

## **CHAPTER V**

### **CLOSURE**

In this chapter, the researcher presents the conclusion of the study regarding students' perception on the critical success factor at e-learning in university level which consists of conclusion and suggestion is presented as follows :

#### **A. Conclusion**

Based on the interpretation of previous chapter, it can be concluded that there are four main category of critical succes factor on e-learning in university level. The first factor is technology characteristic with the indicator sorted from 3 highest value consist of overall, the website was easy to use, availability of online communication tools and easy access to internet.

And the second factor is e-learning system and content with the indicator 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.

Next is the third factor of critical success factor in e-learning is instructor characteristic with the indicator 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 student's characteristic with the indicator 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).

## **B. Suggestion**

Based on the researcher conclusion suggestions were given to students, instructor and future research.

1. Based on the results of the research in the four factors of critical success factor, presented that the last factor in the critical success factor through e-learning is students' characteristic. Thus, it caused keep making shortcomings in e-learning. So, it is hoped to students majoring in english education in university level be able to conduct furture evaluations to make e-learning success, such as more active in e-learning, participated in discussion pay attention to the instructor when they being explained the direction of the material and so on.
2. For instructor or lecturer as a facilitators of universities hoped to be able to conduct evaluations especially for the lowest factor (students characteristic) of this research and have to maximizing the most factor (technology characteristic) that make e-learning success.
3. It is hoped for future researcher can investigate the critical success factor from other aspects or for other method of research such as qualitative research, mix method,etc.

