

UNIVERSITI TEKNOLOGI MARA

**USABILITY EVALUATION OF
ACADEMIC RECORD SYSTEM AT
INTERNATIONAL ISLAMIC
COLLEGE**

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ABSTRACT

In the world of digital, any academic institution who wishes to handle on numerous of students' records must rely on some kind of computerized system. A system that is functions to assist the academic personnel in handling students' informational records is known as Academic Management System or AMS. International Islamic College is one of the institution that implementing the technology of AMS to manage and to retrieve thousand of their students' information in effective manner. Somehow, users of the system were found to face with several difficulties while using it, which revealed that the system is failed in some aspects. The lack of system usability within the AMS has lead to user dissatisfaction, staff unproductively, repetitive of error doing that eventually may cause of time wastage or substantial monetary loss. In addition, users are emotionally distracted while using the system that had also leads them to be demotivated of using it. Therefore, the objective of this study is to evaluate the usability of AMS at International Islamic College using usability testing evaluation technique and aims to reveal the issues on learnability, memorability, efficiency, error, and satisfaction based on user's attitude. Other than that, since emotion factor can closely be linked with user's satisfaction, hence this study will also try to measure on users' emotional feeling towards the system. By the end of the day, it is essentially aims to discover upon usability issues of the system as well as in getting recommendations to enhance the AMS entirely. There are two approaches that shall be used in this study as for its research methodology. The first one is using qualitative usability testing and secondly using quantitative questionnaire survey. The qualitative usability testing will be involved upon several stages starting from developing plan, setting up the testing environment, select the participants, prepare the test materials, next is to conduct the test, then analyzed the result and finally writing on recommendations. The inscription data shall be analyzed using the technique called thematic analysis. As for quantitative survey, questionnaires will be designed based on five usability elements (learnability, memorability, efficiency, error, and satisfaction) and the emotion evaluation scales will be included in the survey as well. The SPSS software will be used to analyze the statistical data. Once all of the usability issues have been identified, suggestions of system betterment in improving usability of AMS which significantly understood by its users will be documented within the research report. Despite all of the findings, the primary limitation towards this research is that it is being done in rather a short amount of time. Future researchers may continue this research with a prolonged time to be able to find even more usability issues in the AMS as well as provide new other suggestions for the system betterment.

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