



Utilization of Information and Communication Technology in an Effort to Improve the Effectiveness of Learning Management and Address Process Issues Developing Teaching Skills during the Covid-19 Pandemic : A Literature Study

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ABSTRACT

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The purpose of this study is to gain an understanding of how information and communication technology can be used to improve the effectiveness of learning management in the era of the covid-19 pandemic, as well as to determine the challenges that teachers and students face during this distance learning process, as well as the solutions that are provided. This research took the strategy of doing a literature review. The results of the study show that from 10 previous studies both national and international, good learning management is the main key to implementing effective learning. To ensure the quality of learning, educators as much as possible manage learning starting from planning, organizing, actuating and evaluating. In learning management in this pandemic era, the application of information and communication technologies is one of the efforts to increase the effectiveness of the learning process. Various applications that can help the learning process in the world of education such as zoom applications, google classroom, whatsapp and several technological media that can be utilized. In the process of homework and assessments the teacher can also provide an assessment that is in accordance with the competence of students with the help of several applications such as kahoot, google form, quizizz and other applications. However, all of this cannot be separated from the challenges and obstacles in carrying out online learning. Lack of technological facilities, understanding of information and communication technologies from both the teacher and students makes learning less than optimal. Therefore, this progress must be followed by the development of educator resources. It is necessary to have ICT infrastructure in place to facilitate this development. It is vital for educators to be taught in information and communications technology (ICT) since ICT can be utilized to aid with administrative tasks. ICT can be utilized to assist in the packaging of educational materials (Multimedia) to meet the demands of students. The use of information and communications technology (ICT) can aid in the learning management process (E-learning, advanced requirements). Technical assistance and knowledge expansion can be achieved through the use of information and communications technology (ICT). When instructors and students have a strong grasp of the material, they will be able to boost the efficacy and efficiency of the learning process, resulting in optimal outcomes. The use of information and communication technology is not only limited to activities to convey information but can also be used to create learning interactions. The use of online social media is used for interaction, discussion between students, or students with teachers. The use of e-learning as a learning process by utilizing computers and the internet must also be developed for teachers and students. discussion between students, or students with teachers.

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1. Introduction

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During the Covid-19 epidemic, there was a transition in learning habits from face-to-face to distance learning. The transition in learning habits makes it difficult for teachers to manage virtual classes and turn them into productive classes. The implementation of online learning during the Covid-19 outbreak in Indonesia faces a number of complicated constraints and challenges (Abidin et al., 2020). The influence of the corona virus was initially felt most strongly in the economic sector, but it is now being felt most strongly in the field of education. Schools in nations affected by the corona virus, including Indonesia, must be closed for a period of time as a result of their policies. In some educational institutions, it is vital to identify alternatives to traditional learning methods during the course of the semester. According to Indonesian practice, students from elementary school to college or university can complete their education entirely online through remote learning alternatives. Learning becomes a very important thing in educational activities. For this reason, teachers are not only required to make the learning atmosphere comfortable and interesting, but teachers also have to understand and master the knowledge of learning management both inside and outside the classroom. Teachers must be able to choose and apply learning methods that are in accordance with the complexity of the material and the character of each student. So that the methods and approaches applied are truly in accordance with the self-development of students because students are subjects and not objects in teaching and learning activities.

In online learning, schools and colleges must ensure that learning goes well, for that we need facilities and a good understanding of information technology. according to (Gikas & Grant, 2013). Using mobile devices to support online learning in that implementation is essential, as smartphones, tablets, and laptops are all capable of allowing students to access material from anywhere and at any time. The use of mobile technology has made significant contributions to the field of education, particularly in the achievement of distance learning objectives, among other things (Korucu & Alkan, 2011). In this era of digitalization, one of the most important main components to increase the effectiveness of teaching and learning is the use of information technology optimally and evenly, both in terms of equipment and management. Thus, learning activities can bring changes to students, both changes in knowledge, behavior, and skills. The development of information and communication technology is increasingly rapid and has penetrated various aspects of human life, including in the world of education in various countries including Indonesia. Even the pressure *Information and Communication Technologies (ICT)* are very large to the education system globally because developing technologies provide enormous opportunities to develop educational management and learning processes in universities. (Song et al., 2015).

