

**UNIVERSITI TEKNOLOGI MARA**

**EVALUATING USER SATISFACTION  
VIA E-LEARNING: A CASE STUDY  
OF MALAYSIAN TAX ACADEMY**

**JUDY ANAK CHARLES KEDU**

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## ABSTRACT

Malaysian Tax Academy (MTA) is a training center for the Inland Revenue Board of Malaysia. Since 2013, the MTA was conducting the e-learning for the course participants. Since the e-learning is the new pedagogy in training there is the need to evaluate the user satisfaction toward the MTA's Learning Management System. At the time of the study, little is known of the evaluation of the user satisfaction toward the course participants. The aim of this study is to evaluate the user satisfaction on the Learning Management System (LMS) in Malaysian Tax Academy (MTA). DeLone and McLean IS Success as method of evaluation for this research. All the interview question and questionnaires' (Quantitative Analysis) based on the DeLone and McLean IS Success. The data from the questionnaires' was analyze using SPSS. To explore the relationship between two continuous variables, their strength, as well as its relationship direction this research using Pearson's Correlation Analysis. To identify most influential user satisfaction factors which independent variables that best influence the dependent variables Multiple Regression analysis was used. The finding from the interviews was analyzed using Thematic Analysis (Qualitative Analysis). From this model there are 6 factor; Information Quality, Service Quality, System Quality, User Satisfaction, Use and Learning Management System (LMS) Benefits was evaluate. The results shown that the System Quality is the most influential factor toward the satisfaction of the MTA's LMS, follow by Service Quality and Information Quality.

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