

UNIVERSITI TEKNOLOGI MARA

**EXPLORING FACTORS
CONTRIBUTING TO STUDENTS
SATISFACTION IN BLENDED
LEARNING ENVIROMENTS:
CASE OF UNIVERSITI KUALA
LUMPUR MALAYSIA INSTITUTE OF
INFORMATION TECHNOLOGY**

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Thesis submitted in partial fulfilment of the requirements
for the degree of
Master of Science in Information Technology

Faculty of Computer and Mathematical Sciences

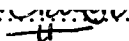
JULY 2016

AUTHOR'S DECLARATION

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

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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in Blended Learning Enviroments: Case of Universiti
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ABSTRACT

Blended learning was introduced to high education due to new advance in technology environments. Blended learning was mix-method of teaching learning between face-to-face traditional methods and online learning activities that also called as flipped classroom. Blended learning has been implemented several years ago but due to the facilities provided is still underutilized. The objectives of this study is (1) to explore factor contributing to student satisfaction in blended learning environment in Universiti Kuala Lumpur Malaysia Institute of Information Technology (UniKL-MIIT). (2) To investigate the relationship of the factor contributing in student satisfaction in blended learning environment in Universiti Kuala Lumpur Malaysia Institute of Information Technology (UniKL-MIIT). (3) To provide recommendation to improve blended learning implementation in Universiti Kuala Lumpur Malaysia Institute of Information Technology (UniKL-MIIT). To achieve all three (3) objectives, methods of quantitative and qualitative are using to collect data from students and academicians. For students questionnaire they have to answer 35 questions based on five (5) constructs that evaluate the student's satisfaction in blended learning. These studies based from model of "Evaluating Student Satisfaction with Blended Learning in a Gender-Segregated Environment" that evaluates five (5) constructs are Interaction, Instruction, Instructor, Course Management and Technology adopted from Naaj, Nachouki, & Ankit, 2012 . Result and analysis show that all the relationship between five (5) construct was strong with positive results. The highest relationship was between Instructor and Interaction [$r=.658$ $p<.0005$ $n=170$]. The relationship analysis was interpret using Spearman's Rank Order Correlation. In this study also provide some recommendation in student satisfaction in blended learning environment.

ACKNOWLEDGEMENT

Alhamdulillah, all praises are belonging to Allah S.W.T who has given me the health and the strength to finish this dissertation. May the blessing and peace of Allah be upon the messenger of Allah, Muhammad S.A.W, his family and companions.

I would like to give my deepest gratitude to my supervisor, Dr. Wan Abdul Rahim Wan Mohd Isa, for his invaluable guidance, opinions and generous help throughout the entire process of completing this study. Without him, I won't be able to complete this study according to the requirement. Thank you very much.

I wish to thank to all the key informants involved in the data collections and the respondents that willing to spend their time to answer the survey in order for me to complete this study. May I also express my gratefulness to all my Master's Degree lecturers and my friends for their help, ideas and support throughout my master programme.

Last, but not least, I am greatly indebted to my parents, my siblings and my husband for their encouragement and their inexhaustible support. Thanks to all my class mate who given spirit and support for completing this dissertation

Alhamdulillah, thank you all.

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