

VIRTUAL STREAMYX TRAINING ENVIRONEMNT (VSTE)

IMA SHANAZ BINTI WAHIDIN

UNIVERSITI UTARA MALAYSIA

2008

**VIRTUAL STREAMYX TRAINING ENVIRONEMNT
(VSTE)**

A thesis submitted to the Faculty of Information Technology

In partial fulfillment of the requirement for the degree

Master of Science (Information Technology)

Universiti Utara Malaysia

By

IMA SHANAZ BINTI WAHIDIN



KOLEJ SASTERA DAN SAINS
(College of Arts and Sciences)
Universiti Utara Malaysia

PERAKUAN KERJA KERTAS PROJEK
(Certificate of Project Paper)

Saya, yang bertandatangan, memperakukan bahawa
(I, the undersigned, certify that)

IMA SHANAZ BINTI WAHIDIN

calon untuk Ijazah
(candidate for the degree of) **MSc. (IT)**

telah mengemukakan kertas projek yang bertajuk
(has presented his/her project paper of the following title)

VIRTUAL STREAMYX TRAINING ENVIRONMENT (VSTE)

seperti yang tercatat di muka surat tajuk dan kulit kertas projek
(as it appears on the title page and front cover of project paper)

bahawa kertas projek tersebut boleh diterima dari segi bentuk serta kandungan
dan meliputi bidang ilmu dengan memuaskan.
(that the project paper acceptable in form and content, and that a satisfactory
knowledge of the field is covered by the project paper).

Nama Penyelia Utama
(Name of Main Supervisor): **ASSOC. PROF. ABDUL NASIR ZULKIFLI**

Tandatangan
(Signature)

: Abd. Nasir

Tarikh
(Date)

: _____

PERMISSION TO USE

In presenting this thesis in partial fulfillment of the requirements for a postgraduate degree from Universiti Utara Malaysia, I agree that the University Library may make it freely available for inspection. I further agree that permission for copying of this thesis in any manner, in whole or in part, for scholarly purpose may be granted by my supervisor or, in their absence by the Dean of the Information Technology. It is understood that any copying or publication or use of this thesis or parts thereof for financial gain shall not be allowed without my written permission. It is also understood that due recognition shall be given to me and to Universiti Utara Malaysia for any scholarly use which may be made of any material from my thesis.

Requests for permission to copy or to make other use of materials in this thesis, in whole or in part, should be addressed to

Dean of Information Technology

Universiti Utara Malaysia

06010 UUM Sintok

Kedah Darul Aman

ABSTRACT

Over the last decade, there has been a tremendous growth in the use of computers for the implementation of training processes at all levels within training system. Undoubtedly, this growth was initiated to achieve high productivity with minimal cost in training in most organizations. As for virtual environment, nowadays, it has become the advanced computer graphics in virtual environment enabled training applications. Since most organizations are equipped with sophisticated and attractive facilities, virtual training environment has now become the important technique for both knowledge dissemination and skill acquisition. In this paper, a prototype of Virtual Training Streamyx Environment (VSTE) has been developed and discussed. Virtual Streamyx Training Environment is an application that enables user to undergo a training course anywhere at anytime to be an expert in a short time. Results for user evaluation on VSTE indicate that it has neutral usability in terms of three dimensions: Learnability, Perceived Ease of Use and Outcome/Future Use. The result also indicates that there is a no significant difference between novice and expert for these three dimensions.

ACKNOWLEDGEMENT

I would like to express my gratitude to all those who gave me the possibility to complete this thesis. I want to thank the Multimedia College Telekom for giving me permission to commence this thesis in the first instance, to do the necessary research work and to use departmental data. I am deeply indebted to my dear supervisor Assoc. Prof. Abdul Nasir Zulkifli whose helping, stimulating suggestions and encouragement helped me in all the time of research for and writing of this thesis.

My former colleagues from Multimedia College Telekom who has supported me in my research work. I want to thank them for all their help, support, interest and valuable hints. My inspiration, Dr. Mohd Nizam Lani looked closely at the final version of the thesis for English style and grammar, correcting both and offering suggestions for improvement.

