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USER SATISFACTION TOWARDS VIRTUAL LEARNING "VLE FROG AMONG TEACHERS AT SMK SUBANG JAY A.

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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 percieveness 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.

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