

ABSTRAK

Pandemi COVID-19 berpengaruh pada sektor pendidikan, sehingga terjadi perubahan pada sistem pembelajaran yaitu dari tatap muka menjadi daring (*online*). ITTelkom Surabaya merupakan salah satu perguruan tinggi yang menggunakan *e-learning* sejak adanya pandemi COVID-19 untuk memudahkan aktivitas pembelajaran hingga sekarang. Melihat peran *e-learning* yang sangat potensial di bidang pendidikan, maka *e-learning* sebaiknya memenuhi kriteria kualitas suatu perangkat lunak. Kesuksesan implementasi perangkat lunak juga harus didukung dengan adanya kualitas yang baik, maka dari itu kualitas perangkat lunak harus selalu dijaga supaya dapat meningkatkan kualitas pendidikan di ITTelkom Surabaya. Untuk menjawab permasalahan tersebut, diperlukan analisis kualitas terhadap sistem *e-learning* sebagai media pembelajaran *online* berdasarkan fenomena transisi dari pandemi ke endemi COVID-19. Pada penelitian ini, peneliti melakukan analisis terhadap kualitas sistem *e-learning* pada dimensi *Software Product Quality*. Selain itu, penelitian ini menggunakan metode kuantitatif dengan kerangka kerja ISO/IEC 25010 yang didukung dengan teknik analisis statistik deskriptif. Berdasarkan hasil penelitian, kualitas sistem *e-learning* ITTelkom Surabaya sudah memenuhi standar ISO/IEC 25010 yaitu dengan rata-rata persentase sebesar 73,85%. Namun, terdapat beberapa subkarakteristik yang perlu diperbaiki, diantaranya subkarakteristik *Functional Appropriateness*, *Time Behavior*, *User Interface Aesthetics*, *Maturity*, *Non-repudiation*, *Modularity*, dan *Analysability*. Perbaikan ini dapat menjadi kajian ulang bagi penyedia *e-learning* di ITTelkom Surabaya.

Kata Kunci: Pandemi COVID-19, *E-learning*, ISO/IEC 25010, *Software Product Quality*, Analisis Statistik Deskriptif

ABSTRACT

The COVID-19 pandemic has affected the education sector, resulting in a change in the learning system from face-to-face to online. ITTelkom Surabaya is one of the universities that use e-learning since the existence of the COVID-19 pandemic to facilitate learning activities until now. Viewing roles e-learning which very potential in the field of education, then e-learning should meet the quality criteria of software. The successful implementation of software must also be supported by good quality, therefore the quality of the software must always be maintained in order to improve the quality of education at ITTelkom Surabaya. To answer these problems, it is necessary to analyze the quality of the system e-learning as a learning medium online based on the phenomenon of transition from pandemic to endemic COVID-19. In this study, researchers conducted an analysis of the quality of the system e-learning on dimensions of Software Product Quality. In addition, this study uses a quantitative method with the ISO/IEC 25010 framework supported by descriptive statistical analysis techniques. Based on research results, system quality e-learning ITTelkom Surabaya has met the ISO/IEC 25010 standard with an average percentage of 73.85%. However, there are several sub-characteristics that need to be improved, including sub-characteristics of Functional Appropriateness, Time Behavior, User Interface Aesthetics, Maturity, Non-repudiation, Modularity, and Analysability. This improvement can be a review of provider e-learning at ITTelkom Surabaya.

Keywords: *COVID-19 Pandemic, E-learning, ISO/IEC 25010, Software Quality Product, Descriptive Statistic Analysis*