

CHAPTER I

INTRODUCTION

This chapter consist of (1) Background of study (2) Research Question (3) Objective of Study (4) Significant of Study and (5) Definition of a Key Term

A. Background of the study

The spread of Covid-19 has changed various sector in education sector including the critical success factor in e-learning. According to Alqahtani and Rajhkan (2020, p.2) during Covid-19, before Covid-19 in the course material of the classes were well-prepared, unlike during Covid-19 where the material courses were not planned before e-learning class. So that, it also effecting the changes of students' learning method which causes the changes of critical success factors (CSF) in e-learning.

Eventually, the Ministry of Education and Culture (MOEC) providing distance learning applications based on android: “Portal Rumah Belajar” (Kemdikbud, 2020). There are several features that can be used, including ,learning resources, digital classes, and question banks. Furthermore, the MOEC has also joined with online learning platforms, such as Quipper, Google Indonesia, Zenius, Sekolahmu, Smart Classes and Microsoft.

Allah the Almighty said in the Quran surah An-Nahl verse 125 :

أَدْعُ إِلَى سَبِيلِ رَبِّكَ بِالْحُكْمَةِ وَالْمَوْعِظَةِ الْحَسَنَةِ وَجَادِلْهُمْ بِالَّتِي هِيَ أَحْسَنُ إِنَّ رَبَّكَ هُوَ أَعْلَمُ بِمَنْ

ضَلَّ عَنْ سَبِيلِهِ وَهُوَ أَعْلَمُ بِالْمُهْتَدِينَ

The meaning :

“Invite to the way of your Lord with wisdom and good instruction, and argue with them in a way that is best. Indeed, your Lord is most knowing of who has strayed from His way, and He is most knowing of who is [rightly] guided”

In the verse above Allah instructed humans to keep learning and teaching with good learning methods. Whether in a direct or indirect learning. Therefore, in this Covid-19 situations teachers used whatever platform that they feel is good for teaching and to implementing their learning methods for maximum learning outcomes. Then, the teacher also have to know the measure of critical succes factor (csf) for knowing that the lesson is success from their understanding, their engaging in e-learning, their activity,etc. So that, they get the best lesson that they really understand.

As well as formal education, university also used many platforms when lecturer. Commonly, lecturer used learning platforms such as youtube, whatsapp, facebook, google classrom, etc. These platform allow them to communicate and share the material of the class with held by lecturer instructed and discuss the lesson virtually. With used some e-learning platform, the teacher will make e-learning more easy in discussions section between teacher and students.

But,online classes have a bigger challenge than face-to-face classes. Many lecturer in face-to-face classes are still unable to make students active and interested in learning although they meet in the class if they not skillfull and do not know what are factors to make their e-learning successful , especially with online class conditions that do not meet in the class, it will be very difficult to

control the class if they do not use interesting media and content material of learning and skillfull instruction that makes students want to follow the lessons. In online classes the lecturer can not control the student who really engaging in learning or just filling the absences, in online classes students can also leave the class before the class ends especially used whatsapp application . Lecturer cannot measure that the students really understand with the material presented. Moreover, the explanation of boring material makes students passive in online learning. Such as the study of Agung, A.S.S.Nur, et.al (2020) he researched about students' perception of online learning during covid-19 pandemic and the result of his study were the most english students are not ready for e-learning, the reason were identified in three category, the first is availability of internet connection,second is accessibility of teaching media and the last is compatibility of tools to access the media.

That's why, lecturers must have accordance guidelines to the student's learning environment. To know the guidelines, the teacher must know what student's influence factors to make student engage and play active in e-learning. And lecturer should know what factors will make learning successful. According to H. M. Selim (2007, p.7) there are critical success factor that make success in e-learning, the first factor is instructor, the second is student, the third is information technology, and the last is university support are four groups in the classification of e-learning critical success factors in a university environment. Critical success factor is crucial for learning because with know what are the measure of critical success factor in the students, teacher or instructor will teach based to students

needs, so that the lesson will success and running well. Meanwhile, CSF or critical success factor is a term used to determine the factors in the success of an organization or activity that become measuring the success of a goal.

There have been several studies in critical success factor in online learning. The first studies from Alhabeeb A and Rowley J (2018 p.1). They investigated about the factors that lead to successful e-learning in King Saud University, through a comparative study of the perspectives of academic staff and students. They found that the perspectives of students and academic staff differ with there being nine factors for academic staff and seven for students.

Another research from Ammar Y. Alqahtani and Albraa A. They have investigated about e-learning critical success factors during the Covid-19 pandemic of the e-learning managers in educational institutions Department of Industrial Engineering of King Abdulaziz University, Jeddah. They identify the critical success factors for e-learning during Covid-19 using the multi-criteria Analytic Hierarchy Process (AHP) and Technique for Order Preference by Similarity to Ideal Solution (TOPSIS) techniques to enhance the educational process. They found that technology management, support from management, increased student awareness to use e-learning systems, and demanding a high level of information technology from instructors, students, and universities were the most influential factors for e-learning during Covid-19 in Department of Industrial Engineering, King Abdulaziz University.

In this study, the researcher focus on several factors there are instructor or lecturer, students, information technology and the researcher adding e-learning

system to this study because in the previous study there are not adding e-learning system which is critical success factor in a crucial element in social learning environment. The critical success factor for e-learning in any object research is a benchmark as an examining tool to improve teacher or lecturer thinking and ensure the interactions that occur when learning processes effective and can help improve student achievement.

Because the instructor must need the most factor in e-learning to find online effective learning. Considering no one has researched about critical success factors in e-learning in Banjarmasin, the researcher are interest to conducted a research in University level in Banjarmasin with purpose to analyze

“ Critical success factor in e-learning during Covid-19 in university level”

B. Research Questions

According to the background of study and the tittle, there are a question which absolutely focus on the problem of this research :

What factor that influences the success of e-learning in university level during Covid-19 pandemic ?

C. Research Objectives

Based on the research problem above, the objectives of this study is :

To know what factor that influences the success of e-learning in university level during covid-19 pandemic.

D. Significance of the study

The result of this research is expected to give contribution theoretically and practically.

1. Theoretically, the researcher hopes this research gives contribution about what the factors make successful in online learning. This knowledge is very useful for teachers , lecturer and instructor who want to using e-learning when teaching .
2. Practically, the researcher hopes that this research is useful for the other researcher who want to analyze and learn about this study. In addition, the researcher also hopes that this research is also useful for the development of educational thought and the development of knowledge with the experience, knowledge and insights that researchers have provided.

E. Definitions of key terms

To avoid misinterpretation and misunderstanding to this research, the researcher feels necessary to explain some terms dealing with the tittle as follows :

1. Critical Success factor (CSF)

Critical success factors (CSF) or key success factors is the crucial factor that make an organization success in achieve missions or their goals by focusing on the growth , position, financial etc. (Y. P.Freund, 1988, p.21). In this study, the researcher focus in measure critical success factor at e-learning in university level which measure instructor or lecturer, students, information technology and e-learning system.

2. E-Learning

E-learning as delivery of training and education via networked interactivity and a range of other knowledge collection and distribution technologies (Fry, 2000 as cited in Fry, 2001 p.234) such as e-learning in this research. E-learning in this research is online based learning with used whatsapp platform, zoom, google class room, simari etc.

3. University level

University level is students' university and those university include in this study are Lambung Mangkurat University, Antasari State Islamic University, University of Muhammadiyah Banjarmasin, and STKIP PGRI Banjarmasin.