

**PERAN *PERSONAL INFORMATION TECHNOLOGY  
INFRASTRUCTURE QUALITY (PITIQ)* TERHADAP  
KESUKSESAN *LEARNING MANAGEMENT SYSTEM (LMS)***

**DISERTASI**

**Diajukan Untuk Memenuhi Sebagian Syarat Untuk Memperoleh  
Gelar Doktor Pada Program Studi Doktor Manajemen  
Konsentrasi Sistem Informasi**



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**PERAN *PERSONAL INFORMATION TECHNOLOGY INFRASTRUCTURE  
QUALITY (PITIQ)* TERHADAP KESUKSESAN *LEARNING  
MANAGEMENT SYSTEM (LMS)***

DISERTASI

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**LEMBAR PENGESAHAN**  
**PERAN *PERSONAL INFORMATION TECHNOLOGY INFRASTRUCTURE***  
***QUALITY (PITIQ)* TERHADAP KESUKSESAN *LEARNING***  
***MANAGEMENT SYSTEM (LMS)***

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## ABSTRAK

Moh. Ricky Saadilah, 1906986. **PERAN *PERSONAL INFORMATION TECHNOLOGY INFRASTRUCTURE QUALITY (PITIQ)* TERHADAP KESUKSESAN *LEARNING MANAGEMENT SYSTEM (LMS)*** di bawah bimbingan Prof. Dr. Munir, MIT.; Prof. Dr. H. Disman, M.S.; Dr. Puspo Dewi Dirgantari, S.Pd., M.T., M.M.

Penelitian ini dilatarbelakangi oleh rendahnya tingkat keberhasilan implementasi Learning Management System (LMS) di Perguruan Tinggi. Penelitian ini bertujuan untuk mengeksplorasi pengaruh *Personal IT Infrastructure Quality (PITIQ)* sebagai konstruk formatif baru terhadap model kesuksesan LMS berdasarkan DeLone dan McLean. Model ini mencakup *LMS System Quality (LSQ)*, *LMS Content Quality (LCQ)*, *LMS IT Support Quality (LITSQ)*, *LMS Use (LMSU)*, *LMS Student Satisfaction (LSS)*, dan *LMS Net Impact (LNI)*. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei. Responden terdiri dari 403 mahasiswa pengguna LMS SPADA dari 12 Perguruan Tinggi berakreditasi unggul di Jawa Barat. Data dianalisis menggunakan *Smart Partial Least Squares Structural Equation Modeling (SmartPLS-SEM)* untuk mengevaluasi hubungan antar variabel. Hasil penelitian menunjukkan bahwa PITIQ berpengaruh langsung terhadap LMSU, namun tidak berdampak langsung terhadap LNI. Hubungan PITIQ terhadap LNI dimediasi sepenuhnya oleh LMSU. Selain itu, ditemukan hubungan mediasi serial dalam pengaruh PITIQ terhadap LNI melalui LMSU dan LSS. Hubungan mediasi paralel juga ditemukan dalam pengaruh LCQ dan LITSQ terhadap LNI. Penelitian ini memberikan kontribusi teoretis dengan memperluas model keberhasilan LMS melalui pengenalan PITIQ serta hubungannya dengan model kesuksesan LMS. Secara praktis, penelitian ini merekomendasikan peningkatan kualitas infrastruktur, konten, dukungan layanan, dan optimalisasi penggunaan LMS untuk meningkatkan dampak positif dalam pendidikan tinggi.

Kata Kunci: *Personal Information Technology Infrastructure Quality, LMS System Quality, DeLone dan McLean, LMS Content Quality, LMS Use, LMS Student Satisfaction, LMS Net Impact, SmartPLS-SEM.*

## ABSTRACT

Moh. Riky Saadilah, 1906986. THE ROLE OF *PERSONAL INFORMATION TECHNOLOGY INFRASTRUCTURE QUALITY (PITIQ)* IN THE SUCCESS OF LEARNING MANAGEMENT SYSTEM (LMS) supervised by Prof. Dr. Munir, MIT.; Prof. Dr. H. Disman, M.S.; Dr. Puspo Dewi Dirgantari, S.Pd., M.T., M.M.

*This research is motivated by the low success rate of Learning Management System (LMS) implementation in Higher Education. This study aims to explore the influence of Personal IT Infrastructure Quality (PITIQ) as a new formative construct on the LMS success model based on DeLone and McLean. This model includes LMS System Quality (LSQ), LMS Content Quality (LCQ), LMS IT Support Quality (LITSQ), LMS Use (LMSU), LMS Student Satisfaction (LSS), and LMS Net Impact (LNI). This study uses a quantitative approach with a survey method. Respondents consisted of 403 students using SPADA LMS from 12 accredited universities in West Java. Data were analyzed using Smart Partial Least Squares Structural Equation Modeling (SmartPLS-SEM) to evaluate the relationship between variables. The results showed that PITIQ had a direct effect on LMSU, but did not have a direct impact on LNI. The relationship between PITIQ and LNI was fully mediated by LMSU. In addition, a serial mediation relationship was found in the influence of PITIQ on LNI through LMSU and LSS. A parallel mediation relationship was also found in the influence of LCQ and LITSQ on LNI. This study provides theoretical contributions by expanding the LMS success model through the introduction of PITIQ and its relationship with the LMS success model. Practically, this study recommends improving the quality of infrastructure, content, service support, and optimizing the use of LMS to increase positive impacts in higher education.*

*Keywords: Personal Information Technology Infrastructure Quality, LMS System Quality, DeLone dan McLean, LMS Content Quality, LMS Use, LMS Student Satisfaction, LMS Net Impact, SmartPLS-SEM.*

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