

ABSTRACT

Learning Management System (LMS) is an important software in supporting technology-based learning at SMK Telkom Purwokerto. Based on the results of interviews and a percentage of 50% of users experienced problems, such as slow system performance that disrupts the learning process, the password reset process is inefficient, and a quality evaluation that focuses on the product operation aspect has not been carried out. Based on these problems, this study aims to evaluate the quality of the LMS of SMK Telkom Purwokerto using the McCall method which focuses on product operation and provides concrete improvement recommendations to improve quality based on the results of previous evaluations and research. The McCall method is a best practice method with a good level of accuracy in measuring software quality, product operation includes correctness, usability, reliability, integrity, and efficiency factors. Data were obtained through distributing questionnaires using a Likert scale, the research sample was determined using a cluster sampling technique with a total of 99 respondents consisting of LMS users, namely students, teachers, and the IT team. This study yielded a correctness quality factor of 80%, reliability of 78%, usability of 79%, integrity of 61%, and efficiency of 68%, resulting in a total quality score of 72%. These results indicate that the LMS falls into the "Good" category, generating 10 recommendations approved by the IT team coordinator for implementation and improvement.

Keywords: *Evaluation, LMS, McCall, product operation, recommendations.*