
Assessing Users' Satisfaction in Using NDCLearnHub for the Network and Data Communication Course at Politeknik Balik Pulau

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Abstract

The integration of digital technologies in higher education has transformed teaching and learning by enabling flexible, interactive and student-centered learning environments. In response to this development, NDCLearnHub was developed as an online learning platform to support students in understanding the Network and Data Communication course at Politeknik Balik Pulau. This study aims to assess students' satisfaction with the use of NDCLearnHub in terms of usefulness, ease of use, ease of learning and overall satisfaction. A quantitative research approach was employed using a questionnaire distributed to Diploma in Information Technology students enrolled in the DFC20293 Network and Data Communication course for Session II: 2025/2026. A total of 191 students participated in the study. The instrument utilized a five-point Likert scale and was validated through a pilot study involving 30 students, achieving Cronbach's Alpha values ranging from 0.835 to 0.887, indicating good reliability. The analysis revealed high mean scores for usefulness (4.1110), ease of use (4.1034), ease of learning (4.2644), and overall satisfaction (4.2072). These findings indicate that NDCLearnHub is an effective digital learning tool that enhances students' learning experience and supports the implementation of technology-driven education.

Keywords : *Digital learning; NDCLearnHub; Online learning platform; Students' satisfaction*
