ABSTRACT

In the development of technology has a major impact on one's life, namely Education, in the past Education could only be done face-to-face between teachers and students, now anyone can learn without leaving the house with the help of technology making it easier for someone to get knowledge anytime and anywhere. Telkom Purwokerto Institute of Technology is one of the institutions whose learning uses technology/system assistance, namely the Learning Management System (LMS). The problems that occur are on the LMS website that is used, there are several features and information that users feel are doubtful about the completeness and quality of the website. The purpose of this paper is to analyze student satisfaction with the LMS ITTP website which is often used by students as a course learning aid. The analysis of user satisfaction for this ITTP LMS uses the WebQual 4.0 method which consists of 3 main dimensions, namely Usability Quality, information quality, and service interaction. Data collection uses quantitative methods by distributing questionnaires to LMS website users/ITTP students, and the respondents involved are taken as many as 100 student samples taken from the entire ITTP student population according to the slovin calculation. The results obtained from processing the Likert scale method show the variables usability quality, information quality, service interaction quality and user satisfaction. Users agree/satisfied with the LMS ITTP website. But from the per-item data processing, it is stated that the results of users feel doubtful about the speed of accessing the LMS website so that managers need to focus on these problems for better user satisfaction. And from the results of hypothesis testing conducted using the usability quality test, information quality and service interaction quality have a significant effect on user satisfaction.

Keywords: satisfaction level, LMS, webqual 4.0, Likert scale, uji t