

## DAFTAR ISI

|   |           |
|---|-----------|
| HALAMAN PERNYATAAN KEASLIAN .....   | i         |
| HALAMAN PENGESAHAN TUGAS AKHIR.....   | ii        |
| HALAMAN PERSETUJUAN PUBLIKASI KARYA ILMIAH UNTUK KEPENTINGAN<br>AKADEMIS..... | iii       |
| KATA PENGANTAR.....   | iv        |
| ABSTRAK .....   | vi        |
| ABSTRACT.....   | vii       |
| DAFTAR ISI.....   | viii      |
| DAFTAR TABEL.....   | xi        |
| DAFTAR GAMBAR .....   | xii       |
| DAFTAR LAMPIRAN.....  | xiii      |
| <b>BAB I PENDAHULUAN.....</b>   | <b>15</b> |
| 1.1 Latar Belakang.....   | 15        |
| 1.2 Identifikasi Masalah .....  | 2         |
| 1.3 Tujuan Tugas Akhir.....   | 2         |
| 1.4 Manfaat Tugas Akhir.....  | 2         |
| 1.5 Batasan Masalah .....   | 3         |
| 1.6 Kerangka Berpikir .....   | 3         |
| 1.7 Sistematika Penelitian.....   | 4         |
| <b>BAB II LANDASAN TEORI .....</b>  | <b>6</b>  |
| 2.1 e-Learning.....   | 6         |
| 2.1.1    Komponen <i>e-Learning</i> .....                                     | 6         |
| 2.1.2    Tipe-tipe <i>e-Learning</i> .....                                    | 6         |
| 2.1.3    Manfaat <i>e-Learning</i> .....                                      | 7         |
| 2.2 <i>Learning Management System</i> .....                                   | 7         |
| 2.3 <i>Website</i> .....  | 7         |
| 2.4 Model Kesuksesan Sistem Informasi Delone dan McLean.....                  | 8         |

|  |   |           |
|--|---|-----------|
| 2.4.1                                  | Kualitas sistem .....                         | 10        |
| 2.4.2                                  | Kualitas informasi .....                      | 10        |
| 2.4.3                                  | Kualitas layanan .....                        | 11        |
| 2.4.4                                  | Penggunaan .....                              | 12        |
| 2.4.5                                  | Kepuasan Pengguna .....                       | 12        |
| 2.4.6                                  | Manfaat Bersih .....                          | 13        |
| 2.5                                    | Uji Validitas .....                           | 13        |
| 2.6                                    | Uji Reliabilitas .....                        | 14        |
| 2.7                                    | Populasi dan Sampel .....                     | 14        |
| 2.7.1                                  | Populasi .....                                | 14        |
| 2.7.2                                  | Sampel .....                                  | 15        |
| 2.8                                    | PLS-SEM .....                                 | 15        |
| 2.8.1                                  | Pengukuran Model (Outer Model) .....          | 15        |
| 2.8.2                                  | Struktural Model ( <i>Inner Model</i> ) ..... | 17        |
| 2.9                                    | Smart PLS .....                               | 18        |
| 2.10                                   | Literatur Sejenis .....                       | 19        |
| <b>BAB III METODE PENELITIAN .....</b> |   | <b>21</b> |
| 3.1                                    | Rencana Penelitian .....                      | 21        |
| 3.2                                    | Objek Penelitian .....                        | 21        |
| 3.3                                    | Gambaran Lokasi dan Waktu Penelitian .....    | 21        |
| 3.3.1                                  | Lokasi Penelitian .....                       | 21        |
| 3.3.2                                  | Sejarah .....                                 | 22        |
| 3.3.3                                  | Visi dan Misi .....                           | 22        |
| 3.3.4                                  | Logo Instansi .....                           | 23        |
| 3.3.5                                  | Struktur Organisasi .....                     | 24        |
| 3.3.6                                  | Waktu Penelitian .....                        | 24        |
| 3.4                                    | Populasi dan Sampel .....                     | 24        |

