

UNIVERSITI TEKNOLOGI MARA

**USABILITY EVALUATION OF LEARNING
MANAGEMENT SYSTEM AUTHOR**

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ABSTRACT

The use of Learning Management System (LMS) as a platform to engage students with their lecturers and various learning activities through online channels has been accepted altogether merely by all higher learning institutions. This is one of the efforts implemented to inculcate the implementation of blended-learning especially at higher learning institutions in Malaysia. Therefore, it is important to have well functional and easy to use of LMS used by students and academic staff. The purpose of this study is to evaluate the usability of the LMS at Universiti Tun Hussein Onn Malaysia (UTHM) known as AUTHOR. This study also makes some recommendation of improvement on some issues highlighted. Since its deployment on 2011, this is an attempt to uncover any usability issues that might affect the unconvincing usage of the system among academic staff. The study uses usability testing method on five selected users of the system who are academic staff at the UTHM. Observations were done throughout the testing session as a list of task has been given to all participants to be executed, and then followed by an interview session. The results shows there are several issues with the design that will affecting the effectiveness, efficiency, and finally the satisfactions among users; such as delete icon, online materials sharing, assignments and announcement functions. The results from this study were signify for future improvement on the system's design specifically and hoping to increase the usage of the system generally.

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