USABILITY OF LEARNING MANAGEMENT SYSTEMS IN BUSINESS & MANAGEMENT HIGHER EDUCATION INSTITUTES IN SRI LANKA

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May 2020

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The Dissertation was submitted to the Department of Computer Science & Engineering of the University of Moratuwa in partial fulfilment of the requirement for the Degree of MBA in IT (Sp) in Business Analytics.

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May 2020

DECLARATION

I declare that this is my own work and this dissertation does not incorporate without acknowledgement any material previously submitted for a Degree or Diploma in any other University or institute of higher learning and to the best of my knowledge and belief it does not contain any material previously published or written by another person except where the acknowledgement is made in the text.

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The above candidate has carried out research for the Masters Dissertation under my supervision.

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ACKNOWLEDGEMENT

First, I would like to convey my gratefulness to my external supervisor Dr. Indra Mahakalanda, without whom I would have not made this a success. His guidance in respect to the process of research as well as the ideas in educational management, especially in e-learning, was invaluable in completing this thesis. Dr. Mahakalanda provided guidance in conceptualizing and completing my research. Once again, I thank Dr. Mahakalanda for his invaluable guidance, support and encouragement throughout this research; without him, completing this thesis would not have been possible.

My internal supervisor, Dr. Kutila Gunasekara was always there when I needed help, and he guided me to the world of research. I extend my sincere thanks to him also for his encouragement and guidance.

I would also like to thank the staff members of University of Moratuwa specially Department of Computer Science and Engineering staff for helping and directing me in the correct path in the research with close supervision.

And also, I would like to express my thankfulness to the staff members of the Department of Decision Sciences of University of Moratuwa and my batch mates for helping me in many ways to make this research a success.

I would like to make this an opportunity to express my deepest gratitude to University of Kelaniya, for motivating me to carry out this program.

Finally, I would like to appreciate the commitment and dedication of my parents and husband, staying behind me, encouraging me and providing an unmatchable support towards the success of this research. Without continuous support from family, this thesis would never have been completed, and it is as much their accomplishment as mine.

ABSTRACT

This study explores some ideas drawn from product design and quality management literature to develop a framework to assess the amount of intervention of e-learning on the current teaching and learning processes of the undergraduates in business and management faculties in Sri Lanka. This will provide an intuitive understanding of such assessment measures to the educationalists involve in e-learning.

Literature surveys and expert interviews provide available teaching and learning tools in commonly used learning management systems (LMS) in higher education institutes in Sri Lanka. Our stakeholder structured and semi-structured interviews record the customer requirements of e-learning delivery. We deploy Analytic Hierarchy Process (AHP) to screen the above customer/stakeholder requirements in terms of relative importance. Quality Function Deployment (QFD) maps the tools against the requirements.

Keywords: Analytic Hierarchy Process, E-learning, Learning Management System, Quality Function Deployment

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LIST OF ABBREVIATIONS

Abbreviation	Description
AHP	Analytic Hierarchy Process
CAI	Computer-assisted instruction
E-LEARNING / EL	Electronic Learning
EPLMS	Effectiveness Percentage of the LMS
HOQ	House of Quality
ICT	Information and Communication Technology
ILTC	Impact Level of a Technical Capability
LMS	Learning Management Systems
MCDA	Multi-Criteria Decision Analysis
MOODLE	Modular Object-Oriented Dynamic Learning Environment
QFD	Quality Functional Deployment
RSCR	Relationship Strength between Capability and the Requirement
VOC	Voice of Customers

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