ICT is a tool in the learning process, Many schools started to implement computer-based student record keeping systems that provided analysis tools and information on routine matters as examination results and finance. ICT is defined as a multimedia-based learning system (technology involving text, images, sound, and video) that is able to make the presentation of a topic interesting, not monotonous and easy to digest. Various applications and facilities that can be used in the application of distance learning such as Whatsapp, telegram, Zoom applications or other social media as a means of learning so as to ensure students learn at the same time even in different places. The learning system is carried out through computers, laptops, or a smartphone that is connected to an internet network connection, teachers can manage learning through available digital facilities. Teachers can also provide measurable assessments of various applications that can be used in educational assessments. The rapid development of Information and Communication Technologies (ICT) cannot be separated from the obstacles faced. Lack of access to technology or internet access that is fast and reliable is felt by both teachers and students. Inadequate facilities and suboptimal understanding make distance learning difficult for some parties to follow. Teachers can also provide measurable assessments of various applications that can be used in educational assessments. The rapid development of Information and Communication Technologies (ICT) cannot be separated from the obstacles faced. Lack of access to technology or internet access that is fast and reliable is felt by both teachers and students. Inadequate facilities and suboptimal understanding make distance learning difficult for some parties to follow. Teachers can also provide measurable assessments of various applications that can be used in educational assessments.

The rapid development of Information and Communication Technologies (ICT) cannot be separated from the obstacles faced. Lack of access to technology or internet access that is fast and reliable is felt by both teachers and students. Inadequate facilities and suboptimal understanding make distance learning difficult for some parties to follow.

Based on the explanation above, it is known that Information and Communication Technologies is one of the keys to distance learning management that is able to assist teachers in creating an effective teaching and learning process during the COVID-19 pandemic, but there are still several obstacles to creating optimal distance learning. Therefore, based on a literature study, we want to know how the role of teachers is in managing, as well as the use of ICT in the learning process in order to increase the effectiveness of the teaching and learning process during the current COVID-19 pandemic, as well as knowing and trying to provide solutions to the obstacles faced.

2. Methods

This research will use the type of descriptive research with qualitative methods. The approach used in this research is to use a literature review approach. literature review as described by Cooper in (Creswell, 2010) has several objectives, namely informing readers of the results of other studies that are closely related to the research conducted at that time, connecting the research with the existing literature, and filling gaps in previous studies, the literature review contains reviews, summaries, and thoughts of the author. about several library sources (articles, books, slides, information from the internet, image and graphic data, etc.) about the topics discussed. This literature study has the aim of knowing the application of Information and Communication Technologies to distance learning management in order to create the effectiveness of the teaching and learning process during the covid-19 pandemic and to find out and provide solutions to the challenges that occur in the distance learning process in the era of the covid-19 pandemic. what's happening right now.

The technique used in this research is to collect and document existing research that is in accordance with the research focus. The data analysis technique that has been obtained in this research is by analyzing the data (case studies) with relevant theories. After the analysis, conclusions can be drawn from the case study analysis with the relevant theories used. The steps used in data analysis are:

- a. Collect case studies (previous research) related to this research.
- b. Classification process to obtain the required data.
- c. Comparison and analysis of the literature review with the theories used.
- d. Describe and draw conclusions and suggestions from this research

3. Results and Analysis

3.1 Data Analysis Results

a. Learning Management in University During the Covid-19 Pandemic

This research was conducted by Nina Herlina (2020). The results showed that lecturers in learning management in tertiary institutions during the Covid-19 pandemic were: 1) innovating and designing complete lectures, 2) varying learning methods, 3) platforms or applications that match the course material, and 4) communication good with students, 5) can minimize the waste of the cost of the online lecture quota.

b. Learning Management in the Covid-19 Pandemic Period at the BKPI FITK UIN Medan North Sumatra

This research was conducted by Mahidin (2021). The results showed that: Learning at BKPI FITK UIN North Sumatra Medan was carried out through planning, organizing, implementing, monitoring, and assessing. In the implementation of learning, lecturers tend to use zoom meetings and WA groups, and a few use e-learning.uinsu.ac.id which has been provided by the university. When it was confirmed, the problem was that the server was often under maintenance, as well as the competence of lecturers and students in operating elearning.uinsu.ac.id.

c. The Role of Learning Management in Fostering Learning Motivation Students in the Midst of the Covid-19 Pandemic

