

BUKTI KORESPONDENSI-ZULHERMAN

SYARAT KHUSUS: ARTIKEL JURNAL INTERNASIONAL BEREPUTASI (Q2)

Judul artikel;The effect of convenience and self-efficacy on the satisfaction of learning management system usage

Jurnal: International Journal of Evaluation and Research in Education (IJERE)

Link artikel: <https://ijere.iaescore.com/index.php/IJERE/article/view/32065>

Penulis: Zulherman, Abu Bakar Ahmad Mansor, Christoph Kulgemeyer

No	Perihal	Tanggal
1	Bukti konfirmasi penerimaan submit dari editor	14/07/2024
2	Bukti hasil review dan revisi ke-1 artikel dari Editor	11/08/2024
3	Bukti penerimaan bersyarat dengan revisi ke-2 dengan beberapa catatan dari editor	02/09/2024
4	Bukti konfirmasi accepted	17/09/2024
5	Bukti penyesuaian jumlah kata untuk judul dari editor (revisi ke-3)	07/11/2024
6	Bukti konfirmasi informasi Galley Proof dan permintaan untuk checking terakhir dari editor	11/12/2024
7	Bukti informasi untuk publikasi artikel dari editor	18/02/2025

No.1 Bukti konfirmasi submit artike dan artikel yang disubmit tanggal 14 Juli 2024

3/14/25, 9:51 AM

Universitas Muhammadiyah Prof. Dr. Hamka Mail - [IJERE] Submission Acknowledgement



Herman <zulherman@uhamka.ac.id>

[IJERE] Submission Acknowledgement

2 messages

Dr. Lina Handayani <ijere@iaescore.com>

Sun, Jul 14, 2024 at 11:53 AM

To: Zulherman Zulherman <zulherman@uhamka.ac.id>

The following message is being delivered on behalf of International Journal of Evaluation and Research in Education (IJERE).

-
- IJERE for writing format and style: <https://iaescore.com/gfa/ijere.docx>
 - Similarity score of your manuscript must be less than 20%
-

Dear Prof/Dr/Mr/Mrs: Zulherman Zulherman,

Thank you for submitting the manuscript, "The Effect of Convenience and Self-Efficacy on the Satisfaction of Learning Management System Usage: Applying an Extended of DeLone McLean Model" to International Journal of Evaluation and Research in Education (IJERE), an open access and Scopus/Scimagojr indexed journal (<https://www.scopus.com/sourceid/21100934092>). With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

Username: zulherman

Manuscript URL:

<https://ijere.iaescore.com/index.php/IJERE/author/submission/32065> <-- It is your paper ID number

Please include your paper ID number in any future correspondence with us about the paper.

If you have any questions, please contact me.

Thank you for considering this journal as a venue for your work.

Best Regards,

Dr. Lina Handayani

International Journal of Evaluation and Research in Education (IJERE)

International Journal of Evaluation and Research in Education (IJERE)

<http://ijere.iaescore.com>

Herman <zulherman@uhamka.ac.id>

Sun, Jul 14, 2024 at 3:37 PM

To: "Dr. Lina Handayani" <ijere@iaescore.com>

Thank you for the information.

[Quoted text hidden]

No. 2 Bukti hasil review dan permintaan revisi artikel dari editor (tanggal 11 Agustus 2024)

3/14/25, 9:56 AM

Universitas Muhammadiyah Prof. Dr. Hamka Mail - [IJERE] Editor Decision - Revisions Required



Herman <zulherman@uhamka.ac.id>

[IJERE] Editor Decision - Revisions Required

1 message

Dr. Lina Handayani <ijere@iaescore.com>

Sun, Aug 11, 2024 at 1:50 PM

Reply-To: "Dr. Lina Handayani" <ijere@iaesjournal.com>

To: Zulherman Zulherman <zulherman@uhamka.ac.id>

Cc: Abu Bakar Ahmad Mansor <abu_bakar_ahmad@ahsgs.uum.edu.my>, Christoph Kulgemeyer <kulgemeyer@physik.uni-bremen.de>

The following message is being delivered on behalf of International Journal of Evaluation and Research in Education (IJERE).

-- Paper ID#

Dear Prof/Dr/Mr/Mrs. Zulherman Zulherman,

We have reached a decision regarding your submission entitled "The Effect of Convenience and Self-Efficacy on the Satisfaction of Learning Management System Usage: Applying an Extended of DeLone McLean Model" to International Journal of Evaluation and Research in Education (IJERE), p-ISSN: 2252-8822, e-ISSN: 2620-5440, a Scopus (<https://www.scopus.com/sourceid/21100934092>) and Scimagojr (<https://www.scimagojr.com/journalsearch.php?q=21100934092&tip=sid&clean=0>) indexed journal.

Our decision is that major revisions required.

Please read the checklist for preparing your paper for publication at:

<https://ijere.iaescore.com/index.php/IJERE/about/editorialPolicies#custom-2>.

Please try to adhere to the format as closely as possible.

Authors should have made substantial/intellectual contribution (the new findings with contrast to the existing works). Highlight the main theme of the work with the specific goals of the design and development approach.

Please submit your revised paper in MS Word file format, and submit revised paper within 8 weeks through our online system at same ID number (NOT as new submission) on Tab "Review" as "Author Version" file. Then, your revised paper will be judged for final decision of acceptance or rejection.

I look forward for hearing from you

Thank you

Best Regards,
Dr. Lina Handayani

Reviewer A:

Please answer the following questions!

- Why did you do the study?
- Why is the study relevant?
- What did you do?
- What approach did you use?
- What did you find?
- What did you conclude?

Reorganize your abstract by stating the problem clearly, proposing a solution or approach, and emphasizing key findings and conclusion within 150-200 words.

Writing a discussion can be a delicate balance between summarizing your

results, providing proper context for your research and avoiding introducing new information. Remember that your paper should be both confident and honest about the results!

What are the implications of your findings? What will be helpful in the future?

Reviewer B:

Please provide responses and explanations for the following questions.

