

UNIVERSITI TEKNOLOGI MARA

**STUDENTS' ACCEPTANCE AND SATISFACTION
TOWARDS LMS AT CENTRE FOR FOUNDATION
STUDIES, IIUM.**

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Report submitted in partial fulfilment of the requirements
for the degree of

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Faculty of Computer and Mathematical Science

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STUDENT DECLARATION

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

In the event that my report be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and degree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

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ABSTRACT

Learning with technology is much more fun compared to traditional learning style in a classroom. With the enhancement of information technology, LMS or Learning Management System has been created as a tool to fasten the process of studying and learning, increase productivity as it can be accessed anywhere, 24/7 with hassle free, convenient and reliable. This study was conducted in order to identify the frequency of LMS usage among IIUM matriculation students, to measure the students' satisfaction level with the usage of IIUM e-Learning portal, to verify if respondent's demographic profile will influence perceived usefulness, perceived ease of use and attitude towards usage of an e-learning system. The survey were designed with adaptation of Technology Acceptance Model (TAM) introduced by Davis, (1989). The questionnaires were distributed randomly among students from various courses. Total respondents were 140 students. The main reason for conducting this survey is to collect students feedback towards LMS since IIUM is currently using this platform as its' medium of teaching and learning. Findings shows that majority of the students were satisfied with the LMS system, but they did gave few suggestions for a room of improvement. With regards to previous research that have been done before, researchers conclude that a user will normally attracted to three (3) criteria, i) the interface of the system, ii) the user friendliness of the system and the most important iii) the ease of use. On top of that, other elements such as perceived usefulness and system quality will also contribute to developing users' interest in using e-learning and other web-based platform. All the factors mentioned above will directly influenced users 'behavioural towards usage of an information system.

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