

## **ABSTRACT**

*Learning Management System (LMS) is a learning management system that documents educational materials and work skills using multimedia packages (text, animation, video, and sound) as input and content for the development of student competencies. Telkom Institute of Technology Purwokerto is one of the universities that has implemented a system of using LMS as a medium for delivering learning. Now there are 367 courses or 90% of the courses contained in the LMS system at ITTP. Therefore, it is necessary to conduct an analysis that aims to determine student satisfaction with the LMS at ITTP. The methods used in this research are Customer Satisfaction Index (CSI) and Importance Performance Analysis (IPA). Based on the results of research using the CSI method, the results were 76.6%, which means that ITTP students were satisfied with the LMS system and based on the IPA method, the results obtained a match rate of 92%, which means that the level of satisfaction and interest is very appropriate. However, based on the results of the Cartesian diagram, there are still attributes that are included in the first quadrant of improvement priorities contained in the Tangibles dimension.*

**Keywords:** *Customer Satisfaction Index (CSI), Importance Performance Analysis (IPA), Student Satisfaction, Learning Management System (LMS)*