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Framework-Driven Design: Analyzing the Impact of the Zachman Framework on LMS Effectiveness

Fujiama Diapoldo Silalahi*[1], Setiyo Adi Nugroho[1], Budi Hartono[1]
Email: fujiama@stekom.ac.id, nugroho@stekom.ac.id, budi@stekom.ac.id
Orcid: 0009-0007-2162-2051, 0009-0008-1407-4699, 0009-0004-7742-4992

[1]*University of Science and Computer Technology, Semarang, Indonesia, 50192*
*Corresponding Author

Abstract
In today's digital era, Learning Management Systems (LMS) play a crucial role in education. Despite the availability of numerous LMS platforms, challenges in designing effective and efficient systems persist, particularly in integrating comprehensive frameworks like the Zachman Framework. This study aims to explore the application of the Zachman Framework in LMS design to enhance system effectiveness and user satisfaction. The research employs a mixed-methods approach, combining qualitative and quantitative methods. Data is collected through a survey involving 100 respondents, including instructors, LMS developers, and students. The study analyzes qualitative data using thematic analysis and quantitative data through descriptive statistical techniques. The findings reveal that 85% of respondents believe that applying the Zachman Framework in LMS design significantly improves system effectiveness. Additionally, the average user satisfaction score for LMS designed using this framework is 4.2 on a 5-point scale, indicating a high level of satisfaction. This research concludes that implementing the Zachman Framework not only aids in identifying user needs and designing essential system functions but also ensures that all elements are well-integrated. These findings provide valuable insights for LMS developers and educational institutions in creating more effective and responsive systems that meet user needs.

Keywords: *Learning Management System, Zachman Framework, system effectiveness, user satisfaction, educational design.*

I. INTRODUCTION

A Learning Management System (LMS) is a software solution designed to manage, document, track, report, and deliver educational programs online (Budi, 2019). With the rapid advancements in information and communication technology, the demand for effective and efficient LMS solutions is continuously growing. However, designing an optimal LMS requires a structured methodology to ensure that all critical aspects are adequately addressed and integrated (Fitriani, 2017). The current literature and practices reveal a knowledge gap in effectively integrating comprehensive frameworks like the Zachman Framework into LMS design. The Zachman Framework is recognized for its ability to systematically organize and analyze information through various perspectives—such as what (data), how (function), where (location), who (people), when (time), and why (motivation) (Herlina, 2021)—its application to LMS design is not fully explored. Existing studies often lack detailed methodologies for applying this framework to the multifaceted needs of LMS systems, including user needs assessment, data

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structure determination, and function design (Rizky, 2019). This gap underscores the need for research that bridges the theoretical framework with practical, actionable steps for LMS design.

One such methodology applicable to LMS design is the Zachman Framework. Applying this framework can aid in identifying user needs, determining the required data structures, designing essential system functions, and ensuring that all elements are well-integrated (Rizky, 2019). However, implementing the Zachman Framework in LMS design presents several challenges. These include the complexity of its structure, which can make LMS implementation difficult for teams unfamiliar with the framework; the significant resources required, including trained personnel and substantial time and financial investment; and the challenge of integrating the LMS with existing systems while ensuring alignment with the Zachman Framework (Fitria, 2021). Additionally, aligning the LMS with specific user and organizational needs often requires significant adjustments to the framework, and managing changes during implementation necessitates rigorous documentation and coordination across all organizational levels (Diana, 2018).

Proposed solutions to these challenges include: conducting intensive training programs to ensure that the implementation team understands and effectively applies the Zachman Framework; developing a detailed resource plan to manage time and costs efficiently, supported by project management tools; adopting a phased implementation approach to integrate LMS components gradually, allowing for adjustments and improvements at each stage; engaging stakeholders early in the design and implementation process to ensure the LMS meets their needs and expectations; and implementing strict documentation practices and change management tools to track modifications and ensure smooth integration (Gusti, 2022)(Sari, 2020). With the appropriate approach, the Zachman Framework can serve as an effective structured methodology for designing an LMS that comprehensively meets organizational needs and adapts to future changes (Junaidi, 2018)(Rini, 2020).

