

ABSTRACT

The growth of Information and Communication Technology (ICT) encourages the use of internet in education sector; thus it is important for educational institutions to start prioritizing and investing in the use of internet for Teaching-Learning process, such as e-learning. The implementation of e-learning in SMK Telkom Bandung aims to support the school's vision to become a school leader in the field of ICT and to support the implementation of ISO 9001:2015 which requires a maturity in all levels of processes. However, the school has never conducted a measurement upon the implementation of e-learning, therefore it is necessary to evaluate with measuring the maturity level that can reveal the process that has been running within the institution. This study aims to determine the level of maturity of e-learning capability in SMK Telkom Bandung in achieving its vision using e-Learning Maturity Model (eMM) in Learning process area based on five dimensions of capability which are Delivery, Planning, Definition, Management of Optimisation. The assessment of capability dimensions refers to a scale of 1 = not adequate, 2 = partially adequate, 3 = largely adequate and 4 = fully adequate. The result of the assessment shows the level of capability maturity, then it is being compared to the expected condition (fully adequate) according to the school's vision and implementation of ISO 9001:2015. The result of this study indicates that there is a gap of one in Delivery dimension, two gaps in Planning and Definition dimensions, and three gaps in Management and Optimisation dimensions. Thus, the level of maturity is at level 2 (partially adequate) through the Definition capability dimension, meaning that SMK Telkom Bandung already has provisions or guidelines about how the processes should be done. However, the documentation is still limited, informal or inconsistent. Therefore, this dimension is still not capable. The weakness in the above dimensions of Management and Optimisation is that there is no evidence of the practices required (not adequate) which addresses control of processes and continuous improvements.

Key words: E-learning, e-Learning Maturity Model (eMM), Maturity Level