ANALYSIS QUALITY OF E-LEARNING INSTITUTE OF CHRISTIAN RELIGION TARUTUNG STATE (IAKN) ON USER SATISFACTION USING WEBQUAL 4.0 METHOD

Frans Denni Immanuel Sinaga[1], Iin Seprina[2]

[1,2] Faculty Of Computer Science, Bina Darma University, Jl. General Ahmad Yani No.3,9/10 Ulu, Sub-District Across From Ulu 1, Palembang City, South Sumatra

E-mail: frans.sinaga003@gmail.com[1], iin_seprina@binadarma.ac.id[2]

ARTICLE INFO	ABSTRACT
  	The web is a complete data provider and is an important aspect in various fields, especially learning because it can be accessed without limits and is easy to use. This research certainly has the aim of achieving the value of user satisfaction and finding the factors that affect the quality of the E-Learning website. To support this research, researchers carried out observations, similar literature research, interviews and questionnaires as a collection of research information. In this research, the quality of the IAKN Tarutung E-learning web was measured using the Webqual 4.0 procedure. The source of information for this research was obtained through a questionnaire processed from IAKN Tarutung students with a population of 2828 and illustrations of 350 respondents. As a result, research can be stated that web quality simultaneously influences the creation of user satisfaction. On the other hand, partially webqual size is information and usability does not significantly affect user satisfaction. This means that data size and usability must be increased again so that user satisfaction can be created better.

1. Introduction

As a result of the Covid-19 pandemic, it has greatly affected all aspects of life, including learning. Based on the Circular Message of the Minister of Learning and Culture No. 4 of 2020 regarding the implementation of learning policies in the emergency period of the spread of Corona Virus Disease (Covid-19) informing all participants and learning organizers to conduct Education from Home. process through online or distance education. The Covid-19 pandemic that has lasted more than 1 year requires the implementation of distance learning for all levels of learning, from students, teachers, lecturers, tutors to parents. The tsunami of online education has occurred in almost all parts of the world during the Covid-19 pandemic. Distance education, which was previously an alternative education that meets face-to-face education in the midst of the Covid-19 pandemic, is one of the methods of conducting learning.

Especially at the university level, the use of e-learning is a necessity in addition to the use of other online educational media. The growth of online learning facilities, especially e-learning, is currently needed to support distance education activities and activities, especially in the university area. E-learning has become a necessity in the world of learning. Where "e" can be referred to in e-learning refers to how learning is digitized so that it can be put in electronic form on the contrary "learning" in e-learning refers to what includes content as well as procedures to help students master the content. In this case, e-learning also helps achieve learning objectives. For Daxiang Dai& Gaofeng Lin Online education requires educators to evaluate the effectiveness and familiarize themselves with educational needs. This means trying to always fulfill educational aspects such as knowledge, morals, skills, intelligence and aesthetics. a website, especially for universities, is very necessary. The making of university e-learning to facilitate distance learning needs to be measured for its effectiveness as an evaluation material.

Tarutung State Christian Institute is one of the most popular public universities in North Sumatra. Tarutung State Christian Religious Institute has e-learning that is engaged in various fields of assisting