

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:

(I) Puji Sri Rahayu, M.A (II) Yokke Andini, SS, M.Pd

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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.