UNIVERSITITEKNOLOGI MARA

INVESTIGATION OF USAGE PATTERN AND ISSUES OF LEARNING MANAGEMENT SYSTEM (LMS): A CASE STUDY AT CENTRE FOR FOUNDATION STUDIES, HUM

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ABSRACT

The utilization of LMS as one of learning tools has increased in demand and popularity in most higher learning institutions. LMS is used to supplement the traditional learning and teaching method. However, most LMSs are focusing on the student rather than the lecturers. Researchers should also involve the lecturers to see their perspective of LMS usage. Lecturers become the interface to the system that supply the teaching material and encourage students to use LMS. There is a need to enquiry their opinions on issues of LMS that contributes to usage pattern. This study investigated the usage patterns of LMS by CFSITUM academic staff and identified the issues faced by them. In specific, there were three (3) objectives in this study as the following: to investigate the issues faced by IIUM lecturers who use LMS, to know the usage pattern of LMS modules and to give recommendations to improve and enhance the quality of LMS. A survey was conducted to sixty six (66) respondents from various departments at CFS, HUM. The methods used to analyze data were frequency distribution and descriptive statistic in order to achieve the objectives outlined. The most common issues faced by the lecturers were related to slow access time, complicated features and small storage capacity. The findings showed that Document Manager and Announcement modules were mostly used by users. There is a relationship between issues that contribute to usage pattern of the modules. Lastly, enhancements based on the issues raised by lecturers are recommended for a better LMS in the future.

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