II. LITERATURE REVIEW

A. The Learning Management System (LMS) in Modern Education

The Learning Management System (LMS) plays a pivotal role in modern education by providing a centralized platform for the delivery, management, and assessment of educational content. As educational institutions increasingly adopt digital learning environments, LMSs facilitate the integration of diverse instructional resources, enabling both educators and students to access and interact with course materials from any location. These systems support a range of functionalities, including content delivery, assignment submission, grading, and communication, thereby streamlining the educational process. Moreover, LMSs offer robust analytics tools that

allow educators to monitor student progress and engagement, which informs data-driven decisions to enhance learning outcomes (Caspari-Sadeghi, 2023; Forouhideh & ALIAKBARIMAJID, 2024; Manuscript, 2024). By fostering flexibility and accessibility, LMSs have become indispensable in contemporary education, catering to the evolving needs of learners and educators in an increasingly digital world. It has become an integral component of modern education, providing a platform for content delivery, interaction between instructors and students, and monitoring learning progress. Research indicates that LMS can enhance student engagement and facilitate more flexible learning (Farhaan et al., 2024; Kahu et al., 2022; Khoza et al., 2023). However, challenges in implementing LMS, such as insufficient training for instructors and technical issues, often hinder its effectiveness (Alzahrani et al., 2023; Amporful, 2023; Dahal & Manandhar, 2024; Farhaan et al., 2024; Munyaradzi et al., 2024; Thi & Lien, 2023).

B. Zachman Framework as Enterprise Architechture Model

The Zachman Framework, introduced by John Zachman in 1987, is an enterprise architecture model designed to assist organizations in managing the complexity of information systems. This model comprises a two-dimensional matrix that integrates stakeholder perspectives with essential system elements (Pereira & Sousa, 2004). Previous research indicates that applying the Zachman Framework can enhance coherence and consistency in system development, including Learning Management Systems (Dumitriu & Popescu, 2020; Gerber, le Roux, et al., 2020).

The Zachman Framework is a well-established enterprise architecture model that provides a structured approach for designing and organizing complex systems within an organization (Gerber, Roux, et al., 2020; Mark kassan & Thomas Ford, 2021). It serves as a comprehensive framework for defining and visualizing the essential components of an enterprise, enabling the alignment of business goals with technological capabilities. The framework is organized into a matrix of six perspectives, ranging from the executive's view of the enterprise to the implementer's view, and six aspects, which include data, function, network, people, time, and motivation. By utilizing these intersecting dimensions, the Zachman Framework facilitates a holistic understanding of the enterprise, promoting coherence and consistency in system design and development. This systematic approach not only aids in managing the complexity of enterprise architecture but also ensures that all stakeholder requirements are addressed, thereby enhancing decision-making processes and supporting the achievement of strategic objectives.

C. Knowledge Gaps in the Implementation of LMS

Although extensive research has been conducted on Learning Management Systems (LMS), significant knowledge gaps remain regarding applying architectural models such as the

Zachman Framework in educational contexts. Some studies suggest that a more structured approach to LMS design can reduce the risk of errors and improve efficiency (Huang et al., 2016). However, research specifically exploring the integration of the Zachman Framework in LMS development is still limited.

D. The Impact of Applying the Zachman Framework on LMS

The application of the Zachman Framework in LMS design is expected to provide clear and structured guidance, as well as enhance the system's effectiveness and efficiency. Several studies indicate that utilizing a systematic framework can assist in identifying the needs of all stakeholders and ensure that each LMS component is well-integrated (Khalil & Elkhodary, 2018). Therefore, this study aims to explore further the impact of applying the Zachman Framework in the context of LMS.

