USABILITY TESTING ON LEARNINGCARE

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by

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ABSTRAK

Kini, penggunaan pembelajaran berasaskan *Internet* dan *Web* telah digunakan dengan meluas di dalam bilik darjah. Ini menunjukkan bahawa kepentingan pembelajaran elektronik telah diakui dan diterima umum. Walaupun penggunaan pembelajaran elektronik ini telah digunakan dengan meluas, terdapat segelintir pengguna yang bersungut tentang kebolehgunaan pembelajaran eletronik. Kebolehgunaan merupakan antara ciri kejayaan pada sesebuah pembelajaran elektronik. Kajian ini bertujuan untuk melihat kebolehgunaan pembelajaran elektronik di Universiti Utara Malaysia (UUM). Dua sifat kebolehgunaan telah diuji: kemampuan belajar dan keselesaan semasa mengguna. Kaedah *Usability Testing* (*Thinking aloud technique*) telah digunakan dan diuji kepada dua puluh orang pensyarah dari Fakulti Teknologi Maklumat (FTM). Hasil kajian menunjukkan sistem ini senang untuk dipelajari dan digunakan. Terdapat sebelas masalah kebolehgunaan ditemui dan dibincangkan di dalam kajian ini beserta sebelas cadangan untuk mengatasi masalah tersebut.

ABSTRACT

The interest in using the Internet and Web in the classroom as part of the learning environment increase dramatically. The value of e-Learning has become widely recognized and accepted. Although e-Learning systems are increasingly used, there are a number of users complaining about usability of e-Learning. The usability of e-Learning systems is one of the key features for its success. This study aims to look into usability of e-Learning application in Universiti Utara Malaysia (UUM). Two usability attributes were examined: Learnability and Ease-of-use. Usability testing method (Thinking aloud technique) was applied and been tested to the twenty lecturers from the Faculty of Information Technology (FTM). The results indicated that the system is easy to use and to learn. Eleven usability problems were identified and discussed in this study together with its recommendations for solve the problems.

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LIST OF ABBREVIATIONS

UUM	Universiti Utara Malaysia
FTM	Faculty of Information Technology
UTLC	University Teaching and Learning Centre
LMS	Learning Management System
HCI	Human Computer Interaction
ISO	International Standard Organization
QUIS	Questionnaire for User Interaction Satisfaction
PUEU	Perceive Usefulness and Ease-of-Use

CHAPTER ONE

INTRODUCTION

This chapter provides an overview of e-Learning and its usability issues. It includes a brief background of this study, problem statement, research question, objective, scope and significance of the study.

1.1 Introduction

e-Learning systems have become popular tools for teaching and learning. Most universities and colleges use e-Learning systems to support face-to-face learning in the classroom or to implement distance learning. These indicate that e-Learning has the potential for rapid growth and acceptance.

The increasing popularity of e-Learning can be credited to a number of its important benefits. e-Learning provides faster learning at reduced cost, increased access to learning and clear accountability for all participants in the learning process. Alexander

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