

## TABLE OF CONTENT

APPROVAL PAGE .....	ii
SELF DECLARATION AGAINST PLAGIARISM .....	iii
ABSTRACT .....	iv
ABSTRAK .....	v
ACKNOWLEDGMENTS .....	vii
TABLE OF CONTENT .....	viii
LIST OF TABLE .....	xi
LIST OF FIGURES .....	xii
CHAPTER 1 THE PROBLEM .....	1
1.1 Rationale .....	1
1.2 Theoretical Framework .....	3
1.3 Conceptual Framework/Paradigm .....	3
1.4 Statement of the Problem .....	4
1.5 Hypothesis .....	4
1.6 Assumption .....	4
1.7 Scope and Delimitation .....	4
1.8 Importance of the Study .....	5
1.9 Definition of Terms .....	5
CHAPTER 2 REVIEW OF LITERATURE AND STUDIES .....	6
2.1 About e-Learning .....	6
2.1.1 e-Learning Definition .....	6
2.1.2 e-Learning Features .....	7
2.1.3 Elements of e-Learning .....	7
2.1.4 Advantages of Using e-learning .....	8
2.1.5 Disadvantages of Using e-Learning .....	8

2.2 <i>e-Learning Maturity Model (eMM)</i> .....	8
2.3 Root-Cause and 5-Why Analysis Using a Fishbone Diagram .....	14
2.3.1 Notation of Fishbone (or Ishikawa) Diagram.....	15
2.3.2 Using 5-Why .....	15
2.3.3 How to Perform 5-Why .....	16
a. Set up the fishbone by the effect .....	17
b. Choose the main cause categories .....	17
c. The 1 <sup>st</sup> why, starting your analysis .....	17
d. The 2 <sup>nd</sup> Why.....	18
e. The 3 <sup>rd</sup> Why.....	18
f. The 4 <sup>th</sup> Why.....	19
g. The 5 <sup>th</sup> Why.....	19
h. Repeat all the action above for other categories .....	19
i. Cleaning up the diagram .....	20
CHAPTER 3 RESEARCH METHODOLOGY .....	21
3.1 Data Collecting and Study Literature .....	21
3.1.1 E-Learning Maturity Model from New Zealand .....	22
3.1.2 Conditions of e-Learning in Indonesia .....	23
3.1.3 The National Education System .....	23
3.1.4 Factors Affecting e-Learning Implementation .....	24
3.2 Defining the Affecting Factors for Adaptation Process by Using 5Why Analysis .....	30
3.3 The Adaptation Process .....	34
3.3.1 Adaptation Process for Each Process in eMM .....	34
3.3.2 Adaptation Process of Practical Statements in each Process.....	37
3.4 The Result: Adapted Model/eMM .....	43
3.5 Experiment Scenario .....	43
3.6 Sources of Data .....	45

3.7 Instrumentation and Data Collection.....	45
3.8 Tools for Data Analysis.....	45
CHAPTER 4 PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA.....	47
4.1 Analysis of Modified e-Learning Maturity Model (eMM).....	47
4.2 Analyze Experimental Result.....	48
4.3 Design Validation by the Experts.....	52
CHAPTER 5 CONCLUSIONS AND RECOMMENDATIONS .....	59
5.1 Conclusions.....	59
5.2 Recommendations .....	60
BIBLIOGRAPHY.....	61
APPENDIX A: Higher Education Accreditation Form Year 2010 (books 3A: Form Accreditation Diploma Program item 6.5: Information System).....	64
APPENDIX B: Higher Education Accreditation Form Year 2010 (book 3B: Form Institutional Management Diploma Program item 6.4: Information System) .....	65
APPENDIX C: e-Learning Condition in Study Location .....	68
Binus Online Learning .....	68
University Gunadarma e-Learning System-Moodle .....	70
APPENDIX D: Assessment Form for Design Validation by Expert .....	73
APPENDIX D: Questionnaire for Data Collection.....	74
CURRICULUM VITAE .....	75