Especially, I would like to give my special thanks to my family who's giving me motivational supports and love enabled me to complete this work.

TABLE OF CONTENT

PERMISSION TO USE.....	I
ABSTRACT.....	II
ACKNOWLEDGEMENT.....	III
TABLE OF CONTENTS.....	IV
LIST OF TABLES.....	VII
LIST OF FIGURES.....	VIII
LIST OF ABBREVIATION.....	XI

CHAPTER 1: INTRODUCTION

1.1 BACKGROUND.....	1
1.2 MOTIVATION FOR RESEARCH.....	2
1.3 PROBLEMS STATEMENT.....	3
1.4 RESEARCH QUESTIONS.....	5
1.5 OBJECTIVES.....	6
1.6 SCOPE OF THE STUDY.....	6
1.7 SIGNIFICANCE OF THE RESEARCH.....	6
1.8 SUMMARY.....	8

CHAPTER 2: LITERATURE REVIEW

2.1	INTRODUCTION.....	9
2.2	COMPUTER-BASED TRAINING (CBT).....	9
2.2.1	<i>IMPORTANCE OF CBT</i>	10
2.3	VIRTUAL ENVIRONMENT.....	11
2.3.1	<i>APPLICATIONS OF VE</i>	11
2.3.2	<i>REALISM FOR VE DESIGN</i>	14
2.3.3	<i>3D CONCEPT</i>	14
2.3.4	<i>DESIGNING MULTIMEDIA SYSTEM</i>	15
2.4	USABILITY EVALUATION IN VEs.....	17
2.5	SUMMARY.....	18

CHAPTER 3: METHODOLOGY

3.1	INTRODUCTION TO METHODOLOGY.....	19
3.2	RAPID APPLICATION DEVELOPMENT.....	20
3.3	SUMMARY.....	28

CHAPTER 4: DATA ANALYSIS

4.1	USABILITY EVALUATION.....	29
-----	---------------------------	----

4.2	INSTRUMENT FOR USER EVALUATION.....	30
4.3	VALIDITY AND RELIABILITY.....	32
4.4	COMPARISON BETWEEN NOVICE AND EXPERT GROUPS....	36
4.5	SUMMARY.....	36

CHAPTER 5: DISCUSSION, FUTURE WORKS AND CONCLUSION

5.1	DISCUSSION.....	37
5.2	FUTURE WORK.....	38
5.3	CONCLUSION.....	39
	REFERENCES.....	40

APPENDIX A: VSTE USER MANUAL

APPENDIX B: STORYBOARD OF VSTE

APPENDIX C: QUESTIONNAIRE

LIST OF TABLES

1.1	Research Question Table.....	5
3.1	The categories of Learning Process.....	23
3.2	Likert Scale Classification.....	26
4.1	General Information Data Summary.....	31
4.2	Cronbach Alpha Values for All Dimensions.....	33
4.3	Descriptive Statistics for All Measures.....	33
4.4	Descriptive Statistics for All Items.....	34-35
4.5	Mean, Standard Deviation and Paired t-test for all measures.....	36

LIST OF FIGURES

3.1	RAD Methodology.....	21
3.2	Prototyping Processes.....	24
3.3	Questionnaire Research Flow Chart.....	25

LIST OF ABBREVIATION

VSTE Virtual Streamyx Training Environment

TM Telekom Malaysia

CBT Computer-based Training

CBI Computer-based Instructions

VE Virtual Environment

VR Virtual Reality

HMD Head Mounted Display

RAD Rapid Application Development

3D Three Dimensional

2D Two Dimensional

ISO Standard International Organization

GUI Graphical User Interface

CHAPTER 1

INTRODUCTION

1.1 Background

According to Wikipedia, Virtual Environment is a “computer-based simulated environment intended for its users to inhabit and interact via avatars. This habitation is usually represented in the form of two or three-dimensional graphical representations of humanoids (or other graphical or text-based avatars) (Oliviera *et al.*, 2000). Virtual Environments (VEs) have many potential applications, including education, training, design and prototyping, entertainment, rehabilitation, and research. The utility of VEs for many applications increases that spatial judgements are similar to the VEs as in the real world (Betty, Creem-Regehr, and Thompson., 2006).