1. What is the scientific question you are addressing?
2. What is the key finding that answers this question?
3. What is the nature of the evidence you provide in support of your conclusion?
4. What significance do your results have for the field and the broader community?
5. Is there additional information that we should take into account?

This paper contains no critical discussion or interpretation.
What are the ramifications of your findings? What will come in handy in the future?

Reviewer A:

The IJERE form to evaluate submitted papers

Content:
Good

Significance:
Good

Originality:
Very good

Relevance:
Very good

Presentation:
Good

Recommendation:
Very good

Comments to the Author

This comment will be visible to the Author

:
ACCEPT

**The manuscript "The Effect of Convenience and Self-Efficacy on the Satisfaction of Learning Management System Usage: Applying an Extended of DeLone McLean Model" is good enough, but there are still some things that need to be improved, especially in terms of appearance to make it better than before.

Please follow the improvement suggestions below:

- Check each paragraph in the body of the text and make sure no paragraph is less than 3 sentences, if less, combine it with the paragraph after/previous to it or add more sentences.

Reviewer E:

The IJERE form to evaluate submitted papers

Content:

Good

Significance:

Very good

Originality:

Good

Relevance:

Very good

Presentation:

Good

Recommendation:

Fair

Comments to the Author


This comment will be visible to the Author

:

The abstract could be strengthened by reducing redundant mentions of LMS. Consistent use of terminology throughout the manuscript is recommended, particularly regarding 'construct validity,' 'convergent validity,' and 'discriminant validity.' The manuscript would also benefit from thorough proofreading to correct capitalization errors (e.g., in-text references to tables), as well as grammar, punctuation, and style issues. Additionally, some ideas need further development, such as the incomplete sentence at the end of paragraph 1 in section 2.3. Comparing the study findings with those of previous research will help underscore the contribution of this work. Expanding the conclusion to discuss the limitations of the study and the implications for practice, policy, or future research would also be beneficial. Finally, incorporating 2-3 references from IJERE would add value to the manuscript.

International Journal of Evaluation and Research in Education (IJERE)

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671K

No.3 Bukti penerimaan bersyarat dengan revisi ke-2 dengan beberapa catatan dari Editor (tanggal 02 September 2024)

3/14/25, 10:33 AM

Universitas Muhammadiyah Prof. Dr. Hamka Mail - [IJERE] Editor Decision



Herman <zulherman@uhamka.ac.id>

[IJERE] Editor Decision

2 messages

Dr. Lina Handayani <ijere@iaescore.com>

Mon, Sep 2, 2024 at 8:33 PM

Reply-To: "Assoc. Prof. Dr. Lina Handayani" <ijere@iaescore.com>

To: Zulherman Zulherman <zulherman@uhamka.ac.id>

Cc: Abu Bakar Ahmad Mansor <abu_bakar_ahmad@ahsgs.uum.edu.my>, Christoph Kulgemeyer <kulgemeyer@physik.uni-bremen.de>

The following message is being delivered on behalf of International Journal of Evaluation and Research in Education (IJERE).

-
- Paper ID# 32065
 - Authors must strictly follow the guidelines for authors at <http://iaescore.com/gfa/ijere.docx>
 - Number of minimum references is 30 sources (mainly journal articles) for research paper
 - and minimum 50 sources (mainly journal articles) for review paper
-

Dear Prof/Dr/Mr/Mrs: Zulherman Zulherman,

It is my great pleasure to inform you that your paper entitled "The Effect of Convenience and Self-Efficacy on the Satisfaction of Learning Management System Usage: Applying an Extended of DeLone McLean Model" is conditionally ACCEPTED and will be published on the International Journal of Evaluation and Research in Education (IJERE), a SCOPUS (<https://www.scopus.com/sourceid/21100934092>) and ScimagoJR (<https://www.scimagojr.com/journalsearch.php?q=21100934092&tip=sid&clean=0>) indexed journal. Congratulations!

Please prepare your final camera-ready paper (in MS Word or LATEX file format) adheres to every detail of the guide of authors (MS Word: <http://iaescore.com/gfa/ijere.docx>, or <http://iaescore.com/gfa/ijere.rar> for LATEX file format), and check it for spelling/grammatical mistakes.

You should send the documents listed below to ijere@iaescore.com within six (6) weeks:

1. Camera-ready paper (in MS Word file format or LATEX source files)
 2. The similarity report from iThenticate/Turnitin shows less than 25%.
 3. Evidence of the article registration fee (APC)
- Once you have completed all the aforementioned documents, we will issue a certificate of acceptance (CoA).

I look forward to hearing from you.

Thank you

Best Regards,
Assoc. Prof. Dr. Lina Handayani
Institute of Advanced Engineering and Science
ijere@iaescore.com

URGENT!! Pay attention to the following instructions carefully! YOU MUST DO!!

- 1). PLEASE ADHERE STRICTLY THE GUIDE OF AUTHORS
<http://iaescore.com/gfa/ijere.docx> (Use this file as your paper template!!)
and pay attention to the checklist for preparing your FINAL paper for publication:

<http://ijere.iaescore.com/index.php/IJERE/about/editorialPolicies#custom-2>

2). It is mandatory to present your final paper according to "IMRADDC style" format, i.e.:

1. INTRODUCTION
 2. The Proposed Method/Framework/Procedure specifically designed (optional)
 3. METHOD
 4. RESULTS AND DISCUSSION
 5. CONCLUSION
- See <http://iaescore.com/gfa/ijere.docx>

3). Add biographies of authors as our template (include links to the 4 authors' profiles, do not delete any icons in the template).
-> Provide links for all authors to the 4 icons (Scholar, Scopus, Publons and ORCID). It is mandatory!! See <http://iaescore.com/gfa/ijere.docx>

4). Use different PATTERNS for presenting different results in your figures/graphics (instead of different colors). It is mandatory!! See <http://iaescore.com/gfa/ijere.docx>

5). Please ensure that all references have been cited in your text. Use a tool such as EndNote, Mendeley, or Zotero for reference management and formatting, and choose IEEE style. Each citation should be written in the order of appearance in the text in square brackets. For example, the first citation [1], the second citation [2], and the third and fourth citations [3], [4]. When citing multiple sources at once, the preferred method is to list each number separately, in its own brackets, using a comma or dash between numbers, as such: [1], [3], [5]. It is not necessary to mention an author's name, pages used, or date of publication in the in-text citation [6]-[8]. Instead, refer to the source with a number in a square bracket, e.g. [9], that will then correspond to the full citation in your reference list. Examples of in-text citations:

This theory was first put forward in 1970 [9].
Zadeh [10] has argued that ...
Several recent studies [7], [9], [11]-[15] have suggested that....
... end of the line for my research [16].

