

USER EXPERIENCE OF LMS UNISKA AS AN E-LEARNING PLATFORM WITH THE TAM METHOD

ABSTRAK

A Moodle-based LMS has become the popular since some schools implemented blended learning. Despite some claims that Moodle-based LMS has been implemented, the user experience of using LMS has not been informed by research. This study attempts to examine the user experience of LMS UNISKA, which is implemented for blended learning at Kadiri Islamic University, by adopting the Technology Acceptance Model (TAM). The descriptive qualitative research is used, with lecturers and students from the English study program as the source. Research data were obtained through observation, interviews, and documentation. Furthermore, the instruments used include non-participant observation, semi-structured interviews with purposive sampling, and documentation obtained through screen recordings from the platform page. The results of this study were obtained from the user experience of LMS UNISKA with two aspects namely; (1) perceived ease of use, users generally found LMS UNISKA useful for organizing learning materials and increasing engagement through multimedia integration. However, the initial challenges faced were unfamiliarity with the system and technical issues such as page maintenance and manual quiz input. Whereas (2) on perceived usefulness, the platform has facilitated a smooth transition from traditional to online learning environments, underlining its potential to support modern educational practices. Improvements in system stability and feature simplicity are recommended to enhance user satisfaction and effectiveness. These findings contribute to understanding the practical application of LMS platforms in higher education, aligning with global trends in e-learning and ICTbased education models.

Keywords: LMS UNISKA, user experience, Technology Acceptance Model