III. RESEARCH METHOD

A. Research Design

This study employs a mixed-methods approach, combining quantitative and qualitative methods. This approach was selected to gain a more comprehensive understanding of the application of the Zachman Framework in the design of Learning Management Systems (LMS). The quantitative method will be used to collect numerical data that can be statistically analyzed, while the qualitative method will provide in-depth insights through interviews and focus group discussions.

B. Sample and Population

The population of this study consists of LMS developers, instructors, and end-users (students) from several educational institutions. A purposive sampling method will be employed, considering specific criteria such as experience in using LMS and involvement in the development process. It is estimated that approximately 100 respondents will participate in the quantitative survey, while 20-30 respondents will be invited for in-depth interviews.

C. Pengumpulan Data

Data will be collected through two primary methods:

1. Quantitative Suevey: A questionnaire will be developed to collect data on users' perceptions of the effectiveness of LMS designed using the Zachman Framework. This questionnaire will include closed-ended questions with Likert scales to measure various aspects, such as user satisfaction, ease of use, and system integration.

2. Qualitative Interview: Semi-structured interviews will be conducted with LMS developers and users to explore their experiences with the Zachman Framework. The interview questions will be designed to investigate the challenges, benefits, and recommendations related to the application of the framework in LMS development.

D. Data Analysis

1. Quantitative Analysis: Data obtained from the survey will be analyzed using statistical software, such as SPSS or R. Descriptive analysis will be performed to describe respondent characteristics, while inferential analysis, such as t-tests or ANOVA, will be used to test the formulated hypotheses.
2. Qualitative Analysis: Interview data will be analyzed using thematic analysis techniques. This process involves transcribing interviews, coding the data, and identifying emerging themes or patterns. The results of the qualitative analysis will be used to support the quantitative findings and provide deeper context regarding the application of the Zachman Framework.

E. Validity and Reability

To ensure the validity and reliability of the research instruments, a pilot test of the questionnaire will be conducted with a small group of respondents before the main data collection. Additionally, data triangulation will be employed by comparing the results from the survey and interviews to enhance the accuracy of the findings.

F. Research Ethics

This study adheres to ethical research principles, including obtaining consent from respondents before data collection, maintaining the confidentiality of personal information, and providing respondents with the right to withdraw from the study at any time without consequences.

IV. RESULT AND DUSCUSSION

A. Description of Respondents

From 100 respondents who participated in the survey, 60% are instructors, 30% are LMS developers, and 10% are students. The majority of respondents (70%) have more than 3 years of experience using LMS, while the remaining 30% have less than 3 years of experience. The demographic details of the respondents are presented in Table 1.

Table 1. Respondent Demographics

Category	Total	Percentage
Teacher	60	60%
LMS Developer	30	30%

Student	10	10%
Total	100	100%

B. Quantitative Survey Result

The survey analysis results indicate that 85% of respondents believe that the use of the Zachman Framework in LMS design enhances system effectiveness. The average user satisfaction score for LMS designed using this framework is 4.2 on a 5-point scale, with a standard deviation of 0.5. These results suggest that the majority of users are satisfied with the functionality and ease of use of the LMS.

C. Inferential Analysis

An independent t-test was conducted to compare user satisfaction between instructors and students. The results indicate that there is no significant difference between the two groups ($t(98) = 1.23$, $p > 0.05$), suggesting that both instructors and students have similar levels of satisfaction with the LMS.

D. Result of Qualitative Interview

From the interviews conducted with 20 respondents, several key themes emerged:

1. Success of Implementation: Many respondents reported that the Zachman Framework aids in designing a more structured and comprehensible LMS.
2. Challenges: Some developers identified challenges in integrating new technologies with the existing framework, particularly regarding interactivity and content management.
3. Recommendations: Respondents recommended additional training for developers and users to fully realize the potential of LMS designed using the Zachman Framework.

