ABSTRACT

The development of information and communication technology in this digital era is very rapidly developing, one of which is the development of the industrial revolution 4.0. Telkom University established a program that can face the industrial revolution 4.0 by creating the CeLOE Learning Management System program. E-learning is a system that is expected to not only replace methods and materials in conventional learning but can add innovative methods and strategies to today's learning process. Learning Management System (LMS) is one of the e-Learning platforms developed by CeLOE. This LMS is applied to the entire academic community starting from the 2020/2021 academic year and accelerated due to the Covid-19 pandemic.

This study aims to analyze what factors affect the LMS of Telkom University in the learning media platform. This study used the Unified Theory of Acceptance and Use of Technology (UTAUT) model and the Delone-McLean model. The results revealed nine factors in the UTAUT and Delone-McLean models significantly affect Intention to Use, Use, and User Satisfaction, namely Perceived Usefulness, Effort Expectancy, Performance Expectancy, Social Influence, Information Quality, System Quality, Service Quality, and Net Benefit. This model can predict Intention to Use, Use, and User Satisfaction towards LMS because it produces R2 values of 60%, 72%, and 76%.

Keywords : *e-Learning,* LMS, CeLOE, UTAUT, Delone-McLean.