

## The Evaluation of E-Learning Program at the University of Pamulang

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### Abstract

E-learning is learning that uses technology and information. E-learning is a mandatory program for every lecturer at Pamulang University, where institutions have stated that 40% of all learning is in the form of e-learning while 60% is direct face-to-face learning. The study was conducted with a qualitative approach that uses a differentiation model evaluation design. Data was obtained for this study by conducting interviews, observation, and documentation studies. Analysis of research data, namely the design aspects, installation process, and e-learning program products, will be conducted by comparing the suitability of the realization of achievement with the criteria set by the University of Pamulang. The results of the analysis in the form of research findings and recommendations indicate that the e-learning program must be continued and improved to meet the aspects of supervision and assessment of lecturers and students.

**Keywords:** Discrepancy evaluation model, The Evaluation E-Learning Program at the University of Pamulang

### Introduction

The use of information and communication technology in the world of Education continues to develop various strategies and patterns. One of them is E-learning, which is a learning system that utilizes electronic devices. Pamulang University is an Educational Institution that uses a blended learning system, which is a mixture of E-Learning with conventional learning methods (face-to-face), with proportions not exceeding those required by the Higher Education, namely a maximum of 40% using e-learning systems and 60% face-to-face advance.

At present, Pamulang University has a total of 84,000 students spread into 15 study programs that hold Online / e-Learning Lectures. With registered lecturers, there have been approximately 2,500. Judging from the number of students currently Pamulang University is a large institution, with very rapid development since it was founded in 2001. This rapid development was achieved partly because of the excellent target market segment and the goal of the Sasmita Jaya Foundation as the owner of the University of Pamulang "Creating an educational facility that is cheap and affordable by all levels of society without forgetting the quality of education itself." To maintain a large enough market share, Universitas Pamulang is required to maintain service quality. This includes the quality of E-Learning services implemented since 2016, which means it has been more than three years.

E-learning activities, which are compulsory programs, must be carried out and supported by all academics so that evaluation, supervision, and coordination are needed. For coordination between Study Programs, e-learning coordinators are provided at the study program level, as a bridge of communication between E-Learning PKP (E-Learning Study & Development Center) as an E-Learning center with each Study Program. The coordinators are also tasked to oversee the implementation of E-Learning in each study program so that it runs according to its function.

The achievement of the E-Learning Program can be seen through E-learning evaluation. E-Learning Evaluation will be able to know the extent to which the program has been running and whether the implementation has been effective.

Program evaluation can be interpreted as an applied research program that is used as a managerial process. In view, Felbinger and Langbein (2006: 3) states that Program Evaluation is an application of empirical social science research methods to the operation of assessing the effectiveness of programs or projects, both concerning management and implementation to make decisions.

According to Weiss, quoted by Vendum (2009: 3) Program Evaluation aims to measure the impact of a program on the objectives that have been set to be implemented as a way of contributing to the next decision about the application and improving the program in the future.

If the results of the evaluation show an excellent impact, it means that E-Learning that is carried out will be able to achieve Universitas Pamulang's E-Learning mission, namely, "The realization of quality, superior, innovative, and affordable learning with character in order to improve the competitiveness of universities." thanks to the fact that E-Learning adds learning media and extends student learning access which will make it easier to get learning materials and facilitate interaction between lecturers and students.

In line with the results of Islamic research, AN (2013), this states that the use of e-learning systems positively influences perceptions of student learning assistance. One model that can be used to conduct program evaluation is the gap evaluation model (The Discrepancy Evaluation Model) developed by Malcolm M Provus (1971).

According to Provus quoted by Tayibnapis (2008: 3), the gap evaluation model aims to prove causal relationships but to understand the evidence as well as possible to make reasonable assumptions about causes and impacts.

While according to McLaughlin and Jordan (2010: 13), the gap model provides a tool for evaluators to work collaboratively with staff to identify programs, processes, and results. The purpose of the evaluation defines the extent of the program's performance by the standards.

Based on the description above, this study generally aims to evaluate the E-Learning Program at the University of Pamulang and specifically aims to find out and analyse: (1) E-Learning Program Achievement at Pamulang University. (2) Impact of E-Learning Program at Pamulang University.

## Research Methods

This study uses a qualitative approach with a discrepancy evaluation model, which compares the criteria or standards of E-learning set by PKPEL namely the Pamulang University Learning and E-Learning Center with findings in the field, namely the implementation of E-learning in Pamulang University.

