

PENGUKURAN KUALITAS E-LEARNING BERDASARKAN ISO 19796-1 MENGGUNAKAN METODE FUZZY ANALYTICAL NETWORK PROCESS

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ABSTRAK

Pesatnya perkembangan teknologi saat ini semakin memacu peningkatan mutu pelayanan di berbagai bidang, khususnya di bidang pendidikan, salah satunya dengan penerapan *e-learning*. Saat ini banyak jenis *e-learning* yang dapat digunakan, dengan kualitas yang berbeda-beda. Kualitas *e-learning* sangat mempengaruhi tingkat keberhasilan penerapan *e-learning* untuk proses pembelajaran, pendidikan dan pelatihan. Pengukuran kualitas *e-learning* menjadi sangat penting, oleh karena itu diperlukan standar dalam pengukuran kualitas *e-learning*. ISO 19796-1 merupakan *guideline* untuk membangun sistem *e-learning* yang berkualitas. ISO 19796-1 digunakan untuk keseragaman penilaian kualitas agar penilaian kualitas menjadi terstandarisasi, dan menjadi *template* untuk proses pembuatan, implementasi dan proses perbaikan kualitas *e-learning*. Kategori pada model proses ISO 19796-1 digunakan untuk mendefinisikan kriteria penilaian kualitas *e-learning*. Pembobotan kriteria diolah menggunakan metode *Fuzzy Analytical Network Process* (FANP) hingga menjadi bobot akhir. Dari serangkaian uji kualitas *E-Learning* Universitas Madura didapat hasil nilai kualitas 79.7, dengan demikian hasil konversi kualitas *e-learning* menunjukkan hasil kualitas adalah BAIK. Sedangkan Rekomendasi perbaikan yang disarankan sistem berdasarkan hasil pengujian yaitu sebanyak 12 rekomendasi perbaikan kualitas *E-Learning* Universitas Madura.

Kata Kunci: *E-Learning*, ISO 19796-1, *Fuzzy Analytical Network Process*.

MEASUREMENT OF E-LEARNING QUALITY BASED ON ISO 19796-1 USING FUZZY ANALYTICAL NETWORK PROCESS METHOD

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ABSTRACT

The rapid development of technology today increasingly spurred the improvement of service quality in various fields, especially in the field of education, one of them with the implementation of e-learning. Currently there are many types of e-learning that can be used, with different qualities. The quality of e-learning greatly influences the success rate of e-learning application for learning process, education and training. Measurement of e-learning quality becomes very important, therefore required of standard in measurement of e-learning quality. ISO 19796-1 is a guideline to build a quality e-learning system. ISO 19796-1 is used for uniformity of quality assessment so the quality assessment becomes standardized, and a template for the process of creating, implementing and improving the quality of e-learning. The categories in the ISO 19796-1 process model are used to define e-learning quality assessment criteria. The weighting criteria is processed using Fuzzy Analytical Network Process (FANP) method until it becomes final weight. From a series of quality tests E-Learning of Madura University obtained the results of the quality value 79.7, thus e-learning quality conversion results show quality results are GOOD. While recommendation improvement suggested by system based on test result that is 12 recommendation improving the quality of E-Learning of Madura University.

Keywords: E-Learning, ISO 19796-1, Fuzzy Analytical Network Process.