6). Please present all references as complete as possible and use IEEE style (include information of DOIs, volume, number, pages, etc). If it is available, DOI information is mandatory!! See <http://iaescore.com/gfa/ijere.docx>

Each accepted paper is charged USD 355 to help cover some of the publication costs. This fee covers the standard eight-page manuscript (including the list of references but excluding the authors' biographies), and any published manuscript that exceeds eight pages will incur an additional fee of USD 50 per page. For USD to IDR currency conversion, Indonesian authors should use xe.com.

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Bank Name: CIMB NIAGA Bank
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Bank Account: 760164155700
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3/14/25, 10:33 AM

Universitas Muhammadiyah Prof. Dr. Hamka Mail - [IJERE] Editor Decision

25%) to ijere@iaescore.com.

- All correspondence should be addressed to the email addresses (phone support is not available).

Reviewer A:

The IJERE form to evaluate submitted papers

Content:

Good

Significance:

Very good

Originality:

Very good

Relevance:

Good

Presentation:

Good

Recommendation:

Good

Comments to the Author

This comment will be visible to the Author

:

**The manuscript "The Effect of Convenience and Self-Efficacy on the Satisfaction of Learning Management System Usage: Applying an Extended of DeLone McLean Model" is good enough and has undergone improvements, I would recommend accepting, but with a note to follow the suggestions for further improvements to make the manuscript better:

- Check each paragraph in the body of the text and make sure no paragraph is less than 3 sentences, if less, combine it with the paragraph after/previous to it or add more sentences.

(Check chapter 2.1 Participant)

- INTRODUCTION section should also include the research questions/hypotheses.

- The DISCUSSION section should be supported by at least 10 references for comparison of previous studies.

International Journal of Evaluation and Research in Education (IJERE)

<http://ijere.iaescore.com>

Herman <zulherman@uhamka.ac.id>

To: "Assoc. Prof. Dr. Lina Handayani" <ijere@iaescore.com>

Sat, Sep 7, 2024 at 7:16 AM

Thank you so much for the great news!

[Quoted text hidden]

No.4 Bukti konfirmasi accepted artikel dari editor (tanggal 17 september 2024)

3/14/25, 10:48 AM

Universitas Muhammadiyah Prof. Dr. Hamka Mail - [IJERE] Editor Decision



Herman <zulherman@uhamka.ac.id>

[IJERE] Editor Decision

2 messages

Dr. Lina Handayani <ljere@iaescore.com>

Tue, Sep 17, 2024 at 8:11 AM

Reply-To: "Assoc. Prof. Dr. Lina Handayani" <ljere@iaescore.com>

To: Zulherman Zulherman <zulherman@uhamka.ac.id>

Cc: Abu Bakar Ahmad Mansor <abu_bakar_ahmad@ahsgs.uum.edu.my>, Christoph Kulgemeyer <kulgemeyer@physik.uni-bremen.de>

The following message is being delivered on behalf of International Journal of Evaluation and Research in Education (IJERE).

– Paper ID# 32065

Dear Prof/Dr/Mr/Mrs: Zulherman Zulherman,

It is my great pleasure to inform you that your paper entitled "The Effect of Convenience and Self-Efficacy on the Satisfaction of Learning Management System Usage: Applying an Extended of DeLone McLean Model" is ACCEPTED and will be published on the International Journal of Evaluation and Research in Education (IJERE), a SCOPUS (<https://www.scopus.com/sourceid/21100934092>) and ScimagoJR (<https://www.scimagojr.com/journalsearch.php?q=21100934092&tip=sid&clean=0>) indexed journal. Congratulations!

We will publish your paper in a future issue. Our layout and editing team should contact you at a later time. Please assist in preparing the final paper for the galley.

Thank you

Best Regards,
Assoc. Prof. Dr. Lina Handayani
Institute of Advanced Engineering and Science
ljere@iaescore.com

International Journal of Evaluation and Research in Education (IJERE)
<http://ijere.iaescore.com>

Herman <zulherman@uhamka.ac.id>

Tue, Sep 17, 2024 at 11:37 AM

To: "Assoc. Prof. Dr. Lina Handayani" <ljere@iaescore.com>

Dear Editor

Thank you so much for the great news.

Regards,
[Quoted text hidden]

No.5 Bukti penyesuaian jumlah kata untuk judul dari editor (revisi ke-3) tanggal 07 November 2024

3/14/25, 10:56 AM

Universitas Muhammadiyah Prof. Dr. Hamka Mail - [IJERE-32065] Revision for Vol.14 No.2 April 2025



Herman <zulherman@uhamka.ac.id>

[IJERE-32065] Revision for Vol.14 No.2 April 2025

2 messages

IJERE Editorial <editorialijere@gmail.com>

Thu, Nov 7, 2024 at 10:27 AM

To: zulherman@uhamka.ac.id, abu_bakar_ahmad@ahsgs.uum.edu.my, kulgemeyer@physik.uni-bremen.de

Dear author(s),

I am Niko Firman writing on behalf of the layout and editing team, under the auspices of the IJERE team. We are glad to inform you that your paper "***The effect of convenience and self-efficacy on the satisfaction of learning management system usage: applying an extended of DeLone McLean model***" is in the layout stage for possible publication in the forthcoming issue of this journal. Your cooperation for final checking and/or updating your paper is required. Please find the comments to take further actions. **Kindly submit/send your updated paper within 2 days by replying to this email!**

- Please shorten the title to no more than 10 words or 2 lines (without abbreviation)

Please note that this email is only assigned for layout and editing purposes. For other communication purposes, reach us through the principal contact of the journal.

