
Master of Science in Information Technology

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AUTHOR'S DECLARATION

I declare that the work in this IT Project was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as reference work. This IT Project has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

A Learning Management System (LMS) is a Web-based technology or a software application used to plan, implement, and assess a specific educational process. Telekom Malaysia has been using the LMS to provide the instructors or coordinators with a method to produce and deliver the course content, assess participant's performances and also observe learner's involvement. However, the LMS system seems to provide stack of difficulties to the user of the system on several issues such as no friendly reminder from the system, the system's interface is not user-friendly, error message is difficult to understand and much more. Users from training and development field apparently are involved with the issues that are related to usability. This study aims to provide an evaluation on the matter since there were some usability issues faced by TM Technical Academy staffs. This study utilizes the conceptual model known as SAP LSO usability model that is derived from the learning management System Usability criteria and QUIM for the evaluation process. The evaluation process therein contains five factors; efficiency, effectiveness, learnability, usefulness and satisfaction. This study is highly influenced by qualitative approach. An interview session is conducted to collect the data and information in order to analyze SAP learning solution usability issues in TM Technical Academy. With the evaluation of data conducted, usability issues managed to be identified in SAP Learning Solution system. A recommendation then is provided after the issues had been identified so that the developers can make enhancement to the system. This will help to improve the system and boost Telekom Malaysia's productivity in the training and development area.

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