

**UNIVERSITI TEKNOLOGI MARA**

**FACTORS INFLUENCING THE USAGE OF  
I-LEARN PORTAL AMONG  
STUDENTS IN UITM SHAH ALAM**

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Academic Writing submitted in partial fulfillment  
of the requirements for the degree of  
**Bachelor in Muamalat (Hons.)**

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## AUTHOR'S DECLARATION

I declare that the research in this academic writing was done in accordance with the rules and regulations provided by Universiti Teknologi MARA (UiTM). It is original and the results of my own research, unless otherwise indicated or acknowledged as referenced work. This academic writing has not been submitted to any other academic or non- academic institution.

I, hereby, acknowledge that I have been complied with Academic Rules and Regulations for Under Graduate, Universiti Teknologi MARA (UiTM), implemented throughout the conduct of my study and research.

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## ABSTRACT

With the fast development of technology, many higher educational institutions in Malaysia are taking many initiatives to integrate the e-learning system in their universities. Universiti Teknologi MARA (UiTM), one of the public higher education institutions also takes upon the challenge as a solution the needs of its large-scale students by employing the i-Learn Portal in December 2005. In spite of its establishment, there are also some factors that are found in previous studies that affect the usage of e-learning system among students in higher educational institution. This research aims to study the factors influencing the usage of e-learning system among the students in UiTM Shah Alam and to propose recommendation to enhance the usage of i-Learn among the users in UiTM. Three factors are used to be the variables of the study; user satisfaction, quality of infrastructure and engagement and interactivity. Quantitative research is adopted in this study. Questionnaires are distributed to 400 respondents out of students' population in UiTM Shah Alam as the research samplings. The results show that engagement and interactivity ranked the highest mean in this study, 3.31 (out of 5) followed by user satisfaction (3.21) and quality of infrastructure (3.13). The results indicate that quality of infrastructure of i-Learn portal requires some improvement and enhancement for a better usage among the students in UiTM. Recommendations for the enhancement and improvement of the i-Learn system are also proposed in this study to help the administration and increase the usage of the i-Learn portal among the students in UiTM from time to time to with the growth of e-learning system today.

Keywords: online learning, e-learning, i-Learn, UiTM, Learning Management Tools (LMS), higher learning institution

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