The study took place at the University of Pamulang, which included 15 Study Programs. In connection with this, a study was conducted of the parties related to E-learning activities at the University of Pamulang consisting of lecturers, students who attended e-learning, e-learning coordinators at the level of study programs and PKPEL officials who were in charge of monitoring the implementation of E-learning at the University of Pamulang.

Data collection in this study uses interview techniques for PKPEL officials and e-learning coordinators at the study program level who are given the task of escorting and monitoring all lecturers who conduct e-learning according to a predetermined schedule.

Observations were made on the results of monitors conducted by e-learning coordinators at the study program level. Did the lecturers who did e-learning have difficulty in achieving Create according to the criteria or standards set by PKPEL?

Whereas documentation studies were conducted on Elearning Materials and routine annual reports. Made by the University of Pamulang Learning and E-Learning Center (PKPEL) as information to the



Cont. Table 1

	S1 Informatics Engineering.	126	120	221	220	221
	S1 Chemical Engineering.	4	4	21	21	20
3.	Faculty of Law					
	S1 Law	12	14	125	121	109
4.	Faculty of Literature					
	S1 Indonesian Literature	8	18	43	39	33
	S1 English Literature	14	11	44	47	44
5.	Faculty of Mathematics and Natural Sciences					
	S1 Mathematics	6	11	25	27	23
6.	Teaching and Education Faculty					
	S1 PKN Education	24	32	30	22	20
	S1 Economic Education.	41	58	41	39	40
	Amount per Regular	847	997	1514	1423	1378
	Total	6159				

The lowest number is obtained from the S1 Chemical Engineering Program for both Regular A and B which only has 4 courses as well as for Regular C with grades 20 and 21, far below other study programs. S1 Chemical Engineering Programs are under the Engineering Faculty Study Program, which is for each faculty, indeed the lowest price. If you see the number of E-Learning courses at the University of Pamulang in the 2016/2017 Even Semester position as many as 6159, the Regular C class looks more active than the Regular A and B classes. For the regular A course class is 847, the regular class is 997 B courses and the Regular C there were 4315 more courses (1514 + 1423 + 1378).

### 1.3 Achievement of Create E-learning

From the 6159 courses when associated with the achievement of Create by lecturers who conduct E-learning from the results of supervision and monitoring by the E-learning Coordinator at the study program level, they show data in the even semester in 2016/2017 at Pamulang University as follows:

Table 2. The Achievement of Create E-learning in Even Semester 2016/2017 at the University of Pamulang

Program Class	Total Course	Achieved	Percentage (%)	Not achieved	Percentage (%)
A	847	799	12	138	2
B	997	762	12	235	4
C	4315	3687	60	626	10
Total	6.159	5.160	84	999	16

The course that has been implemented for the Regular class A targeted at 847. It turns out that only 799 achieved the target of research and 138 not achieved. Namely 2% of the total Course 6159, while the Regular B program class Course 997 is reached 762 not reached 235 is 4% of the overall course, so also Program C class is targeted at 4315, reaching 3687 is not reached 626 or 10% of the total, so that overall the University of Pamulang achieved the 84% target course, did not reach the target of 16%.

This is due to :

1. The negligence of the lecturer on the E-Learning schedule. The E-Learning schedule has prepared for the current semester. Most of the lecturers, as well as practitioners, make the potential for forgiveness to be more significant.
2. There are still some lecturers who stutter technology and are not familiar with the E-learning system so that they experience obstacles in achieving their goals.
3. The number of users, namely students and lecturers is quite large, making the system dense and slow.

In terms of the quality of E-Learning content there are still obstacles that are obtained based on interviews with students, coordinators and evaluations from the LP3 (Education & Learning Development Institute) team at the University of Pamulang as follows:

1. Most lecturers have played a proper role, namely
  - 1) Ask specific questions and lead to the level of analysis
  - 2) Acting actively and constructively in discussions to encourage students to have a better standard of understanding.
2. A small number of lecturers chase Create with their innocent comments without involving students.

#### 1.4 Preparedness of Teaching Materials

Teaching materials available for each faculty or program study made standard related to the format and contents of the learning module. From the evaluation results of the LP3 team (Institute for Educational and Learning Development) University Pamulang several study programs prepare teaching materials not following the standards, namely:

Table 3. Teaching Materials are not in accordance with PKPEL standards on even in the Year 2016/2017 semester at the University of Pamulang

No	Study Program	Percentage of Non-compliance
1.	S1 Management	46%
2.	S1 Accounting	41%
3.	D3 Accounting	57%
4.	D3 Secretary	67%
5.	S1 Mechanical Engineering	27%
6.	S1 Electrical Engineering.	15%
7.	S1 Industrial Engineering.	42%
8.	S1 Informatics Engineering.	40%
9.	S1 Chemical Engineering.	37%
10.	S1 Law	35%
11.	S1 Indonesian Literature	28%
12.	S1 English Literature	48%
13.	S1 Mathematics	16%
14.	S1 PKn Education	31%
15.	S1 Economic Education.	15%

Based on the above data, corrective actions need to be taking in both the format and material of the teaching material. In connection with this matter, for the continuation of the E-Learning Program, attention is needed from the management and stakeholders of Universities' Pamulang to support the improvement of the E-Learning Program by activating the Teaching Team.

