

INTISARI

ANALISIS KUALITAS E-LEARNING UNIVERSITAS NEGERI YOGYAKARTA BERDASARKAN STANDAR ISO 9126 DAN ISO 19796-1

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Penelitian ini bertujuan untuk mengetahui kualitas *e-learning* Universitas Negeri Yogyakarta (UNY) berdasarkan standar ISO 9126 dan ISO 19796-1. Standar ISO 9126 digunakan untuk mengukur kualitas aplikasi yang digunakan untuk membangun *e-learning*, sementara standar ISO 19796-1 digunakan untuk mengukur kualitas proses pembelajaran online yang berlangsung di dalamnya.

Objek penelitian ini beralamat di <http://besmart.uny.ac.id>. Jenis penelitian ini adalah penelitian kuantitatif dan kualitatif (*mixed methods*). Responden penelitian ini adalah dosen dan mahasiswa pengguna *e-learning* UNY serta teknisi/admin UPT Puskom UNY. Data kuantitatif didapatkan dari kuesioner, sementara data kualitatif didapatkan dari wawancara dan FGD (*focus group discussion*).

Hasil penelitian ini menunjukkan bahwa kualitas *e-learning* UNY baik ditinjau dari aplikasi yang dipakai untuk mengembangkan *e-learning* maupun proses pembelajaran yang berlangsung di *e-learning* tersebut sudah baik. Jika diukur berdasarkan standar ISO 9126, secara kuantitatif kualitas *e-learning* UNY adalah sebagai berikut: 1) kebergunaan (*usability*) = 3,95; 2) fungsionalitas (*functionality*) = 3,93; 3) kehandalan (*reliability*) = 3,65; 4) keringkasan/kepraktisan (*portability*) = 3,64; 5) efisiensi (*efficiency*) = 3,56; dan 6) keterpeliharaan (*maintainability*) = 3,56. Jika diukur berdasarkan standar ISO 19796-1, secara kuantitatif kualitas *e-learning* UNY adalah sebagai berikut: 1) konsep/desain (*conception/design*) = 3,89; dan 2) proses pembelajaran (*learning process*) = 3,71.

Kata kunci: Kualitas, *E-Learning*, UNY, ISO 9126, ISO 19796-1

ABSTRACT

AN ANALYSIS OF E-LEARNING QUALITY IN YOGYAKARTA STATE UNIVERSITY BASED ON THE STANDARD ISO 9126 AND ISO 19796-1

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This study aims at revealing the quality of e-learning in Yogyakarta State University (UNY) based on ISO 9126 and ISO 19796-1 standards. The ISO 9126 standard is to measure the quality of applications which is used to build e-learning while the ISO 19796-1 standard is to measure the quality of its online learning process.

The object of this research is located at <http://besmart.uny.ac.id>. This research can be categorized as quantitative and qualitative research (mixed methods). The respondents of this study were the lecturers and students of UNY as e-learning users and the technician of UPT Puskom UNY. The quantitative data were obtained from questionnaires while the qualitative one were from interviews and focus groups discussion (FGD).

The research results showed that the quality of e-learning UNY both viewed from the application to develop e-learning and its learning process was considered good. If it was measured by ISO 9126 standards, the quality of e-learning UNY can be seen as follows: 1) usability = 3.95; 2) functionality = 3.93; 3) reliability = 3.65; 4) portability = 3.64; 5) efficiency = 3.56; and 6) maintainability = 3.56. If it was measured by ISO 19796-1 standards, the quality of e-learning UNY was as follows: 1) conception/design = 3.89; and 2) learning process = 3,71.

Keywords: Quality, E-Learning, UNY, ISO 9126, ISO 19796-1