CHAPTER 5
CONCLUSION AND DISCUSSION

5.1. Conclusion

Based on the results of research that has been carried out in order to analyze the effect of Interaction and E-Learning quality on E-Learning satisfaction of international students at UPI during COVID-19 this is a summary of all the results of this study:

1) Based on Reseacrh Question 1, the results of the study showed that international students at UPI are satisfied with E-Learning during the COVID- 19. The results of the study showed that international students at UPI are satisfied with all aspects of E-Learning namely Interaction and E-Learning quality that includes Technological characteristics and Instructor Characteristic;

2) Based on Reseacrh Question 2, the results of the study showed that there is a significant effect of Interaction and E-Learning quality together on E-Learning learning satisfaction;

3) Based on Reseacrh Question 3, the results of the study showed that there is a significant positive effect of Interaction on E-Learning satisfaction. Moreover, the results of the study showed that Interaction has greater impact on E-Learning satisfaction than E-Learning quality.

4) Based on Reseacrh Question 4, the results of the study showed that there is a significant positive effect of E-Learning Quality on E-Learning satisfaction.

5.2. Recommendations

Based on the results of the study author proposes the following recommendations:

1) The analysis of the Interaction variable showed that international students are not fully satisfied with the UPI administration speed (management, administration) in handling student requests during online courses. It is recommended to reconstruct the process of handling requests from students in order to reduce the time of waiting and increase the satisfaction of international students at UPI. The service recovery concept (Tang, Chang, Huang & Zhang, 2018) is applicable: 1) to construct the process where all forms of requests in a form of official (official letters) and non-

official (casual) communication should have a precise period to be handled; b) to apply the immediate recovery (or a quick response) that suggests that when service failures occur, the service provider should decisively take action – in situations when the requests of students were delayed, the immediate actions should be taken to solve the problem; c) to construct the process where it is possible for students to track the process of handling their requests.

2) The usefulness and practicality of online lecture materials at UPI received the lower score in Interaction dimension and it is supported by the lower measurement of effectiveness of E-Learning in dimension of E-Learning satisfaction. It is recommended to revise the materials of online learning at UPI and reconstruct it, so students can work with assignments that give them the opportunity to test their theoretical knowledge from the online courses in a working environment. The example of the International Labor Organization can be followed that during the COVID-19 through its skills development programs taught students to convert face-to-face content of a module into an online offer (Supporting the development of digital learning in Indonesia, 2022);

3) The study showed the lower satisfaction of international students with SIAK application that is used for course application. It is recommended to management and administration to revise the technical features of SIAK and reconstruct it according to the results in order to increase the ease of use of this application. In measurement of SIAK, the management should consider these predictors: (1) a platform that is understood and usable and (2) a platform that can help the achievement of learning objectives (Sumarna, Kansil, & Hamid, 2020);

4) The study showed lower satisfaction with the availability of learning materials on SPOT or other internet platforms from lecturers. It is recommended to administration of university to revise the process of providing materials to students during online courses and reconstruct the processes and platforms in order to make the materials more available for students. For instance: SPOT provides opportunity to upload materials for

students in four formats: a) Text (teaching materials that can be read directly in the application by students); b) Files (teaching materials in the form of files that can be downloaded by students); c) URL (teaching materials in the form of website references in cyberspace); and d) Video (teaching materials in the form of videos on YouTube) (UPI, Panduan penggunaan SPOT UPI versi 2.0). It is possible to increase the formats of materials available for students. Also, students are limited in terms of the file format that can be uploaded by student and the file size (it is only 3 Mb) (UPI, Panduan penggunaan SPOT UPI versi 2.0). It is possible to increase the formats of materials available for students to upload and increase the permitted size of the files;

5) The study showed that international students have lower satisfaction with the availability of Internet signals for students and lecturers during COVID - 19. It is recommended to conduct a special study to examine whether it is possible to solve this problem, because some international students and lecturers had to stay in their hometown or home countries amid COVID - 19 and Internet connection varies depending geographical area (Nguyen, 2020). University is expected to incorporate good internet facilities that are principal for the smooth flow of e-learning (Elumalai, Sankar, R, John, Menon, Alqahtani & Abumelha, 2020);

6) It is recommended to conduct further researches that will examine E-Learning satisfaction of international students covering the limitations of this study. It is suggested: a) to examine each dimension of Technological Characteristics and Instructors characteristics to understand the statistical effect of each predictor on E-Learning satisfaction; b) to examine the E-Learning satisfaction of bigger population that will include all international students without limitations according their study program; c) to view the effect of other variables that is not included to this research, namely students perception towards E-Learning, students' motivation during the E-learning process, students' understanding of content and etc. in order to develop the academic materials related to international students as a separate group of customers of education service.