## 2. Impact of the E-Learning Program at the University of Pamulang.

The Impact of the E-Learning Program at the University of Pamulang is due to the achievement of the E-Learning program, including:

1. Increasing the competency of the instructor/lecturer and student namely expanding knowledge by discussing in E-learning forums where both students and lecturers are free to express their opinions in the context of material downloaded from prepared teaching materials and according to E-Learning rules regulated by E-Learning Coordinator at the Study Program level.
2. Solving various problems through discussion forums between students and lecturers about things that encountered related to E-Learning teaching material.
3. Establishing a culture of getting used to technology as one of the learning and teaching processes.
4. Discussion forums in the implementation of E-Learning give rise to the spirit of learning and teaching that well adapted to situations and conditions.
5. E-Learning brings significant changes to the system and the way of teaching and student teaching and learning at the University of Pamulang, by accessing the internet opens a new perspective will be a source of abundant reading that is not only in printed books that may not have updated.
6. E-Learning makes breakthroughs to overcome the lack of lecture time with flexibility can be done choosing longer available time can be up to 5 days online time.

Besides that, it also informed that there are study programs that lecturers run E-Learning poorly, so they do not achieve Create in the Regular Program Class A and B as follows:

Table 4. Achievement of Lecturer Participation

No.	Study Program	Lecturer Does Not Achieve Create
1	S1 Management	93
2	S1 Accounting	31
3	D3 Accounting	2
4.	D3 Secretary	8
5	S1 Mechanical Engineering	30
6	S1 Electrical Engineering.	18
7	S1 Industrial Engineering.	14
8	S1 Informatics Engineering.	24
9	S1 Chemical Engineering.	5
10	S1 Law	49
11	S1 Indonesian Literature	2
12	S1 English Literature	11
13	S1 Mathematics	3
14	S1 PKn Education	4
15	S1 Economic Education.	0
<b>Total</b>		<b>294</b>

Create is a term used by the University of Pamulang to assess the participation and attendance of lecturers in E-Learning classes that they must teach. There are still 294 lecturers who have not achieved the Create that have been assigned to them by the Pamulang University Learning and E-Learning Study Center. And 999 courses also cannot meet Create as determined by the university. This situation is interpreting even though the lecturers have carried out the learning process with the E-Learning program but are not yet following the minimum standards of attendance in the institutional regulations of the University of Pamulang. This situation can happen because the lack of knowledge of the lecturers use Internet-based technology or it can be because students do not respond to the questions raised by



the lecturers so that communication between lecturers and students through the E-Learning program does not the target.

## Conclusion

The results showed that the implementation of the E-Learning Program at the University of Pamulang had an impact on the competence of lecturers and students and the growth of culture using internet-based computers in the University of Pamulang.

Pamulang University is an Educational Institution that uses a blended learning system, which is a mixture of E-Learning with conventional learning methods (face-to-face), with proportions not exceeding those required by the Higher Education, namely a maximum of 40% using e-learning systems and 60% face-to-face advance.

Overall, the University of Pamulang achieved an 84% target course, not reaching the target of 16%. The main reason is mostly due to the negligence of lecturers on existing E-Learning schedules, some lecturers who are not familiar with the E-Learning system using Internet-based computers. And another reason is the number of users, namely students and lecturers is quite large, making the system dense and slow to access.

E-Learning Implementation in 15 Study Programs at Pamulang University still has several subjects that have not or are not by PKPEL standards. In connection with this for continuation, this program needs attention from the management and stakeholder of the University of Pamulang to support the improvement of the E-Learning Program by activating the Teaching Team.

The impact of the E-Learning Program is the results of the achievement of the program, namely increasing the competence of the instructors/lecturers and students and forming a culture of using technology in the learning and teaching process at the University of Pamulang.

Therefore to fit the mission of Universitas Pamulang cheap and affordable for all levels of society without forgetting the quality of education itself. The E-learning program must be continued and refined.

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