UNIVERSITI TEKNOLOGI MARA

EVALUATING USER SATISFACTION ON SYNCHRONOUS E-LEARNING IN INFORMATION TECHNOLOGY TRAINING

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

Master of Science (Information Technology)

Faculty of Computer and Mathematical Sciences

July 2014

ABSTRACT

Technical Academy, a training department under Telekom Malaysia Berhad (TM) has given a mandate by TM management in providing training to TM employees. Technical Academy has introduced one new learning method called synchronous e-learning. Synchronous e-learning method is still new and at the trial stage where the effectiveness and learner satisfaction towards its use are still obscure. The aim of this study conducted is to identify the learner satisfaction on the synchronous e-learning method and also to identify what are issues and challenges that can be improved towards the implementation of synchronous e-learning. A qualitative research method has been chosen to achieve this objective and a research model called E-Learner Satisfaction (ELS) model has been used to design the tool for collection and analyzing the data. From the results of the data analysis, it was found that most students are satisfied with the usage of the synchronous e-learning. The study has also identified a number of issues about the weakness of the system and the challenges faced by students. The conclusions of this study, all the students agreed that the use of this new training delivery method should be continued and besides that some improvements have also been proposed to enhance its effectiveness. In addition, for the future, the use of this method should be extended not only to information technology (IT) training, but also for other types of training.

ACKNOWLEDGEMENT

I would like to express my gratitude to my supervisor Puan Fauziah Redzuan for the guidance, useful comments, remarks and engagement through the learning process of this master IT Project. Furthermore, I would like to thank En Nurani Ali for helping me to conduct and organize the synchronous e-learning session as well for the support on the way. Also, I like to thank the participants who involved in my survey, who have willingly shared their precious time during the process of interviewing. A special thanks also to my family especially to my beloved wife, who have supported me throughout entire process, keeping me harmonious and helping me. I will be grateful forever for your encouraging and supporting me spiritually throughout my life.

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