The effectiveness of a VE may be defined in terms of enhancement of task performance, effectiveness of training, improvement of data comprehension and other applications (Micheal Meehan *et al*, 2002). VE can bring simulation-based training environments closer to real-life experience (Jeff Rickel, 1995). Virtual environments have been increasingly used for a variety of contexts; teaching in the lab, informal learning, distance learning, business, and e-commerce. (Selim and Elif, 2004).

The contents of
the thesis is for
internal user
only

REFERENCES

A.G. Sutcliffe, Sri Kurniawan, & E.S Jae. (2005). A method and advisor tool for multimedia user interface design.

Balci, O. (1994). Validation, Verification and Testing Technique throughout the lifecycle of simulation study.

Barbieri, T., Garzotto, F., Beltrame, G., Ceresoli, L., Gritti, M., & Misani, D. (2001). From Dust to Stardust: a Collaborative 3D Virtual Museum of Computer Science. *Proceedings ICHIM, 1*, 341–345.

Barker, P. G. (1987). *Author Language for CAL*. Macmillan, London.

Betty, J. M., Creem-Regehr, S. H., & B.Thompson., W. (2006). The Influence of Feedback on Egocentric Distance Judgements in Real and Virtual Environments.

Bowman, D., Johnson, D., & Hodges, L. (2001). Testbed evaluation of virtual environment interaction techniques,.

C.J Hitch, & McKean, R. N. (1960). *The Economics of Defense in the Nuclear Age*: Harvard University Press.

Charvat, J. P. (2003). *Project Management Methodologies*. New Jersey: John Wiley & Sons.

Cox., J. (1984). Benefits of Computer-Based Training. *vol 26*(no 8), 41-42.

Creswell, J. (1998). Qualitative inquiry and research design: Choosing among five traditions. .

Criswell, E. L. (1989). *The Design of COnputer-Based Instruction*. Macmillan, New York.

D.A. Phibin, W. Ribarsky, N. Walker, & C.E. Hubbard. (2000). Training in Virtual Environments: Analysis and Task Appropriateness.

Davis, F. D. (1989). "Perceived Usefulness, Perceived Ease of Use and User Acceptance of Information Technology. *International Journal of Human-Computer Interaction*, vol. 7, pp. 57-78.

Di Blas, N., Hazan, S., & Paolini, P. (2003). The SEE experience. Edutainment in 3D virtual worlds.

Di Blas, N., Paolini, P., & Poggi, C. (2005). A Virtual Museum where student can learn.

Gabbard J.L, Hix. D, & Swan E.J. (1999). User Centered Design and Evaluation of Virtual Environments. *IEEE Computer Graphics and Applications.*, 19(6), 51-59.

Hix.D, & Hartson.H.R. (1993). *Developing User Interfaces, Ensuring Usability through Product & Process*. New York: John Wiley & Sons.

Hosseini., M., & Nicolas D, G. (2001). Collaborative Virtual Environments for Training.

J.A Hoffer, J.George, & J.Valacich. (2002). *Modern Systems Analysis and Design*. New Jersey: Prentice Hall.

J.Kirakowski. Basic Concepts in Questionnaire Design. Retrieved 18th April, 2008, from http://www.keysurvey.com/basic_concepts_in_questionnaire_design.jsp

J.Nielsen. (1994.). *Usability Engineering*. San Fransisco: Morgan Kaufmann.

J.W Best, & J.V.Kahn. (2000). *Research in Education*. USA: Allyn and Bacon.

Jeff Rickel, W. L. J. (1995). Steve:An Animated Pegagogical Agent for Procedural Training in Virtual Environments.

