

SISTEM PENGUKURAN KUALITAS *BLENDED LEARNING* MENGGUNAKAN METODE *FUZZY ANALITYCAL HIERARCHY PROCESS*

Dwi Laras Asih
(17.04.112.00128)

Pembimbing 1 : Dr. Yeni Kustiyahningsih, S.Kom., M.Kom
Pembimbing 2 : Eka Mala Sari Rochman, S.Kom., M.Kom

ABSTRAK

Teknologi yang berkembang semakin pesat mendorong untuk meningkatkan mutu pelayanan di berbagai bidang, salah satunya pada bidang pendidikan dengan diterapkannya *blended learning*. *Blended learning* adalah proses pembelajaran yang memiliki arti penggabungan atau perpaduan dari unsur-unsur pembelajaran tatap muka (*face to face*) dengan pembelajaran *e-learning* (*online*). Karakteristik *blended learning* yaitu pembelajaran yang menggabungkan atau mengkombinasikan *setting* pembelajaran *synchronous* dan *asynchronous* secara benar untuk mencapai tujuan pembelajaran. Ada beberapa indikator yang bisa membuat *blended learning* semakin bermutu yaitu *live synchronous*, *virtual synchronous*, *synchronous* mandiri dan *asynchronous* kolaboratif. Pada penelitian ini, dilakukan implementasi metode *Analytic hierarchy process* (AHP) untuk menentukan pembobotan masing-masing indikator *blended learning* serta Fuzzy AHP untuk menentukan preferensi *alternatif*. Dari penelitian yang telah dilakukan mampu menghasilkan preferensi alternatif dan memberikan rekomendasi perbaikan bagi pembangunan *blended learning* berikutnya agar tepat sasaran.

Kata Kunci : *Blended Learning*, *Synchronous*, *Asynchronous*, *Fuzzy Analytical Hierarchy Process*

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ABSTRACT

Technology that is growing more rapidly encourages to improve service quality in various fields, one of which is in the field of education with the application of blended learning. Blended learning is a learning process that means merging or combining elements of face-to-face learning with e-learning (online) learning. Blended learning characteristics are learning that combines or combines synchronous and asynchronous learning settings correctly to achieve learning goals. There are several indicators that can make blended learning more quality, namely live synchronous, virtual synchronous, synchronous independent and collaborative asynchronous. In this study, the implementation of the Analytic Hierarchy Process (AHP) method was carried out to determine the weighting of each blended learning and Fuzzy AHP indicator to determine alternative preferences. From the research that has been done, it is able to produce alternative preferences and provide recommendations for improvement for the next blended learning development so that it is right on target.

Keywords : Blended Learning, Synchronous, Asynchronous, Fuzzy Analytical Hierarchy Process