

UNIVERSITI TEKNOLOGI MARA

USER SATISFACTION TOWARDS  
VIRTUAL LEARNING "VLE FROG"  
AMONG TEACHERS AT SMK  
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IT Project submitted in partial fulfillment  
of the requirements for the degree of  
**Master of Science in Information Technology**

**Faculty of Computer and Mathematical Sciences**

July 2015

## ABSTRACT

The use of virtual learning environment (VLE) is the most popular pedagogical method nowadays. However, the user's satisfaction towards e-learning website may be different among the other user. The differentiation of influence are from many elements that contribute to the perceptiveness of satisfaction by the user to prolong the use VLE website application. This study adapting HELAM model as a research model that consist of six dimensions: (i) System Quality -Technical Quality, (ii) System Quality-Information Content Quality, (iii) System Quality-Service Quality, (iv) Social Issues-Learner Perspective, (v) Social Issues- Instructor Attitudes, and (vi) Supporting Issues (Ozkan & Koseler, 2009). However, this study focuses on four dimensions only which is (i) System Quality -Technical Quality, (ii) System Quality-Information Content Quality, (iii) Social Issues-Learner Perspective, and (iv) Social Issues- Instructor Attitudes in evaluating the teacher satisfaction towards VLE Frog website at SMK Subang Jaya. This descriptive study was conducted using quantitative methods with questionnaires as the main instrument used to collect the data. The questionnaire was adapted from HELAM model that has been tested and used by another researcher before. Thus, online questionnaires were run into 74 teachers at SMK Subang Jaya as a sample in the research area that have valid login user for VLE Frog. The result are analyzed using SPSS analysis to ensure that the result meet the objective of the research. The analytical result from the model shows teachers has significantly effect the element on the percieveveness of user's satisfaction towards VLE Frog website. Findings of this research will be valuable for school teachers, management and ministry to enhancement the prolong use of implementation in VLE Frog website.

## ACKNOWLEDGEMENT

**In the name of ALLAH S.W.T the Most Beneficent and Most Merciful''**

Alhamdulillah, with all praises to Allah who the greatest gratitude and appreciation for the strengths and wisdom of giving a good health and succeed completing this final project until successfully finish on its time. This final project is not possible to be completed without the guidance and help of several people who show me the right way of doing this research.

First of all, I would like to express my thankfulness to my supervisor Puan Nor Aziah Daud for giving me a chance to complete my project. I give my greatest apology for all the flaws and imperfection that I had shown through this project. She always gives me support during doing this project paper, without her cooperation and help, I would not be able to finish my research, successfully.

I also would like to thank friends for their encouragement and contributions throughout the entire project development. The information I have gained certainly are helping me to complete my research. Not forgetting my parent that support me throughout the whole process.

Last but not least, I want to express my thankfulness and gratitude for those who involved directly or indirectly in developing this project.

**Thank you, may ALLAH bless all of you.**

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