

## ABSTRAK

Faktor pendukung bagi pendidikan berbasis *e-learning* agar dapat terlaksana secara optimal mencakup sistem pembiayaan dan arah pengembangan, baik pengembangan isi atau materi dan perangkatnya, misalnya kurikulum harus berbasis teknologi informasi dan komunikasi, persiapan dosen, dan juga penyediaan perangkat kerasnya. Taruna pada Akademi Militer tentunya memiliki persepsi tersendiri mengenai mutu pelayanan pada Akademi Militer, khususnya pada penggunaan teknologi informasi seperti halnya *e-learning*. Tujuan dari penelitian ini adalah untuk menganalisis pengaruh manajemen dan pengelolaan teknologi informasi yang mencakup sarana dan prasarana teknologi informasi, kualitas sistem teknologi informasi, kecakapan tenaga pengajar, kelengkapan bahan ajar, dan kecakapan administrator terhadap mutu pelayanan pendidikan berbasis *e-learning* di Akademi Militer.

Penelitian ini adalah penelitian kuantitatif. Objek penelitian adalah pengaruh pengelolaan dan manajemen teknologi informasi secara parsial dan simultan terhadap mutu pelayanan pendidikan berbasis *e-learning* di Akademi Militer. Populasi dalam penelitian ini adalah seluruh Taruna Akademi Militer. Penarikan sampel dilakukan melalui metode *proportional random sampling*, yaitu pengambilan sampel secara proporsional terhadap kelompok elemen populasi. Jumlah sampel penelitian adalah sebanyak 283 orang. Pengumpulan data dilakukan melalui penyebaran kuesioner. Analisis data penelitian dilakukan melalui analisis deskriptif dan analisis regresi linier berganda dengan uji t, uji F, dan uji determinasi.

Hasil penelitian menunjukkan bahwa pengelolaan dan manajemen teknologi informasi yang diukur melalui sarana dan prasarana, kelengkapan sistem, kecakapan tenaga pengajar, kelengkapan bahan ajar, serta kecakapan administrator memiliki pengaruh yang signifikan secara simultan terhadap mutu pelayanan pendidikan berbasis *e-learning* di Akademi Militer. Secara parsial, kualitas *penggunaan e-learning* yang diukur melalui sarana dan prasarana, kelengkapan sistem, kecakapan tenaga pengajar, kelengkapan bahan ajar, serta kecakapan administrator memiliki pengaruh dan juga berpengaruh terhadap mutu pelayanan. Hasil uji determinasi menunjukkan bahwa 71,3% mutu pelayanan pendidikan berbasis *e-learning* di Akademi Militer dipengaruhi oleh sarana dan prasarana, kelengkapan sistem, kecakapan tenaga pengajar, kelengkapan bahan ajar, serta kecakapan administrator.

Kata kunci: pengelolaan teknologi informasi, *e-learning*, mutu pelayanan

## **ABSTRACT**

*Supporting factors for e-learning-based education so that it can be implemented optimally include a financing system and development directions, both content development or materials and equipment, for example the curriculum must be based on information and communication technology, preparation of lecturers, and also the provision of hardware. The cadets at the Military Academy certainly have their own perception of the quality of service at the Military Academy, especially in the use of information technology such as e-learning. The purpose of this study was to analyze the influence of information technology management and management which includes information technology facilities and infrastructure, quality of information technology systems, teaching staff skills, completeness of teaching materials, and administrator skills on the quality of e-learning-based education services at the Military Academy.*

*This research is quantitative research. The object of research is the effect of partial and simultaneous management and management of information technology on the quality of e-learning-based education services at the Military Academy. The population in this study were all Military Academy cadets. Sampling was carried out through the proportional random sampling method, ie taking samples proportionally to groups of population elements. The number of research samples was 283 people. Data collection was done through the distribution of questionnaires. Analysis of research data was carried out through descriptive analysis and multiple linear regression analysis with t test, F test, and determination test.*

*The results showed that the management and management of information technology as measured by facilities and infrastructure, system completeness, teaching staff skills, teaching materials completeness, and administrator skills simultaneously had a significant effect on the quality of e-learning-based education services at the Military Academy. Partially, the quality of the use of e-learning as measured by facilities and infrastructure, system completeness, teaching staff skills, teaching materials completeness, and administrator skills have an influence and also affect service quality. The results of the determination test show that 71.3% of the quality of e-learning-based education services at the Military Academy is influenced by the facilities and infrastructure, the completeness of the system, the skills of the teaching staff, the completeness of teaching materials, and the skills of the administrator.*

*Key words: information technology management, e-learning, service quality*