Your cooperation is highly appreciated.
Thank you and have a good day.

—

Regards,
Niko Firman
IJERE Editorial Staff
on behalf of Editor-in-Chief, International Journal of Evaluation and Research in Education
<http://ijere.iaescore.com/>

Herman <zulherman@uhamka.ac.id>

Tue, Nov 12, 2024 at 7:36 AM

To: IJERE Editorial <editorialijere@gmail.com>

Dear Editor

I will send the article revised

regards

Zulherman

[Quoted text hidden]

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254K

No. 6 Bukti konfirmasi informasi Galley Proof dan permintaan untuk checking terakhir (tanggal 11 desember 2024)

3/14/25, 10:59 AM

Universitas Muhammadiyah Prof. Dr. Hamka Mail - [IJERE-32065] Proofreading for Vol.14 No.2 April 2025 Publication



Herman <zulherman@uhamka.ac.id>

[IJERE-32065] Proofreading for Vol.14 No.2 April 2025 Publication

5 messages

IJERE Editorial <editorialijere@gmail.com>

Wed, Dec 11, 2024 at 3:51 PM

To: zulherman@uhamka.ac.id, abu_bakar_ahmad@ahsgs.uum.edu.my, kulgemeyer@physik.uni-bremen.de

Dear author(s),

I am Niko Firman writing on behalf of the layout and editing team, under the auspices of the IJERE team. We are glad to inform you that your paper is in the final stage before publication in the forthcoming issue of this journal. Your cooperation in proofreading your paper is required. Please find the attached final camera ready paper in PDF file format. **If you would like to do any update, please mark and put your comments in the attached file below. Kindly send your confirmation within 2x24 hours.**

We will not accept changes/updates or revision after this email was sent! If you do not reply then the article is declared fixed as attached!

Please note that this email is only assigned for layout and editing purposes. For other communication purposes, **reach us through the principal contact of the journal.**

Your cooperation is highly appreciated.

—


Regards,

Niko Firman

IJERE Editorial Staff

on behalf of Editor-in-Chief, International Journal of Evaluation and Research in Education

<http://ijere.iaescore.com/>

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Herman <zulherman@uhamka.ac.id>

Wed, Dec 11, 2024 at 8:40 PM

To: IJERE Editorial <editorialijere@gmail.com>

Dear Editor

We accept this article as attached.

Regards

No.7 BuktiBukti informasi untuk publikasi artikel dari editor (tanggal 18 februari 2025)

3/14/25, 11:07 AM

Universitas Muhammadiyah Prof. Dr. Hamka Mail - [IJERE-32065] Proofreading for Vol. 14 No.2 April 2025 Publication



Herman <zulherman@uhamka.ac.id>

[IJERE-32065] Proofreading for Vol.14 No.2 April 2025 Publication

IJERE Editorial <editorialijere@gmail.com>

Tue, Feb 18, 2025 at 8:32 AM

To: zulherman@uhamka.ac.id, abu_bakar_ahmad@ahsgs.uum.edu.my, kulgemeyer@physik.uni-bremen.de

Dear author(s),

Thank you for being a part of IJERE's author!

Your paper has been published in IJERE Vol.14 No.2 April 2025 issue.

Kindly visit our web archive to check your paper at: <https://ijere.iaescore.com/index.php/IJERE/issue/view/585>

We encourage authors to share their published articles to make it more visible to others and may increase your chances of citation!

Promoting your research is now easy thanks to sharing capabilities on social media websites, where you may already have numerous academic and industry connections, like on Twitter, Facebook, Instagram, LinkedIn, Google Scholar, Orcid, ResearchGate, or Academia.edu.

We are very thankful to publish your paper. We hope you will publish more papers in the future and spread the journal among your community.

[Quoted text hidden]

IJERE PROOFREADING MANUSCRIPT

The effect of convenience and self-efficacy on the satisfaction of learning management system usage

Zulherman¹, Abu Bakar Ahmad Mansor², Christoph Kulgemeyer³

¹Faculty of Education, Universitas Muhammadiyah Prof. Dr. Hamka, Jakarta, Indonesia

²Awang Had Salleh Graduate School, Universiti Utara Malaysia, Kedah, Malaysia

³Institute for Science Education, University of Bremen, Bremen, Germany

Article Info

Article history:

Received Jul 14, 2024

Revised Nov 12, 2024

Accepted Nov 17, 2024

Keywords:

Delone McLean model

Instructional technology

Learning management system

Online learning

Technology adoption

ABSTRACT

Universities widely use the learning management system (LMS) technology due to its flexibility and ease of use for lecturers when managing online learning with the LMS. The primary determinant of success is the admittance of students utilizing this technology based on the LMS. However, institutions have challenges when utilizing LMS systems. The study aims to evaluate the factors that impact student satisfaction (SS) when using the LMS. The study methodology employs the Delone McLean model technique, incorporating the elements of convenience (Co) and self-efficacy (SE) into the survey. Data was gathered from a sample of 178 undergraduate students. The data analysis conducted using structural equation modeling (SEM) partial least squares (PLS) entailed the testing of six hypotheses. The results found that only three hypotheses were supported: information quality (IQ) and system quality (SQ) had a positive impact on SS. Student satisfaction also harmed the use of LMS (LU). This research contributes to the knowledge that internal and external factors of the LMS system also play an important role in the satisfaction of LMS usage.

