USER SATISFACTION ON WEB BASED SYSTEM: A CASE STUDY OF V.O.I.S.S SYSTEM AT UNITAR

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ABSTRACT

This paper describes study, which explored level of user satisfaction, the relationship of factor that influence satisfaction on Virtual Online Instruction Support System (VOISS) and provide some recommendation for education institutions interest on implement web based system. Five component of end user computing satisfaction (EUCS) that has been established in the literature are measured. The study was undertaken among students and lecturers from three faculties at UNITAR Kelana Jaya campus. The finding reveal that, five components of end user computing satisfaction are positive association with user satisfaction on VOISS system and most of the user are in medium and high level of satisfaction. However, demographic profile such as sex, race, age, occupation and major had no effect on satisfaction. From the findings of this research, gives guidance for any institutions on future development of web based system to concern on five components of EUCS to fulfill the user satisfaction.

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CHAPTER ONE

INTRODUCTION

1.1   Background

The Web has become increasingly important in the field of tertiary education over the last decade, enabling the provision of new types of learning environment. We can see an enormous growth in the accessibility of Internet technologies, especially the World Wide Web (WWW). This medium provides an ideal interactive environment and creates new opportunities for learning process. Due to that, some educational institution have taken a lead role in using World Wide Web facilities to augment their traditional lecture based learning or learning model. Many of these efforts are simply online version of the course syllabus, while others are full-fledged distance education site. This kind of learning approach does offer a greater interactivity in learning environment.

Course website development may vary widely in the types of communication technologies provided. While e-mail sees to be used universally, other technologies such as newsgroup, collaboration technologies and chat room are major introduce to many portal. These technologies are essential to facilitating the learning process. Instructors seem to be using the web system as online syllabus, to support a lecture-based class or as a means of distance learning.

Web based system used for distance education typically provide extensive online course content with links to WWW material. They also provide feedback mechanisms and a wide range of communication technologies for instances via bulletin board system and chat room.

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