Jeffry L, W., Lonnies D, B., & Kevin C, D. (2004). *System Analysis and Design Method*: Mc Graw Hill.

John R. Wilson. (1998). *Virtual Environments Applications and Applied Ergonomics*.

K.C. Laudon, & Laudon, J. P. (1991). *Management Information System:Organization and Technology*. Upper Saddle River, New Jersey, USA: Prentice Hall, Inc.

Kalawsky, R. S. (1993). *The Science of Virtual Reality and Virtual Environment*. Wokingham, England: Addison Wesley.

Lin, Han X, Choong, Yee-Yin, Salvendy, & Gavriel. (1997). A Proposed Index of Usability: A Method for Comparing the Relative Usability of Different Software Systems:Usability Evaluation Methods. *Behaviour and Information Technology* v.16(n.4/5), p.267-278.

McConnell, S. C. (1995-2001). Rapid Application Development - Development Methodology (RAD). Retrieved January 28, 2008, from <http://www.credata.com/research/rad.html>

Micheal Meehan, B. I., Mary Whitton, Frederick P.Brooks, JR,. (2002). Physiological Measures of Presence in Stressful Virtual Environments.

Obeysekare, U., Williams, C., Durbin, J., Rosenblum, L., Rosenberg, R., Grinstein, F., et al. (1996). Virtual Workbench - A Non-Immersive Virtual Environment for Visualizing and Interacting with 3D Objects for Scientific Visualization.

Oliviera, J. C., Shirmohammad, Hosseini, S. M., Cordea, M., Geroganas, N. D., Petriu, E., et al. (2000). Virtual Theater for Industrial Training: A Collaborative Virtual Environment.

Oviatt S. (2003). Multimodal Interfaces. In *The Human Computer Interaction Handbook*. (pp. pp 286-304). Mahwah,NJ: Lawrence Erlbaum.

P.G.Barker. (1989). *Multimedia CAL*. Kogan Page, London.

P.G.Barker, & H.Yeates. (1985). *Introducing Computer Assisted Learning*. London: Prentice Hall.

Paolini, P., Barbieri, T., Lojudice, P., Alonso, F., Gaia, G., & Zanti, M. (1999). Visiting a Museum together: How to share a visit to a virtual world.

Philip Barker, & Manji, K. (1992). Computer-based Training: An Institutional Approach.

Q.H wang, & J.R Li. (2003). A desktop VR prototype for industrial training applications.

Questionnaire. (2004). Questionnaires. Retrieved 9th February, 2008, from <http://www.presence-research.org/Questionnaires.html>

S.J.Coakes. (2005). *SPSS version 12 for Windows Analysis Without Anguish*. Sydney: John Wiley & Sons Australia.

S.P Smith, D.J Duke, & J.S Willians. (2000). Designing world objects for usable virtual environments.

S.P.Smith, & D.J.Duke. (2000). Binding Virtual Environments to Toolkit Capabilities. *EUROGRAPHICS 2000*.

Schlager, M. S. (1994). An Approach For Designing Virtual Environment Training Systems.

Selim, B., & Elif, A. (2004). Creating Virtual Environment in a Multidisciplinary Classroom.

Tromp J, Hand C, Kaur K, Istance H, & Steed A. (1998). *First International Workshop on Usability Evaluation Environments: Methods, Results, and Future Directions*.

Tromp J, Steed A, & Kaur K. (1999). *Systematic Usability Design for Virtual Environments*. Paper presented at the ACM Symposium on Virtual Reality Software and Technology (VRST '99).

U.S Department of Defense. (1996). DoD Modelling and Simulation (M&S) Verification, Validation and Accreditation (VV&A).

Volbracht S, & Paelke V. (2000). *Workshop on Guiding Users through Interactive Experiences; Usability Centered Design and Evaluation of Virtual 3D Environments.*

Wikimedia Corporation, I., US. (2008). Methodology. Retrieved January 28, 2008, from
<http://en.wikipedia.org/wiki/Methodology>

Wikipedia. (2008). Reliability. Retrieved 18th April, 2008