

ABSTRACT

During the Covid-19 pandemic as it is today, the website learning management system organized by agencies in the education sector, especially universities, is very important and needed by students and lecturers for the continuity of teaching and learning activities. The learning management system provided by Telkom University as one of the providers of higher education in Indonesia has a website-based application called CeLOE which contains a lot of information related to learning carried out by students and lecturers. CeLOE needs to be analyzed in terms of information quality where the quality of an information can be defined as appropriate information so that the level of confidence from an information CeLOE application is expected to achieve a certain goal. One way to analyze the quality of information from CeLOE is the WebQual 4.0 method. By using the WebQual 4.0 method, this research is organized based on existing categories, namely usability, information quality, interaction services, and user satisfaction so that feedback can be obtained from these users and can make improvements according to the wishes and needs of users. The results of this study are expected to improve the quality of information on a website-based application, namely CeLOE to facilitate use and according to user needs and develop a mobile-based CeLOE application.

Keywords: quality, information, usability, interaction service, WebQual