

Change management in the implementation of LearningCare in Universiti Utara Malaysia

A Thesis submitted to Faculty of Information Technology in partial fulfillment of the requirements for the degree Master (Information and Communication Technology), Universiti Utara Malaysia

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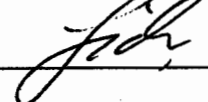
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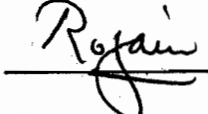
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ABSTRACT

Most educational institutions' administrators are concerned about e-learning and distance learning. University Utara Malaysia (UUM) Group Web communication application is a module of e-learning. Toward this end, University Teaching and Learning Centre (UTLC) has been made responsible in implementing e-learning in the university. The E-university committee has agreed to purchase LearningCare Learning Management System (LMS) for academic purposes. This system became operational in May 2002/2003 Semester. The value of e-learning has become widely recognized and accepted. This study aims to find out whether change management principles were used in the implementation of LearningCare. The study focuses on the adoption of LearningCare in University Utara Malaysia and the role of various players in UUM responsible for the development and implementation of LearningCare. John Kotter, eight stages of change management principles were chosen as the study change management platform. Correlation analysis was applied to test the eight dimensions of Kotter's change management principles. The results indicate that change management was applied in the implementation of LearningCare in UUM.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Universiti Utara Malaysia (UUM) has developed instructional and learning materials that can be accessed anywhere through the web. University Teaching and Learning Centre (UTLC) has been made responsible in implementing e-learning in the university. Table 1 shows the implementation schedule of LearningCare in UUM. The E-university committee had purchased the LearningCare Learning Management System (LMS) or Learning Care for the use of academic staffs. This system has become operational in May 2002/2003 semester.

Aside from the direct participation in LearningCare, UTLC has been working on the creation and development of alertness and exposure of academic staffs to the usage of E-Learning. This is to encourage appropriate teaching and learning purposes and movements. LearningCare is an e-learning application. It is a module within Universiti Utara Malaysia (UUM) Group Web communication application by using the Internet.

LearningCare allows instructors to create courses and also allows students to access the approach adopted from the creation of materials and uploading

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