



Research Article

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Critical Success Factors for Performance Oriented M-Learning in Sri Lanka

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Doi: 10.36941/jesr-2020-0031

Abstract

Students engaged with multi tasks commitments demand modern learning environments facilitated with virtual engagements and high-tech contact methods. Thus, they are looking for such technically equipped learning facilities avoiding physical presence where they can learn at anytime and anywhere. The mobile devices provide many facilities for education sector providing execution supports for M-learning. This has reshaped the education model of many countries and institutions. Sri Lanka is an emerging economy and one of the countries in Asia reports higher level of educational priorities. Many of public sector universities and higher educational institutions have adopted M-learning in line with the government educational policies and some international funding options. However, it has attributed with some challenges in terms of strategy, motivation and performances. Thus, critical success factors on M-learning was the main research question addressed by this paper. This paper examines the critical success factors for improving performance-oriented M-Learning concerning nine factors: Perceived Ease of Use, Personal Innovativeness, Perceived Usefulness, Performance Expectancy, Self-Management of Learning, Effort Expectancy, Social influence, Perceived Self Efficacy and Perceived Playfulness. The factors were constructed in relation to the Technology Acceptance Model, the Unified Theory of Acceptance and Use of Technology Model and several other factors from the literature. The main research strategy used was the literature review with some attention given to cases and practices based on Sri Lankan context. Paper discusses different scenarios and cases guiding future research directions. Authors conclude research avenues by highlighting future research directions for the extended studies.

Keywords: Critical Success Factors, M-learning, Sri Lanka, Technology Acceptance Model, Unified Theory of Acceptance & Use of Technology

1. Introduction

Technological advancements have been reshaping the digital age business models and service processes whereas mobile technologies play a critical role within (Ismail, 2018). Mobile devices and technologies are increasingly attached to most of peoples' day to day lives. Uden (2007), points out that more and more people are getting mobile-literate. People tend to invest in mobile devices which is considered as an important step to improve the quality of life in this dynamic society (Boja & Batagan, 2009a; Ismail, 2018). M-learning is defined as a distance learning model which can facilitate