|                                |  |           |
|--------------------------------|--|-----------|
| 3.4.1                          | Populasi.....  | 24        |
| 3.4.2                          | Sampel.....  | 25        |
| 3.5                            | Teknik Pengumpulan Data .....                          | 25        |
| 3.6                            | Metode dan Model Konseptual Delone dan McLean .....    | 26        |
| 3.6.1                          | Hipotesis Penelitian .....                             | 26        |
| 3.6.2                          | Variabel Penelitian dan Indikator .....                | 27        |
| 3.7                            | Teknik Analisis Data .....                             | 29        |
| <b>BAB IV PEMBAHASAN .....</b> |  | <b>31</b> |
| 4.1                            | Hasil Analisis Profil Responden.....                   | 31        |
| 4.1.1                          | Profil Responden berdasarkan Jenis Kelamin.....        | 31        |
| 4.1.2                          | Profil Responden berdasarkan Status Pengguna.....      | 32        |
| 4.2                            | Hasil Analisa Data Kuisisioner .....                   | 32        |
| 4.2.1.                         | Hasil Analisis Pengukuran Outer Model .....            | 32        |
| 4.2.2.                         | Hasil Analisis Pengukuran Inner Model .....            | 38        |
| 4.3                            | Interpretasi Hasil Analisis Hipotesis Penelitian ..... | 41        |
| 4.4                            | Rekomendasi Penelitian .....                           | 46        |
| <b>BAB V PENUTUP.....</b>      |  | <b>49</b> |
| 5.1                            | Kesimpulan.....  | 49        |
| 5.2                            | Saran .....  | 52        |
| <b>DAFTAR PUSTAKA .....</b>    |  | <b>54</b> |
| <b>DAFTAR LAMPIRAN .....</b>   |  | <b>57</b> |

## DAFTAR TABEL

|  |    |
|--|----|
| Tabel 2. 1 Range Nilai <i>Loading Factor</i> ..... | 16 |
| Tabel 2. 2 Parameter Nilai Reliabilitas .....      | 17 |
| Tabel 2. 3 Range Nilai Uji <i>R-Square</i> .....   | 18 |
| Tabel 2. 4 Tabel Uji <i>F-Square</i> .....         | 18 |
| Tabel 3. 1 Indikator dan Variabel.....             | 27 |
| Tabel 4. 1 Jenis Kelamin Responden .....           | 31 |
| Tabel 4. 2 Status Pengguna Responden .....         | 32 |
| Tabel 4. 3 Hasil Awal <i>Loading Factor</i> .....  | 34 |
| Tabel 4. 4 Hasil Akhir <i>Loading Factor</i> ..... | 35 |
| Tabel 4. 5 Hasil Uji Reliabilitas .....            | 36 |
| Tabel 4. 6 Hasil Uji AVE .....                     | 37 |
| Tabel 4. 7 <i>Cross Loading</i> .....              | 38 |
| Tabel 4. 8 Hasil <i>Path Coefficient</i> .....     | 39 |
| Tabel 4. 9 Hasil <i>R-Square</i> .....             | 39 |
| Tabel 4. 10 Hasil Uji <i>F-Square</i> .....        | 40 |
| Tabel 4. 11 Hasil Uji <i>T-test</i> .....          | 41 |

## DAFTAR GAMBAR

|  |     |
|--|-----|
| Gambar 1. 1 Kerangka Berpikir Hevner .....                           | 4   |
| Gambar 2. 1 Model Kesuksesan Delone & McLean (1992) .....            | 8   |
| Gambar 2. 2 Model Kesuksesan Delone & McLean (2003) .....            | 23  |
| Gambar 3. 1 Tahapan Dalam Metode Penelitian .....                    | 21  |
| Gambar 3. 2 Logo SMK Nusantara 1 Kota Tangerang.....                 | 23  |
| Gambar 3. 3 Struktur Organisasi SMK Nusantara 1 Kota Tangerang ..... | 24  |
| Gambar 3. 4 Model Konseptual Delone dan McLean (2003) .....          | 406 |
| Gambar 4. 1 Jenis Kelamin Responden .....                            | 31  |
| Gambar 4. 2 Status Pengguna Responden.....                           | 32  |
| Gambar 4. 3 Model Awal Sebelum Pengujian Outer Model .....           | 33  |
| Gambar 4. 4 Hasil Awal Outer Loading .....                           | 33  |
| Gambar 4. 5 Hasil Akhir Outer Loading.....                           | 35  |

## DAFTAR LAMPIRAN

|  |    |
|--|----|
| Lampiran 1. Datar Riwayat Hidup .....            | 57 |
| Lampiran 2. Wawancara .....                      | 58 |
| Lampiran 3. Kuisisioner.....                     | 61 |
| Lampiran 4. Hasil Kuisisioner .....              | 65 |
| Lampiran 5. Surat Pengantar Izin Penelitian..... | 68 |
| Lampiran 6. Surat Balasan Izin Penelitian .....  | 69 |