This research was conducted by Herlina Pusparani (2020). The findings show that the ability of a teacher in managing learning is the ability planning, implementing and evaluating students in the learning

process. Election the right learning model will greatly determine student interest and participation in learning especially during a pandemic like this. Through the right learning model, it is expected that students not only gain knowledge about the field of material being taught, but also has a deep impression of the courses, so that encourages students to implement the concept of learning material values in everyday life . Basic teaching skills are professional competencies which is quite complex, as an integration of various teacher competencies as a whole and thorough.

d. Implementation of Google Classroom Applications in Management Distance Learning in Vocational Schools

This research was conducted by Artatiningsih (2021). Results shows that: one, Implementation of the Google Classroom Application in Distance Learning Management at YAPPI Wonosari Vocational School Gunungkidul has done well as a learning method which is used during the Covid -19 pandemic. Students can afford take part in learning using google classroom media so that the teaching and learning process can take place effectively and efficiently, two, Factors inhibiting the implementation of the google classroom application in management distance learning at SMK YAPPI Wonosari Gunungkidul is difficult to get internet network. Supporting factors in implementation distance learning through google classroom is the creative side of educators and students in the distance learning system required to be creative, three,

e. Analysis Of Process Mining Application Capabilities In The Telkom University Learning Management System

This research was conducted by Angelina Prima Kurniati and Gede Agung Ary Wisudiawan (2021). The results show that data analytics on this Computer-based Learning Management Systems (LMS) can be used to analyze learning process performance in Telkom University, based on different user roles. This feasibility study is concluded with a discussion on the feasibility of the LMS to be analyzed using process mining, an evaluation by the representative of the LMS expert team, and a recommendation for improvements.

f. Challenges Of Acceptance And Usage Of A Learning Management System Amongst Academics

This research was conducted by Ibrahim Umar (2014). According to the findings of this study, self-desire and future goals have a major impact on the study group's decision to pursue accounting. Furthermore, according to the findings, university programs should be adjusted to meet the needs of students, society, and the profession as a whole.

g. Beyond the accounting profession A professionalization project in the South Korean public sector accounting field

This research was conducted Sizwe Frances Dlalisa and Desmond Wesley Govender (2020). On the other hand, a fundamental conclusion of the technology acceptance model (TAM) was called into question, which was that there was a considerable difference between low actual usage and high acceptability. Assessments appear to be given the least amount of attention, with areas such as communication and course administration receiving the most attention. Collaboration tools, on the other hand, were underused. Blogs, wikis, and discussion forums are examples of this type of platform.. It is critical to have specialized training on the elements of the learning management system, as well as on its educationally advanced components. In order to account for successful learning management system (LMS) usage at universities, TAM may need to be scrutinized more closely.

h. The Impact of Socialization on Collaborative Learning Method in e-Learning Management System (eLMS)

This research was conducted by Zahraa Abed Aljasim Muhisn (2019). In a survey, the participants indicated that knowledge can be effectively transferred from lecturer to student via electronic learning management systems (eLMS), which motivates students to share knowledge with peers through the socialization process, which is one of the critical aspects of Knowledge Management (KM).

i. Mobile computing devices in higher education: Student perspectives on learning with cellphones, smartphones & social media

This research was conducted by Joanne Gikas and Michael M. Grant (2013). The implications of such a notion provide a strong basis for support. This study found that despite worries about the technology not working properly, the small mobile device keyboards that made typing on them difficult, and the risk of gadget distractions, the student participants saw increases in their learning from using mobile devices. But it is important to note that the participants who volunteered to share their experiences did so because they believed the mobile devices had a positive impact on their learning—a different story would have emerged

had the experiences of participants who did not believe the devices had a positive impact on their learning been documented. Continual research on mobile learning and social media can help determine whether or not there is a true impact on an instructor's teaching and the learning of students in a classroom setting. However, it is important to note that, although mobile learning may appear to be similar to web-based learning in that mobile computing devices connect different technologies to exchange information, the mobile device is actually a contemporary paradigm for connecting, communicating, and getting things done on a mass-customized but personal relationship level that extends to the devices themselves. A last question: will mobile computing devices have any long-term impact on the learning environment at colleges and universities? This needs to be seen. In today's digital world, mass-customized and deep connections between people and their devices are becoming increasingly commonplace. A last question: will mobile computing devices have any long-term impact on the learning environment at colleges and universities? This needs to be seen. More and more people want to be able to communicate and accomplish their tasks using devices that are individually personalized while still maintaining a close connection. Another question is whether mobile computers will have any long-term impact on the learning environment in higher education.