E. Integration of Findings

The findings from both quantitative and qualitative analyses indicate that the Zachman Framework not only enhances user satisfaction but also provides clear structure in LMS development. These results support the hypothesis that applying this framework can improve the effectiveness of the learning system.

F. Proposed Framework

The Entity-Relationship Diagram (ERD) is a visual representation of data structure that illustrates the relationships between entities within an information system. ERD is used to design

and manage databases in a structured and logical manner. The proposed ERD design for this study is shown in Figure 1.

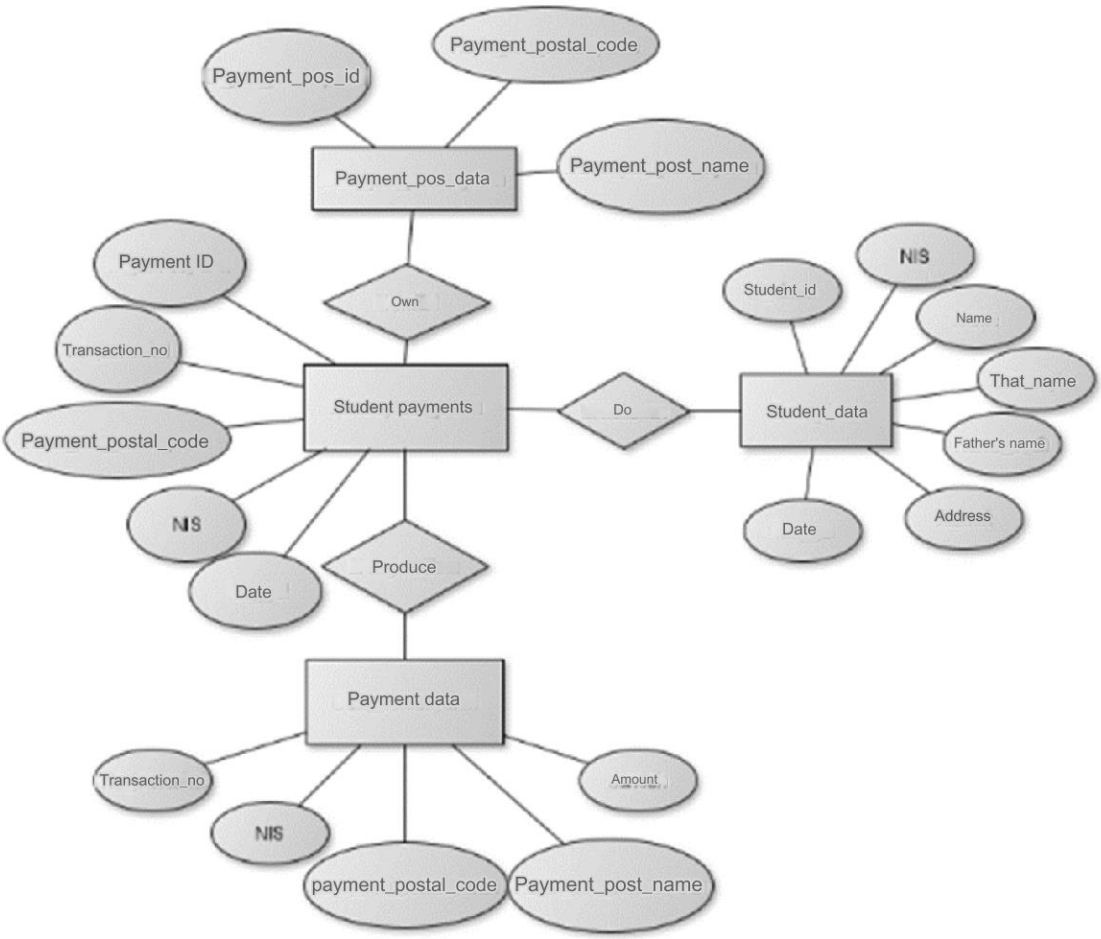

Figure 1. ERD Design

The ERD design in Figure 1 depicts the logical structure of the database by illustrating entities, attributes, and their relationships. In this context, the ERD serves as a crucial tool for database design, aiding in understanding and visualizing complex data structures, and ensuring that all essential elements are considered and properly organized.

