

ABSTRACT

Recent advancements in technology and information have spurred transformation across various business sectors. PT Telkom Indonesia (Persero) Tbk is dedicated to enhancing the provision of e-Learning support services through Pijar Sekolah application. This initiative aims to foster a robust and engaging online learning environment. This research was performed to determine the factors influencing the successful implementation of Pijar Sekolah employing the DeLone and McLean Information Systems Success Model. The research was a modification as it utilizes existing theories while incorporating a new variable as an additional factor, namely Self-Efficacy.

The methodology used in this research was a quantitative approach by distributing online questionnaires to 231 teachers or school administrators as active users of the Pijar Sekolah application across Indonesia. The data analysis used the Structural Equation Modeling (SEM) method using SmartPLS 3 software.

This research prove the applicability of the DeLone and McLean Information Systems Success Model in measuring the success of e-learning implementation in Indonesia, particularly in the case of Pijar Sekolah. The findings indicate that System Quality and Self-Efficacy, as additional variables, significantly enhance user satisfaction, while Information Quality and Service Quality play a crucial role in driving the adoption of the Pijar Sekolah platform toward better usability, providing greater benefits to users.

Keywords : e-Learning Effectiveness, DeLone & MC Lean, Information Systems Success Model, Self-Efficacy