

**CRITICAL SUCCESS FACTOR IN E-LEARNING DURING
COVID-19 IN UNIVERSITY LEVEL**

**By
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**ANTASARI STATE ISLAMIC UNIVERSITY
BANJARMASIN
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**CRITICAL SUCCESS FACTOR IN E-LEARNING DURING COVID-19 IN
UNIVERSITY LEVEL**

AN UNDERGRADUATE THESIS

Presented to
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by

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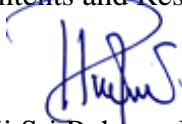
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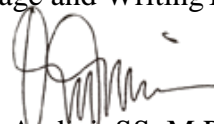
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STATEMENT OF AUTHENCITY

I, the undersigned, *Eka Sulista*, declare that this undergraduated thesis is my original work, gathered an utilized especially to fulfil the purposes and objectives of this study, and has not been previously submitted to any other university for any degree or other purposes. I also declare that the publications cited in this work have been properly acknowledged. If someday, it is proven otherwise, I understand that my degree will be revoked.

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The writer,

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ABSTRACT

Eka Sulista, 2021, Critical success factor in e-learning during covid-19 in university level. Thesis. English Education Department, Faculty of Tarbiyah and Teacher Training, Antasari State Islamic University. Advisors:

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Keywords: Critical Success Factor (CSF), E-learning, University level

This study was aimed to identify the critical success factor in e-learning based on students' perception in university level. This study used descriptive quantitative and the data were analyzed using Exploratory Factor Analysis in SPSS. Data were collected from 100 english department students at several universities in Banjarmasin there are Lambung Mangkurat University, Antasari State Islamic University, University of Muhammadiyah Banjarmasin, and STKIP PGRI Banjarmasin. The finding of this study showed that there are 4 critical succes factor according student's perception in university level, the first factor of critical success factor is technology characteristic with indicators sorted from 3 highest value consist of overall, the website was easy to use, availability of online communication tools and easy access to internet. Second is e-learning system and content with indicators sorted from 3 highest value consist of the learning material is up-to-date, the design of the e-learning components to be good and availability of communications with the instructor in the e-learning system. Third factor is instructor characteristic with indicators sorted from 3 highest value consist of the clarity of instructor's explanation of the e-learning component is clearly, instructor be able to motivate the students for use the e-learning system and instructor be able to use the e-learning system effectively and the last factor is students' characteristic with indicators sorted from 3 highest value consist of the e-learning encourages to participate more actively in the discussion, the students most initiated in the discussion, and the e-learning encourages students search for more learning materials then the traditional method (offline class). The researcher give suggestions that the instructor as a facilitator have to maximizing the most factor (technology characteristic) that make e-learning success and conduct the evaluation for the lowest factor (students' characteristic) in order to make e-learning more successful.

ABSTRAK

Eka Sulista, 2021, Critical success factor in e-learning during covid-19 in university level. Tesis. Pendidikan bahasa Inggris, Fakultas Tarbiyah dan Keguruan, Universitas Islam Negeri Antasari. Penasihat: (I) Puji Sri Rahayu, M.A (II) Yokke Andini, SS, M.Pd

Kata Kunci: Critical Success Factor (CSF), Pembelajaran Online, Level Universitas

Penelitian ini bertujuan untuk mengidentifikasi *Critical Success Factor* dalam pembelajaran online berdasarkan persepsi siswa tingkat universitas. Penelitian ini menggunakan deskriptif kuantitatif dan data dianalisis menggunakan *Exploratory Factor Analysis* dengan SPSS. Data dikumpulkan dari 100 siswa jurusan pendidikan bahasa Inggris di beberapa universitas di Banjarmasin diantaranya Universitas Lambung Mangkurat, Universitas Islam Negeri Antasari, Universitas Muhammadiyah Banjarmasin dan STIKIP PGRI . Penemuan dalam penelitian ini menunjukkan bahwa ada 4 faktor kesuksesan penting (*critical success factor*) berdasarkan persepsi siswa di tingkat universitas, faktor pertama dari CSF adalah karakteristik teknologi dengan 3 indikator tertinggi yaitu keseluruhan, website mudah digunakan, ketersediaan alat komunikasi online, kemudahan dalam mengakses internet. Faktor kedua adalah sistem pembelajaran online dan konten dengan 3 indikator tertinggi yaitu materi pembelajaran terbaru, desain dalam komponen e-learning bagus dan adanya komunikasi dengan pengajar dalam sistem pembelajaran online dan konten. Faktor ketiga adalah karakteristik pengajar dengan 3 indikator tertinggi yaitu kejelasan pengajar dalam menjelaskan komponen pembelajaran online dengan jelas, pengajar dapat memotivasi siswa untuk menggunakan sistem pembelajaran online dan pengajar dapat menggunakan sistem pengajaran online secara efektif dan faktor yang terakhir adalah karakteristik siswa dengan 3 indikator tertinggi yaitu pembelajaran online mendorong siswa lebih aktif berpartisipasi dalam diskusi, siswa paling berinisiatif dalam diskusi dan pembelajaran online mendorong siswa lebih mencari materi-materi pembelajaran daripada kelas tatap muka. Peneliti memberi saran kepada pengajar untuk lebih memaksimalkan faktor tertinggi (karakteristik teknologi) yang membuat pengajaran online sukses dan mengadakan evaluasi untuk faktor terendah (karakteristik siswa) agar membuat pembelajaran online lebih berhasil.

MOTTO

Don't give up, Don't give in
There's always an answer to everything.
(Lamy Hanchaoui)

Don't be lazy, you are a poor !!!
(Ekot, 2021)

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Finally, the writer hopes that this research will be useful for the next researcher. The writer admits that this research is not perfect yet. Therefore, suggestion will be expected to make it better.

20 Desember 2021

Eka Sulista

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