Additionally, the activity diagram in the Unified Modeling Language (UML) has proven to be an effective tool for modeling workflows and activities within a system. This diagram visually represents business processes or control flows within an application by showing the sequence of steps involved. This study provides an in-depth explanation of the components, objectives, and techniques for constructing effective activity diagrams. Figure 2 presents the activity diagram for the login process. Based on the analysis, this diagram successfully visualizes the steps of the login process from initiation to successful or failed login. The process includes activity identification, decision points, and alternative flows, all contributing to an optimal login

design. The findings indicate that this activity diagram significantly aids communication between developers and stakeholders, and ensures that the login process is designed correctly and effectively.

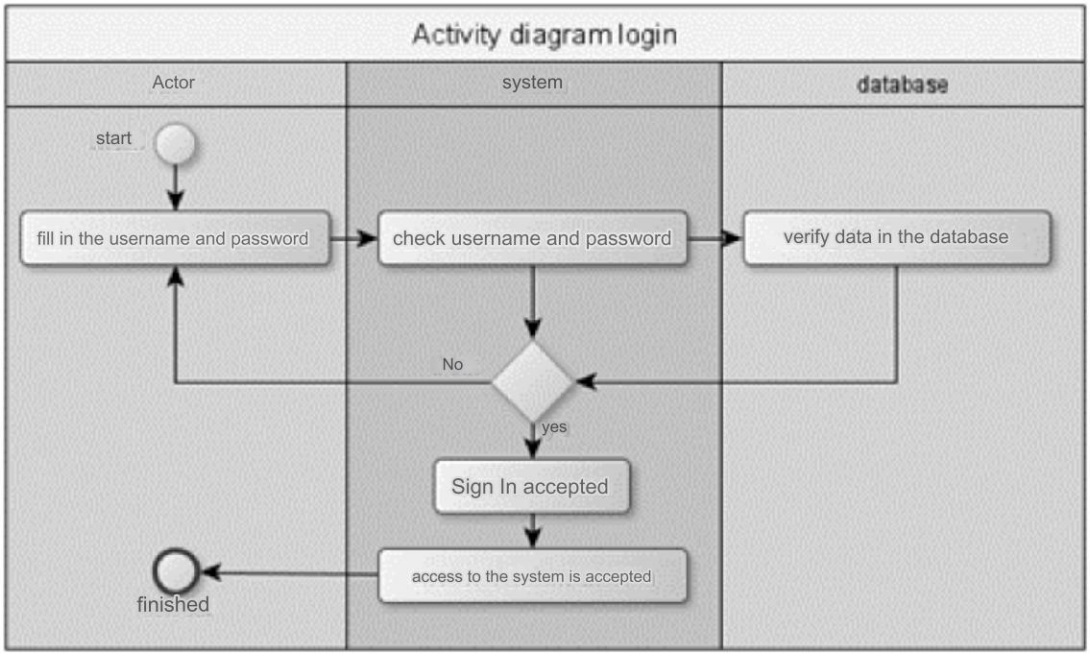

Figure 2. Login Activity Chart

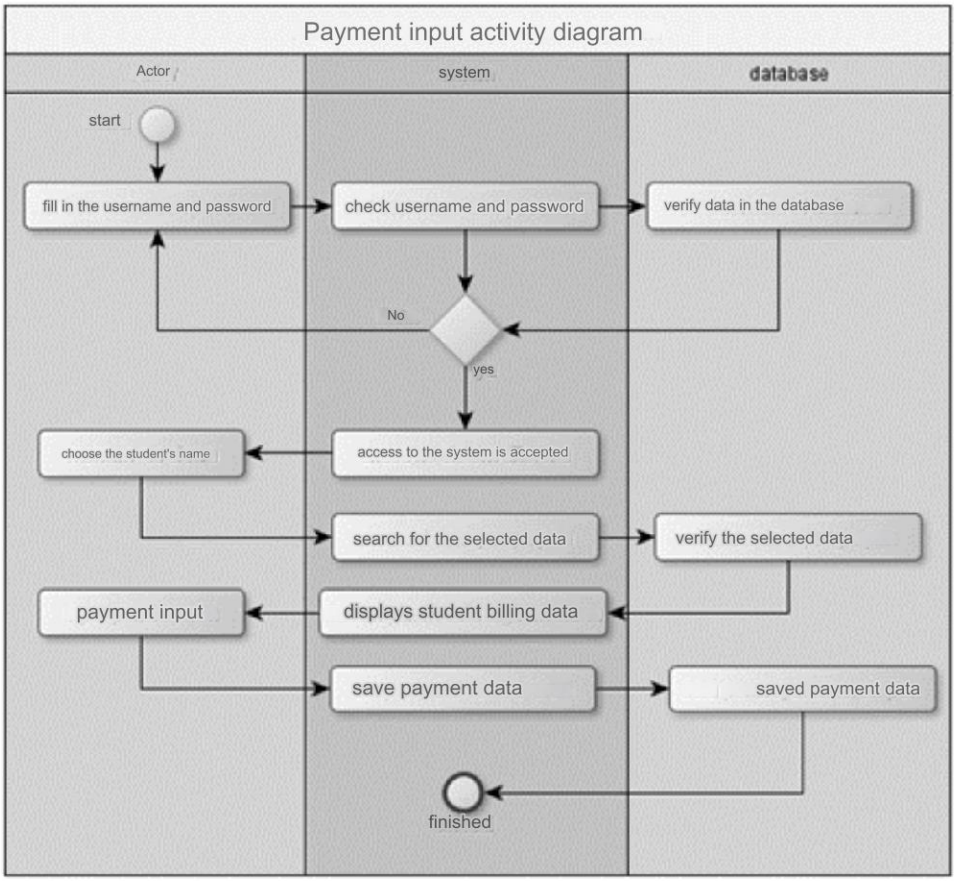

Figure 3. Payment Input Activity Chart

Figure 3 presents the activity diagram for the payment input process. Based on the analysis of this process, the diagram effectively visualizes the workflow from the entry of payment details to the final status of the process. This study identifies that the activity diagram aids in understanding and optimizing the workflow within the payment system, ensuring that each step is clearly defined and enhancing the efficiency and reliability of the system.