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Corresponding Author:

Zulherman

Faculty of Education, Universitas Muhammadiyah Prof. Dr. Hamka

Tanah Merdeka Street, East Jakarta, Indonesia

Email: zulherman@uhamka.ac.id

1. INTRODUCTION

A learning management system (LMS) defines an organization of online learning content by providing online access to students and lecturers. Increasing advancements in internet-based technology have increased the number of LMS users worldwide. Most universities worldwide already have LMSs to support the learning process [1], [2]. Examples of Asian Region countries that already use LMS at universities are Malaysia and Singapore. In Europe, among other countries, Germany has established LMS at all universities. The development of LMS technology is growing, and so many factors affect LMS users, including user satisfaction [3], [4]. In the context of education, students, student satisfaction (SS) is a very important indicator of online learning success using an LMS. With the availability of LMS technology that strongly supports the learning process, the student's academic achievement is also expected to increase [5], so the SS factor determines the continued use of the LMS.

The availability of learning resources that meet standards and the simplicity with which they can be accessed during activities will also directly impact the level of comfort felt in continuing to utilize the LMS. Additionally, a feeling of ease contributes to quick engagement and collaboration with lecturers and between students through the LMS. This ease can be achieved through the utilization of the LMS. According to several studies [6], [7], convenience (Co) is one of the most significant factors influencing LMS utilization.

Other factors, such as self-efficacy (SE), are the main component, where the sense of self-confidence to complete tasks improves performance. It has yet to be seen in previous studies, although user SE is very important. Using an LMS, users can facilitate work, especially for students following online learning, and interact online with other students and lecturers. Using LMS will ease the accessibility of learning anytime and anywhere, thus also affecting the Co of students using LMS. The user's comfort using the LMS is also important [8], [9]. This study aimed to determine the main characteristics that lead to students using LMS, as demonstrated by students from a state university in Malaysia, and Islamic university in Jakarta, Indonesia. Sampling from two campuses from two countries from the Southeast Asian region as representative examples of LMS implementation in developing countries. We employ the Delone McLean model framework (D&M model) to measure the effectiveness of LMS deployment, with SE and Co as individual impacts on LMS users at universities.

Previous studies have extensively investigated the variables that influence an individual's acceptance and use of technology. The Davis technology adoption model (TAM) and Venkatesh's unified technology acceptance and use of technology (UTAUT) are two examples of theories that explain the adoption of technology [10], [11]. The use and satisfaction of the information system (IS) dimension are commonly utilized in the D&M model theory due to its past application in research. The most popular TAM and UTAUT models were used in earlier studies on technology adoption, and several conceptual models were created [12]. Nevertheless, the UTAUT paradigm is limited to assessing user happiness and the system's function as a mediating variable in relation to person influence. Consequently, we are introducing a new variable. The Delone McLean model, importantly for this study, is both a TAM model and a UTAUT model. It proposed a process model influenced by six elements: system quality (SQ), information quality (IQ), service quality (SeQ), user satisfaction, sustainability the use of technology and its impact on individual users. In some Asian countries alone, the development of the D&M model has been extensive. Examples of cellular LMS use in Korea and a study of learning applications in Taiwan. The study of the use of LMS conducted by the state of Singapore showed that the quality of service and the system have a significant link to LMS use. For countries like Sri Lanka, it also shows that system, information, and SeQ significantly impact SS using LMS [13]. The purpose of this study is to determine the main factors that affect the utilization of university LMS from the perspective of students, using the Delone-McLean model approach (D&M model), with specific emphasis on the aspects of Co and SE. The influence of students and their utilization of the LMS on the university. The researcher modified this study by adding Co and SE as a novelty from previous literature. These factors are relevant to the use of LMS. Modifications to the D&M model can be seen in the Figure 1.

Information quality is a character that looks abstract but has a great impact [14]. Previous study also showed that using e-learning based on LMS significantly diminished the quality of information [15]. Therefore, the quality of information is important, especially for students who use university LMS, to increase satisfaction. The hypothesis is proposed as: IQ has a significant positive impact on SS (H1).

System quality is a characteristic seen in the ease of use of technology [16]. Therefore, the SQ can affect user satisfaction with using LMS technology. Previous studies have shown that the system's quality affects user satisfaction and is also related to the impact on the organization [17]. In this study, we looked at students' perceptions of using university LMS by reviewing facility aspects and the usefulness of the LMS technology. We test the following hypothesis: SQ has a significant positive impact on SS (H2).

Service quality is the assistance provided to technology users by an IS service provider [18]. The success of using this technology system impacts the quality of services available. Hence, the role of the institution's system manager needs to be paid attention to [19]. Therefore, SeQ is an important factor that can affect SS. In this study, SeQ is closely related to using LMS systems. The hypothesis we give is as: SeQ has a significant positive impact on SS (H3).

On the use of university LMS, then in the study of factor Co according to the perspective of students influence on the satisfaction and loyalty of users, thus affecting the continued use, it is also perceived by the lecturer as a user of the University LMS [20], [21]. In this study, Co factors also help students to have flexibility in access and time and ease in learning [22]. It is very interesting for students. The hypothesis in the study is as: Co positively affects SS (H4).

According to the individual's assessment of their proficiency with computers and information technology, the initial definition of SE was established [23]. Computer SE was then included by researchers in the field of management information systems (MIS) as a crucial element in the development of MIS research. SE defined this as "the individual's perception of their ability to solve problems using computers" [24], [25]. In this study, the SE factor also determines how important the student's perception is related to the ability to use the university's LMS. From the results of this study, we tried the following hypothesis: SE positively impacts SS (H5). Variable representing a certain position SS is a variable that is influenced by other factors, but the researchers will directly examine it in relation to the use of LMS. Therefore, the following hypothesis: SS positively impacts LMS usage (H6). The research design is depicted in Figure 1.

