

ABSTRACT

Recently, the existence of a virus called Covid-19 (Corona Virus Disease 2019) has shocked the world, and the virus has so far spread throughout the world. One of the impacts of the COVID-19 Pandemic (Coronavirus Disease-19) has affected the education system and economy around the world.

The learning crisis in Indonesia at the beginning of the Covid-19 pandemic had suspended or closed schools for an indefinite period of time.

In the midst of the Covid19 pandemic, Telkom University has been doing Work or Study From Home since March 2020. Telkom University continues to conduct or run lectures online.

This study aims to determine the Satisfaction of Using the Zoom Application in Online-Based Student Learning During the Covid 19 Pandemic Using Webqual 4.0 for Telkom University Students. . In this study using quantitative methods and measuring using WebQual 4.0 dimensions (Usability Quality, Information Quality, Service Interaction) and user satisfaction variables.

In the data analysis technique using descriptive with statistical calculations. Research data in the form of a questionnaire with 405 respondents. Data processing was carried out using SPSS 25.0. The results showed that the Webqual variable (X) consisting of Usability Quality (X1), Information Quality (X2) and Service Interaction (X3) had a positive and significant effect simultaneously on User Satisfaction on the Application. Zoom.

Keywords: *Usability Quality, Information Quality, Service Interaction, User Satisfaction, WebQual 4.0*

