

EFFECTS OF SYSTEM'S AND USER'S CHARACTERISTICS ON E-LEARNING USE: A STUDY AT UNIVERSITI MALAYSIA SARAWAK

Kian-Sam Hong

Julia Lee Ai Cheng

*Universiti Malaysia Sarawak
Kota Samarahan
Sarawak, Malaysia*

Tet-Loke Liau

SEAMEO RECSAM, Penang, Malaysia

The benefits of an e-learning system will not be maximised if learners do not use the system. This study was conducted with 26 postgraduate students at a faculty in Universiti Malaysia Sarawak taking an on-campus course supplemented with an e-learning system. The purpose of the study was to determine which factors were related to intention to use an e-learning system as a supplementary learning tool. The factors investigated were system characteristics such as functionality, interactivity and response rates; user characteristics incorporating computer self-efficacy and Internet experience; perceived usefulness and perceived ease of use. The findings of the study showed that the participants viewed the e-learning system characteristics positively especially in terms of functionality and interactiveness. However, the response rate for the e-learning system was not up to expectations. Most of the participants believed that they were capable of using the e-learning system to accomplish their learning tasks and have adequate Internet use experience. Intention to use the e-learning system for supplementary learning was positively related to the participants' computer self-efficacy. Computer