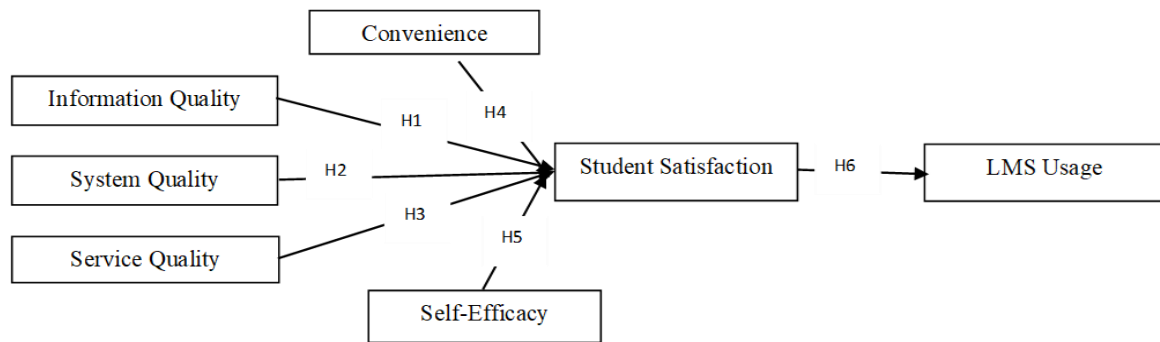


Figure 1. Student motivation model of online learning at home

2. METHOD

2.1. Participant and data collection

The target population of this study was first-year undergraduate students from an Islamic university in Indonesia and a state university in Malaysia. The sample data were 178 students, 73 males (41%) and 105 females (59%), who had used Moodle as their LMS. The study employs a quantitative methodology, including online questionnaires conducted via Google Forms. The form's URL is disseminated to students via a WhatsApp group only for students. This study employs cross-sectional methodologies. This study employs a questionnaire item to address the research issue, which is then broken into two components. The initial element comprises inquiries regarding the participants' demo profiles, encompassing their ages, genders, educational levels, duration of LMS usage (LU), and the primary gadget they utilize to access LMS. The second part of the questionnaire focuses on responses related to the key constructions of work research: IQ, SQ, SeQ, Co, SE, SS, and the use of LMS.

2.2. Measurement and data analysis

The study employed the technique of structural equation modeling (SEM) for data analysis. This study utilized the SmartPLS version 3.0 application [26]. Partial least squares (PLS) is a widely recognized technique used to assess the path coefficients of structural models. In recent years, marketing research has gained popularity because of its capability to analyze hidden patterns in tiny to medium-sized sample sizes, which was not possible before [27]. Therefore, SmartPLS is used to analyze study data. The research conducted using PLS has been found to be suitable as one component in this study. The PLS algorithm mechanism is also used to evaluate the set, weight, and path coefficients and determine the hypothesis's significance using the bootstrap method (5,000 samples) [28]. According to the experimental approval convention for the fundamental show reliance structure, the estimation demonstration is successful and accurate [29]. Finally, the blindfold approach was employed to establish and information collected and reasonable for preparing are along these lines tried utilizing SmartPLS 3.0. In this examination, a survey is utilized. The survey instrument is used to collect quantitative information regarding seven variables: IQ, SQ, SeQ, Co, SE, SS, and LMS usage. The instrument then divides the seven variables into 18 items using the Likert scale from 1 to 5. In this investigation, SmartPLS 3.0 software was used to test the research model using PLS structural equation modeling-variation-based (SEM-VB) analysis [30]. SEM is a statistical method in this investigation because it allows for simultaneous analysis and accurate predictions [31]. According to Table 1, the measurement constructs were shown.

3. RESULTS

3.1. Construct reliability, convergent, discriminant validity

In Table 2, confirmatory factor analysis (CFA), consisting of convergence and discriminatory validity measures, is used to examine construction validity. Convergence validity is the degree to which a set of constructive variables 'divide proportions' to produce a high variance or, in other words, convergence validity is the measure indicating that a set of indicators represents a single latent variable [32]. Discriminant validity refers to the extent to which a structure is significantly different from other structures, as demonstrated by a lack of strong connection across constructs [33], [34]. The researchers were unable to determine if the proposed structural route actually happened or was just the product of statistical differences because of the strong connection between the two structures. Table 2 presents the factor loadings, average variance extract (AVE), composite reliability (CR), and Cronbach alpha (CA) as metrics for assessing convergence validity.

The data indicates that 25 structures have outer loadings that surpass the suggested threshold of 0.60. Additionally, there is one additional loading with a value below 0.60, which is nevertheless considered acceptable since it satisfies the condition of having an AVE value larger than 0.5 [35], [36]. Consequently, the CR value above the minimal threshold of 0.60. These findings demonstrate that all markers of convergence validity have been satisfied, as the AVE and CR load factor values surpass the necessary criteria. Therefore, it can be inferred that all the items created are useful for generating latent variables.

Table 1. Measurement constructs

Construct	Item	Statement
IQ	IQ1	I can obtain accurate information from LMS.
	IQ2	The LMS can provide me with the necessary information to complete my duties.
	IQ3	LMS can provide updated task-related information.
	IQ4	The LMS can provide me with up-to-date task information.
SQ	SQ1	The LMS features an intuitive user interface.
	SQ2	The LMS provides time and location flexibility.
	SQ3	The LMS contains effective communication language.
	SQ4	LMS is readily accessible whenever I need to use it.
SeQ	SeQ1	Training on the LMS's operation is sufficient.
	SeQ2	Multiple channels are available to communicate with the technicians.
	SeQ3	The provided training can enhance my ability to utilize LMS.
	SeQ4	In general, the university provides sufficient support for LMS usage (LU).
Co	Co1	Using a LMS enables me to search for study-related information and content without time constraints.
	Co2	Using LMS facilitates my study and assignment tasks with less effort.
	Co3	Utilizing an LMS enables me to enhance learning outcomes.
	Co4	I can swiftly and easily access and utilize LMS.
SE	SE1	I am comfortable using a web browser.
	SE2	I am confident in completing tests online.
	SE3	I am comfortable uploading/downloading files.
SS	SS1	The LMS applications have met my expectations.
	SS2	The LMS application is of good quality.
	SS3	The LMS application meets my requirements.
LMS usage	LU1	Utilizing LMS is a wise decision.
	LU2	Working with the LMS is enjoyable.
	LU3	I enjoy working with LMS.