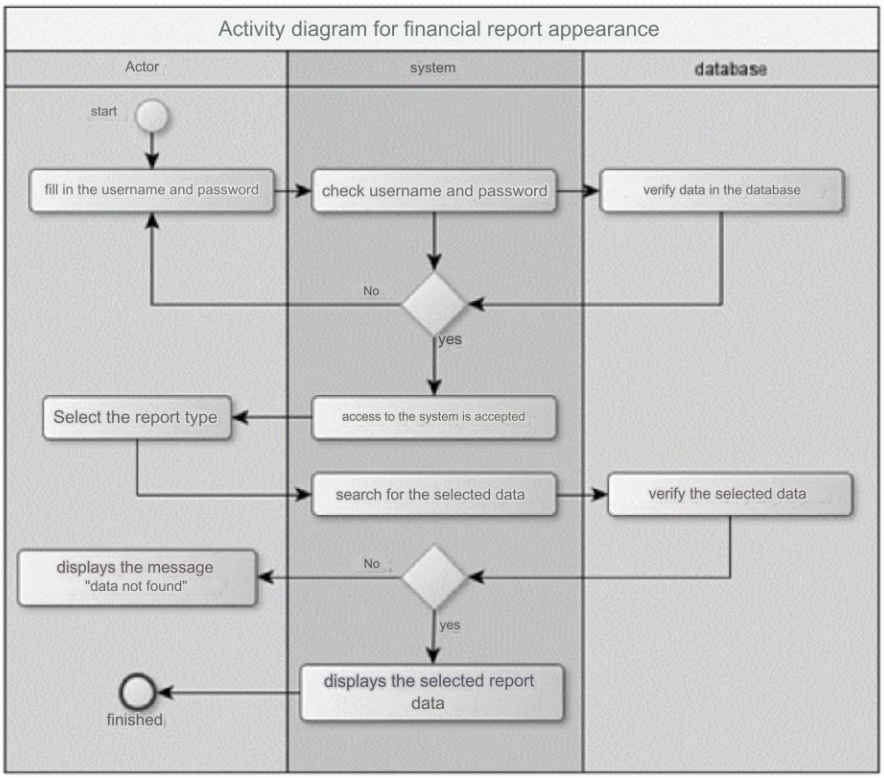

Figure 4. Activity Report Display Chart

Figure 4 illustrates the activity diagram for the report generation process. This study demonstrates that the diagram is effective in modeling the flow from user selection of report criteria to the display of the report or an error message if data is unavailable. The diagram has proven to facilitate analysis and communication between developers and stakeholders, as well as to optimize the report generation process, thereby enhancing system efficiency.

Figure 5. Proposed Network

Next, the proposed network design, as shown in Figure 5, is tailored to meet the specific needs of the organization. The study indicates that through a systematic process of requirements analysis, topology design, hardware and software selection, as well as testing, documentation, and maintenance, this network design enhances performance, security, and operational efficiency compared to the existing network. The results of this study demonstrate that a comprehensive approach to network design provides a more reliable and effective solution for the organization.

V. CONCLUSION AND RECOMMENDATION

This study demonstrates the significant impact of applying the Zachman Framework in the design of Learning Management Systems (LMS). By utilizing this structured approach, developers can effectively identify user needs, design essential system functions, and ensure seamless integration of all components. The research findings indicate that a substantial majority of users express high satisfaction levels with LMS designed using the Zachman Framework, highlighting its effectiveness in enhancing user experience and system performance. Furthermore, the mixed-methods approach employed in this study provides a comprehensive understanding of both quantitative and qualitative aspects of LMS design, reinforcing the importance of integrating theoretical frameworks into practical applications. As educational institutions continue to seek innovative solutions to meet the evolving demands of learners, the Zachman Framework offers a

valuable methodology for creating more effective and responsive LMS. Future research should explore the long-term effects of this framework on user engagement and learning outcomes, as well as its applicability in various educational contexts. Overall, this study contributes to the growing body of knowledge on LMS design and underscores the necessity of structured methodologies in developing effective educational technologies.

Future Research Directions

Future research should focus on several key areas to further enhance the understanding and application of the Zachman Framework in Learning Management System (LMS) design. First, researchers should investigate the long-term effects of implementing the Zachman Framework on user engagement and learning outcomes. By conducting longitudinal studies, scholars can assess how the structured approach influences not only immediate user satisfaction but also the overall effectiveness of learning experiences over time. Second, future studies should explore the applicability of the Zachman Framework across diverse educational contexts, including K-12, higher education, and corporate training environments. This exploration can provide insights into how different settings may require adaptations of the framework to meet specific needs and challenges.

Third, researchers should examine the integration of emerging technologies, such as artificial intelligence and machine learning, within the Zachman Framework. Understanding how these technologies can enhance LMS design and functionality will be crucial as educational institutions increasingly adopt innovative solutions. Finally, qualitative research should delve deeper into the experiences of various stakeholders, including students, instructors, and LMS developers, to uncover nuanced perspectives on the challenges and benefits of using the Zachman Framework. This approach can lead to the development of best practices and guidelines for effectively implementing the framework in LMS design.

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