

Abstract

Non-communicable diseases (NCDs) are becoming a global burden and the World Health Organisation (WHO) has initiated a project to reduce premature deaths occurred by NCDs. Aligning with WHO guidelines the NCD Directorate of Sri Lanka has started a program to build the capacity of medical officers. Since the traditional face-to-face training concept had a lot of limitations such as less scalability, high cost, and difficulty in maintaining consistency, a Distance Learning Management System was introduced.

The study is focused on identifying the factors affecting the usability of the distance learning platform of the NCD Directorate. As the study population, the existing users of the learning platform and a new set of users were selected. The study was carried out as a descriptive cross-sectional study. A self-administered questionnaire was developed based on the Likert scale and distributed among the study population.

The study revealed that out of the five factors considered in the study, learnability and satisfaction factors negatively affect the usability of the system, and other factors discussed in the study, which are memorability, efficiency, and error factors are positively affecting the usability of the system. Based on the results, to improve the usability some recommendations are proposed to be implemented in the system. Some of them are integrating introductory videos to the system about logging in and using the mobile app for the first time, introducing a technical support mechanism, improving the attractiveness of the content, and reducing the time span of each sub-module.