Table 2. Measurement model

Construct	Code	Loadings	CA	CR	AVE
Co	Co1	0.860	0.729	0.848	0.653
	Co2	0.877			
	Co4	0.671			
	Co4	0.671			
IQ	IQ1	0.811	0.861	0.905	0.705
	IQ2	0.824			
	IQ3	0.870			
	IQ4	0.852			
LMS usage	LU1	0.700	0.856	0.904	0.704
	LU2	0.902			
	LU3	0.882			
	LU4	0.856			
SE	SE1	1.000	1.000	1.000	1.000
SQ	SQ1	0.844	0.839	0.890	0.671
	SQ2	0.788			
	SQ3	0.857			
	SQ4	0.836			
SS	SS1	0.891	0.839	0.894	0.680
	SS2	0.870			
	SS3	0.836			
	SS4	0.686			
SeQ	SeQ1	0.765	0.852	0.900	0.691
	SeQ2	0.778			
	SeQ3	0.876			
	SeQ4	0.850			

The study utilized Fornell and Larcker's criteria from Table 3 to evaluate the discriminant validity. The AVE value is compared to the variation between a concept and other constructs based on the Fornell and Larcker criteria [37]. The primary characteristic of latent variables, diagonal AVE, denotes the most extreme value. According to research, there was sufficient discriminant validity if the square root of the connected construct's AVE was larger (>0.50) than any connection with other constructs [38].

Table 3. Discriminant validity

	Co	IQ	LMS usage	SE	SeQ	SS	SQ
Co	0.808						
IQ	0.659	0.840					
LMS usage	0.759	0.738	0.839				
SE	0.108	0.111	0.039	0.739			
SeQ	0.802	0.728	0.835	0.095	0.819		
SS	0.641	0.837	0.810	0.110	0.675	0.825	
SQ	0.643	0.669	0.847	0.105	0.687	0.893	0.832

Table 4 uses the determination coefficient (R square) to evaluate a structural model by measuring its predictive power. It is a square correlation between a specific endogenous structure's actual value and forecast. The coefficient represents the cumulative effect of the exogenic variable on the latent endogenous variable. Higher values indicate a more accurate prediction because the R square range is between 0 and 1 [26], [39]. Table 3 shows that the R-square value (LMS usage) is 0.655, and the R-square value (SS) is 0.909. The conclusion means that the LMS usage construct variable that the SS construct variable can explain is 65.5% with moderate results. In contrast, the rest is explained by other variables outside the study.

Table 4. R-square

	R square	R square adjusted
LMS usage	0.655	0.653
SS	0.909	0.907

3.2. Structural model evaluation

As presented in Table 5, the results of testing six hypotheses showed that three assumptions were accepted: for H1 on the confidence interval value at 5% of 0.423, for H2 on the confidence interval value at 5% of 0.561, and for H6 on the confidence interval value of 0.378. From these three accepted hypotheses, confidence interval values above the value of 0 are obtained; therefore, IQ and SQ significantly positively impact SS. Meanwhile, SS also has a significant positive impact on using LMS. Whereas in the other three hypotheses, H3 with confidence interval values at 5% (-0.247), H4 with confidentiality interval values at 5%, and H5 with confidence interval values at 5% (0.044), it appears that below the value of 0, we conclude that H3, H4, and H5 are rejected.

Table 5. Hypothesis testing

Hypothesis	Path	Std. Beta	Std. Error	t-value	Confidence interval			Decision
					Bias	5.0%	95.0%	
H1	Information quality->student satisfaction	0.498	0.050	9.871	0.003	0.423	0.592	Supported
H2	System quality->student satisfaction	0.646	0.048	13.430	-0.005	0.561	0.723	Supported
H3	Service quality->student satisfaction	-0.160	0.049	3.294	0.001	-0.247	-0.079	Rejected
H4	Convenience->student satisfaction	0.037	0.047	0.779	0.001	-0.042	0.109	Rejected
H5	Self-efficacy->student satisfaction	-0.001	0.023	0.025	0.002	-0.044	0.038	Rejected
H6	Student satisfaction->LMS usage	0.810	0.036	22.664	0.001	0.738	0.862	Supported

4. DISCUSSION

The reliability and validity test findings of the PLS-SEM-determined measurement model indicate that the model's formulation is both reliable and valid [40]. Meanwhile, the validation of the structural model shows that the model developed has strong conformity and extraordinary prediction accuracy [41]. The results of the developed structural model support hypotheses H1, H2, and H6, which posit direct effects. It suggests that the quality of information, SQ, and quality positively affect SS and that SS significantly affects LMS utilization [42]. It is pertinent to the findings of the research [43]. The result of the test of the first hypothesis is that aspects of the LMS system, such as IQ, significantly influence SS. It is because students feel the ease and reliability of the LMS [44]. This is also related to the testing of the second hypothesis, SQ on LMS, which also affects SS, but the opposite of the test of the hypothetical SeQ does not affect SS because it is still limited to the advantage of the feature side as the main component in the LMS [45]. Therefore, it needs to be raised again [46]. If we look at previous studies, we also found the inconsistency of the influence of the LMS factor system on the use of LMS and other external factors [47].

The fourth hypothesis is that Co does not affect SS due to factors of student condition that are not accustomed to using the LMS or environmental protection as a supporting factor of means or facilities different for each student. Students need to be fully aware of the LMS. In the fifth hypothesis test, SE indicates that it does not affect SS [48], this is due to the factor of student uncertainty in using LMS [49]. In the previous study, it was also shown that SE did not affect the satisfaction of students [50], [51]. However, in other studies, SE impacts SS [52]. Based on the established structural model, as many as three hypotheses were found to be significant, and three others were rejected. It also means that all the hypotheses formulated in this study are 50% supported. Therefore, the quality of information and SQ positively influence SS, and SS significantly positively impacts using LMS.

