ABSTRACT

E-Learning is a supporting solution for the smooth delivery of the learning process in the world of education in the last few decades. The use of e-Learning is always required to have the best performance in line with the rapidly developing technology. To get maximum results, governance is needed to support the development and readiness of e-Learning, so that it is suitable with the university's vision, mission, and goals strategies. This requires an evaluation process by identifying the evaluation factors of e-Learning governance to measure the readiness of governance in the use of e-Learning.

This study aims to identify what factors help to evaluate the readiness of governance in providing evaluation in improving governance for the Learning Management system (LMS) eLOK. This study adopted the e-Learning business process in previous researches and Khan's framework based on its dimensions and sub-dimensions, including technological, pedagogical, resource support, interface design, institutional, ethical, management, evaluation. The EDM (Evaluate, Direct, & Monitor) domains owned by the COBIT 5 & ISO / IEC 38500 framework to assist the e-Learning business process when evaluating. The population used is Gadjah Mada University Students who use the eLOK system. Data was collected by distributing questionnaires online via the official PIKA UGM email. Data analysis in this research uses Structural Equation Modeling (SEM) approach to Partial Least Square (PLS) using SmartPLS 3.2.7 software.

The results of the study according to the perspective of students show that the evaluation factors of governance at the Learning Planning & Curricula Design stage has a t-statistic *value* of 2.104 which means it shows a significant level in hypothesis testing and has a contribution to the eLOK e-Learning governance in Gadjah Mada University. The Factor of Content Development, Learning Delivery & Learner Coaching, and Assessment, Evaluation, & Credentialing have influenced the governance factors but there have not been many contributions so that improvement of various aspects is needed. The instruments in 4 e-Learning business processes in this study include technological, pedagogical, resource support, interface design, institutional, management, and evaluation indicators.

Keywords: e-Learning governance; e-Learning; COBIT 5; ISO/IEC 38500; Khan's framework; SEM-PLS.

INTISARI

E-Learning merupakan solusi pendukung untuk kelancaran penyampaian proses pembelajaran di dunia pendidikan dalam beberapa dekade terakhir. Kebutuhan penggunaan *e-Learning* selalu dituntut untuk memiliki performa terbaik seiring perkembangan teknologi yang pesat. Untuk mendapatkan hasil maksimal, dibutuhkan tata kelola yang bisa mendukung perkembangan dan kesiapan *e-Learning,* agar layak dan sesuai dengan strategi visi, misi, dan tujuan Perguruan tinggi. Hal ini membutuhkan proses evaluasi dengan mengidentifikasi faktor – faktor evaluasi tata kelola *e-Learning,* untuk mengukur kesiapan tata kelola dalam penggunaan *e-Learning*.

Penelitian ini bertujuan mengidentifikasi faktor apa saja yang membantu evaluasi kesiapan tata kelola dalam memberikan penilaian evaluasi dalam meningkatkan tata kelola untuk *Learning Management system* (LMS) eLOK. Penelitian ini mengadopsi proses bisnis *e-Learning* pada penelitian sebelumnya dan kerangka kerja Khan berdasarkan dimensi dan sub-dimensinya, antara lain: *technological, pedagogical, resource support, interface design, institutional, ethical, management, evaluation*. Domain EDM (*Evaluate, Direct, & Monitor*) yang dimiliki oleh kerangka kerja COBIT 5 & ISO/IEC 38500 untuk membantu proses bisnis *e-Learning* saat evaluasi dilakukan. Populasi yang digunakan adalah Mahasiswa Universitas Gadjah Mada yang menggunakan sistem eLOK. Pengambilan data dilakukan dengan menyebar kuesioner secara *online* melalui *email* resmi PIKA UGM. Analisis data pada penelitian ini menggunakan *Structural Equation Modelling* (SEM) pendekatan *Partial Least Square* (PLS) dengan menggunakan software SmartPLS 3.2.7.

Hasil penelitian menurut perspektif Mahasiswa menunjukkan bahwa faktor evaluasi tata kelola pada tahap *Learning Planning & Curricula Design* memiliki nilai t-statistik sebesar 2,104 yang menunjukkan tingkat signifikan dalam pengujian hipotesis dan memiliki kontribusi terhadap tata kelola *e-Learning* eLOK di Univeristas Gadjah Mada. Faktor *Content Development*, *Learning Delivery & Learner Coaching*, dan *Assessment, Evaluation, & Credentialing* sudah mempengaruhi faktor tata kelola tapi belum banyak kontribusi sehingga peningkatan dari berbagai aspek sangat dibutuhkan. Instrumen pada 4 proses bisnis *e-Learning* dalam penelitian ini meliputi indikator *technological, pedagogical, resource support, interface design, institutional, management,* dan *evaluation*.

Kata kunci: Tata kelola *e-Learning*; *e-Learning*; COBIT 5; ISO/IEC 38500; Kerangka kerja Khan; SEM-PLS.