j. Differences Between M-Learning (Mobile Learning) And E-Learning, Basic Terminology And Usage Of M-Learning In Education

This research was conducted by Agah Tugrul Korucu and Ayse Alkan (2011). The findings indicate that the use of mobile learning (m-learning) technologies in education is the most important of the required technologies for achieving the primary goals of distance education institutions. It provides learners with learning and data access options that are not limited to a specific time or location. Many different technologies are being developed for mobile contexts, including redundancy opportunities for data transport, data protection, and online communication, among other things. In recent years, the advancement of mobile technologies, as well as their ability to meet people's needs more quickly, has heightened interest in and use of mobile technologies. Furthermore, by addressing the scanning issues that mobile devices have when connecting to educational environments and servers, online access chances are made available to users of all mobile technologies. The advancement of mobile technology has brought significant advantages in the work of specialists as well as for those who require data access and dissemination. Individuals in need of data may now study and access data more easily thanks to the advantages indicated above, regardless of their location or time of day, and both learners and experts are benefiting from these advantages, which are outlined below. Finally, the advancement of mobile technology, as well as their continued advancement, has heightened interest in mobile learning (m-learning), and has made significant contributions to virtually every field of education. Furthermore, these advantages are beneficial to both novices and specialists alike. Finally, the advancement of mobile technology, as well as their continued advancement, has heightened interest in mobile learning (m-learning), and has made significant contributions to virtually every field of education. Furthermore, these advantages are beneficial to both novices and specialists alike. Finally, the advancement of mobile technology, as well as their continued advancement, has heightened interest in mobile learning (m-learning), and has made significant contributions to virtually every field of education.

3.2 Discussion

From the results of data analysis, it can be seen that the Covid-19 pandemic has brought changes to learning patterns throughout the world, including Indonesia. Learning that should be in the classroom face-to-face, has changed to distance learning. Learning is a pattern of interaction and communication between teachers and students with the intention of acquiring knowledge, attitudes, skills, or deepening what is learned. In managing learning, the teacher as the manager carries out various steps of activities ranging from planning, organizing, applying and evaluating the learning carried out. From the concept of management and learning the process of managing which includes planning, organizing, actuating and evaluating is a learning process related to all components in it in order to achieve an educative, effective and efficient teaching and learning process. In order to achieve good learning management, teachers must be able to adjust the situation and maximize learning with new patterns. When it is known that all teaching and learning activities at all levels are carried out at the residences of each student and are carried out through an online system, all levels of education are temporarily closed until the situation is resolved. Instructors are responsible for ensuring that students' learning and teaching activities continue even when they are not in class. Teachers must create and apply a solution to the problem of learning innovation by utilizing modern media, such as the internet. The E-Learning method, which teaches students how to use computers and the internet, can be used by educators to deliver instruction. Whatsapp (WA), Telegram, Zoom, Google Meet, or any other form of social media can

be used by teachers and students to study at the same time even when they are in separate locations when utilizing a computer or laptop with an internet network connection.

Apart from ensuring that students can learn optimally like in class, the assessment system is also inseparable from the thoughts of every teacher in assessing student learning outcomes. Teachers can also give measurable assignments but still ensure that every day the students' learning is carried out step by step from the task. In assessing learning outcomes in the Covid-19 era which is carried out online, you can use applications in educational assessments, including kahoot, google form, quizizz, or other assignments through google classroom, JB Class, and quiper school. Where in this case we can see that Information and Communication Technologies plays a very important role in helping both teachers and students carry out optimal learning, as well as giving homework and assessing them. Information and Communication Technologies (ICT) is basically a multimedia-based learning system (technology involving text, images, sound, and video) capable of making the presentation of a topic interesting, not monotonous and easy to digest. This very important and strategic role as a learning center, a cultural center, and a civilization center requires educational institutions to be able to develop clear learning activities and have a broad reach. ICT in learning can play two roles, namely: (1) as a media for learning presentations, for example in the form of power point slides and animations with flash programs; (2) Using e-learning as an independent learning platform, students can be assigned tasks such as reading and searching for sources on the internet, delivering assignments, or even attempting to complete the learning materials. Because to the advent of e-learning, learning is no longer bound by the limitations of geography and time. Learning can take place at any time and from any location. In order to do so, students are encouraged to analyze and synthesize knowledge, investigate, process, and utilize information, as well as to create their own works, information, and knowledge. Students must be provided with a constructivist learning environment in order for them to be assisted in building and assembling their own knowledge without direct teacher assistance. The role of digital media can be maximized through its empowerment through learning design, learning theory, and message design so that it can produce a good learning experience for students. Remember that information and communications technology (ICT) is merely a tool in the learning process. Implementing information and communications technology (ICT) in the education system can result in five benefits, which are as follows: 1) increasing access to education; 2) increasing educational equality; 3) improving the quality of learning; 4) increasing teacher professionalism; and 5) increasing the effectiveness and efficiency of management, governance, and educational administration. In this case, the teacher is the holder of an important component in the learning system in this pandemic era. Learning management managed by the teacher, the ability to utilize Information and Communication Technologies, as well as providing optimal facilities for students by planning the learning process in advance, are the keys to the success of learning achievement.

