

## **ABSTRACT**

*The development of information technology has led to the use of information technology as part of the company's business processes. It is the same as in the field of education today, which has implemented technology as a support for online learning since the Covid-19 pandemic. Various e-learning platforms have been used as learning media, such as Telkom University which has implemented online learning using a Moodle-based Learning Management System. The purpose of this study was to determine the quality of the system, the quality of information, and the quality of service on user satisfaction of the Moodle-based Learning Management System at Telkom University students in the Business Administration study program.*

*This study uses quantitative methods with descriptive research types using primary data and secondary data. Sampling technique is done by probability sampling and draw samples by simple random sampling. The population in this study was active students in the 2018 class, 2019, and 2020 Telkom University Business Administration study program with a total of 1,225 people and the sample needed in this study was 302 respondents. The data analysis technique used is descriptive analysis and multiple linear regression analysis using SPSS ver software. 26.*

*The results of the analysis in this study indicate that the independent variables, namely the quality of information, and the quality of service have a positive and significant effect on the satisfaction of LMS users. While the independent variable quality of the system does not significantly affect the satisfaction of LMS users. The results of the coefficient of determination test indicate that the independent variable has an influence on the dependent variable of 77.1% and the remaining 22.9% is influenced by other variables not examined in this study.*

**Keywords:** *System Quality, Information Quality, Service Quality, User Satisfaction*