

ABSTRACT

Usulan Perbaikan Website LMS Telkom University Untuk Meningkatkan Efektivitas Kuliah Online Menggunakan Technology Acceptance Model (TAM) dan Technological Readiness Index (TRI)

The Covid-19 pandemic which began in March 2021 made the education system implemented in Indonesia changed to based on e-learning. Telkom University as one of the private universities in Indonesia, responded to this pandemic as an opportunity to make new breakthroughs in the field of education by establishing a Telkom University learning management system (LMS) portal. Online learning that is applied in this learning process can be done anywhere and is not limited to certain places, but on the other hand it turns out that there are potential problems that result in a lack of student effectiveness and student readiness in learning.

Problems related to student readiness in dealing with online learning technology apply to the LMS application as an online platform to convey the learning process. The use of LMS, especially on the appearance of the website, will affect the learning process for students at the level of usability or usability of the LMS Telkom University. Students that there are some difficulties with the appearance of the current website, such as in terms of an ineffective display (there are double features, timeline menu placement, and a user interface that is not simple), the lack of features that support lectures (no the task to-do list feature, no notes feature in each course menu, no task deadline feature, and no class schedule timeline feature), and there is no manual book regarding the tutorial on using the Telkom University LMS e-learning. So that in this study, a search for variables that affect student readiness will be carried out using a combination of TAM and TRI models and forming a proposal for the latest website display based on Quality Function Deployment.

The results of this study obtained results in the form of variables that are significant and have a positive effect on students' readiness to use LMS, the variable are innovativeness, job relevance, perceived ease of use, perceived enjoyment, perceived security, perceived usefulness, and subjective norm as well as forming a new display proposal on homepage, dashboard, and course pages in the form of additional features and layout improvements.

Keywords: *Readiness, TAM, TRI, QFD*