From the data analysis, In addition, it is well known that online distance learning has the potential to promote student learning independence. Without direct supervision from the teacher, students are forced to seek out information regarding the course material and assignments that have been assigned to them on their own. Reading reference books, online articles, scientific publications, and communicating with peers through social media are just a few of the activities that are carried out. One intriguing conclusion from past research was that students felt more comfortable asking questions and expressing their ideas in online learning forums, which is something that is worth noting as well. Because they are studying at home, they are not under the same amount of pressure as they would be if they were in the classroom. Additionally, the actual absence of the teacher allows them to feel less self-conscious when voicing their ideas. However, distance learning in fact still has several obstacles, such as uneven internet access, inadequate facilities and knowledge to apply digital media as a means of online learning is also not optimal. The limited knowledge of both educators and students makes the planned learning management not run optimally to support educative, effective and efficient learning. Because of this, a collaborative effort between teachers and students is required to ensure that learning is carried out to its full potential. Teachers must design learning that is of high quality, and students must be able to follow along with the learning. This of course must be accompanied by technological facilities and good understanding from both parties and help each other for an effective learning process. It takes awareness for students and teachers to try to get used to applying digital media in the learning process and master it well. When instructors and students have a strong grasp of the material, they will be able to boost the effectiveness and efficiency of the learning process, resulting in optimal outcomes. Despite the fact that information and communications technology (ICT) is still not employed optimally in Indonesia, both in terms of skills and in terms of the uneven distribution of technology across

the country's territory. The author's recommendation for dealing with this hurdle is to maximize the potential of information and communications technology (ICT) in the regions and to provide training for both educators and students.

4. Conclusions

The results of the study show that from 10 previous studies both national and international, good learning management is the main key to implementing effective learning. To ensure the quality of learning, educators as much as possible manage learning starting from planning, organizing, actuating and evaluating. In learning management in this pandemic era, the application of information and communication technologies is one of the efforts to increase the effectiveness of the learning process. Various applications that can help the learning process in the world of education such as zoom applications, google classroom, whatsapp and several technological media that can be utilized. In the process of homework and assessments the teacher can also provide an assessment that is in accordance with the competence of students with the help of several applications such as kahoot, google form, quizizz and other applications. However, all of this cannot be separated from the challenges and obstacles in carrying out online learning. Lack of technological facilities, understanding of information and communication technologies from both the teacher and students makes learning less than optimal. Therefore, this progress must be followed by the development of educator resources. IT infrastructure is required to assist with this growth. Teachers must be trained in information and communications technology (ICT) because it can be utilized to aid with administrative tasks. ICT can be utilized to assist in the packaging of educational materials (Multimedia) to meet the demands of students.. Using information and communications technology (ICT) can help with learning management (E-learning, advanced requirements). Technical assistance and knowledge expansion can be achieved through the use of information and communication technology (ICT). Good mastery by educators and students will be able to boost the effectiveness and efficiency of the learning process, resulting in the best possible outcomes for both parties involved. The use of information and communication technology is not only limited to activities to convey information but can also be used to create learning interactions. The use of online social media is used for interaction, discussion between students, or students with teachers. The use of e-learning as a learning process by utilizing computers and the internet must also be developed for teachers and students. advanced needs). ICT can be used for technical support and increase knowledge in order to realize self-running creation. The learning process will be more successful and efficient if teachers and students both have a high level of competence. In addition to being a means of disseminating knowledge, information and communication technology can also be employed in order to foster collaborative learning experiences. Students and teachers can communicate and collaborate through online social media. For both teachers and students, the use of computers and the internet as learning tools must be developed.

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