

UNIVERSITI TEKNOLOGI MARA

**USABILITY EVALUATION OF LEARNING
MANAGEMENT SYSTEM (LMS) USING BY
SENIOR LECTURERS AT KOLEJ UNIVERSITI
ISLAM ANTARABANGSA SELANGOR (KUIS)**

RUSMIHA BINTI OTHMAN

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ABSTRACT

Kolej Universiti Islam Antarabangsa Selangor (KUIS) started using the Learning Management System (LMS) from the year 2009 but it is not compulsory for the all lecturers. However, starting this year in 2014 at the May Semester 2014/2015, the Rector required all lecturers to use LMS at least in the function of uploading their teaching plan. This is compulsory and will be one of the Key Performance Indicator (KPI) for performance appraisal evaluations for each lecturer. Before this for the past five years, KUIS did not test or make usability evaluation using LMS by the senior lecturers. So, this study will identify and evaluate the usability problem faced by senior lecturers. This study is conducted in the qualitative method which uses face-to-face interview with semi-structure questions and by direct observation. All of the criteria of seniors lecturers have been identified who at aged 60 years and above. From the study, most of all features in KUIS LMS are not user-friendly for senior lecturers because they always forget and need coaching by others every time they use LMS. So, this report will provide the information about KUIS LMS, data, findings and analysis of the usability evaluation, the usability problems, the experience of using LMS by senior lecturers and the suggestion from senior lecturers. The significance of the study will affect the senior lecturers, students, top management and the Information Technology Division. This report gives the suggestion, recommendation and conclusion for enhancement in LMS in the future to top management of Kolej Universiti Islam Antarabangsa Selangor to give moral support to the senior lecturers. This report also gives the suggestions to the LMS administrators to make sure LMS can fulfill the lecturers' need especially senior lecturers such as giving several training and coaching. LMS administrators also should enhance the LMS screen such as providing bigger screen and font, bigger buttons, simple navigation and differentiate teaching subject by colour.

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