5. CONCLUSION

The study used Co and SE and tested these factors on SS, but the results did not show a significant influence. It is the result of the evaluation of the university's efforts to improve the LMS system so that it will improve SS and impact the university. In addition, the development of the Delone McLean model proves that the success of external factors also supports the process of successful use of LMS at the University. The results of this study also provide a solution for the sustainable use of LMS. However, this research is still very limited to the minimum number of respondents so that the results are still not optimal. Therefore, it is necessary to add the number of respondent samples in the next study. The final results of the research are also expected to be able to provide solutions for the use of LMS to be better than before.

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The Effect of Convenience and Self-Efficacy on the Satisfaction of Learning Management System Usage: Applying an Extended of DeLone McLean Model

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ABSTRACT

Universities widely use the Learning Management System (LMS) technology due to its flexibility and ease of use for lecturers when managing online learning with the LMS. The primary determinant of success is the admittance of students utilizing this technology based on the LMS. However, institutions have challenges when utilizing LMS systems. The study aims to evaluate the factors that impact student satisfaction when using the LMS. The study methodology employs the DeLone McLean model technique, incorporating the elements of convenience (Co) and self-efficacy (SE) into the survey. Data was gathered from a sample of 178 undergraduate students. The data analysis conducted using Structural Equation Modeling (SEM) Partial Least Squares (PLS) entailed the testing of hypotheses. The results found that only three hypotheses were supported: information quality (IQ) and system quality (SQ) had a positive impact on student satisfaction (SS). Student satisfaction (SS) also mediated the use of LMS (LU). This research contributes the knowledge that internal and external factors of the LMS system also play an important role in the satisfaction of LMS usage.

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1. INTRODUCTION

A learning management system (LMS) defines an organization of online learning content by providing online access to students and lecturers. Increasing advancements in Internet-based technology have increased the number of LMS users worldwide. Most universities worldwide already have LMSs to support the learning process [1], [2]. Examples of Asian Region countries that already use LMS at universities are Malaysia and Singapore. In Europe, among other countries, Germany has established LMS at all universities. The development of LMS technology is growing, and so many factors affect LMS users, including user satisfaction [3], [4]. In the context of education, students, student satisfaction is a very important indicator of online learning success using an LMS. With the availability of LMS technology that strongly supports the learning process, the student's academic achievement is also expected to increase [5], so the student satisfaction factor determines the continued use of the LMS.

The availability of learning resources that meet standards and the simplicity with which they can be accessed during activities will also directly impact the level of comfort felt in continuing to utilize the LMS.

Additionally, a feeling of ease contributes to quick engagement and collaboration with lecturers and between students through the LMS. This ease can be achieved through the utilization of the LMS. According to [6], [7], convenience is one of the most significant factors influencing LMS utilization. Other factors, such as self-efficacy, are the main component, where the sense of self-confidence to complete tasks improves performance. It has yet to be seen in previous studies, although user self-efficacy is very important. Using an LMS, users can facilitate work, especially for students following online learning, and interact online with other students and lecturers. Using LMS will ease the accessibility of learning anytime and anywhere, thus also affecting the convenience of students using LMS. The user's comfort using the LMS is also important [8], [9]. This study aims to determine the main characteristics that lead to students using Learning Management Systems (LMS), as demonstrated by students from a state university in Malaysia, and Islamic University in Jakarta, Indonesia. Sampling from two campuses from two countries from the Southeast Asian region as representative examples of LMS implementation in developing countries. We employ the Delone McLean model framework (D&M model) to measure the effectiveness of LMS deployment, with self-efficacy and convenience as individual impacts on LMS users at universities.

Previous studies have extensively investigated the variables that influence an individual's acceptance and use of technology. The Davis Technology Adoption Model (TAM) and Venkatesh's Unified Technology Acceptance and Use of Technology (UTAUT) are two examples of theories that explain the adoption of technology [10],[11]. The use and satisfaction of the information system (IS) dimension are commonly utilized in the D&M model theory due to its past application in research. The most popular TAM and UTAUT models were used in earlier studies on technology adoption, and several conceptual models were created [12]. Nevertheless, the UTAUT paradigm is limited to assessing user happiness and the system's function as a mediating variable in relation to person influence. Consequently, we are introducing a new variable. The Delone McLean model, importantly for this study, is both a TAM model and a UTAUT model. It proposed a process model influenced by six elements: System quality, Information quality, Service quality, User satisfaction, Sustainability the use of technology and its impact on individual users. In some Asian countries alone, the development of the D&M model has been extensive. Examples of cellular LMS use in Korea and a study of learning applications in Taiwan. The study of the use of LMS conducted by the state of Singapore showed that the quality of service and the system have a significant link to LMS use. For countries like Sri Lanka, it also shows that system, information, and service quality significantly impact student satisfaction using LMS [13]. The purpose of this study is to determine the main factors that affect the utilization of university Learning Management Systems (LMS) from the perspective of students, using the Delone-McLean model approach (D&M model), with specific emphasis on the aspects of convenience and self-efficacy. The influence of students and their utilization of the Learning Management System (LMS) on the university. The researcher modified this study by adding convenience and self-efficacy as a novelty from previous literature. These factors are relevant to the use of LMS. Modifications to the D&M model can be seen in the figure 1.

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1.1 Information Quality (IQ)

IQ is a character that looks abstract but has a great impact [14]. Previous studies also showed that using e-learning based on LMS significantly diminished the quality of information [15]. Therefore, the quality of information is important, especially for students who use university LMS, to increase satisfaction. The hypothesis is proposed as follows:

H1: Information quality (IQ) has a significant positive impact on student satisfaction (SS).

1.2 System Quality (SQ)

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SQ is a characteristic seen in the ease of use of technology [16]. Therefore, the system quality can affect user satisfaction with using LMS technology. Previous studies have shown that the system's quality affects user satisfaction and is also related to the impact on the organization [17]. In this study, we looked at students' perception of using university LMS by reviewing facility aspects and the usefulness of the LMS technology. We test the following hypothesis:

H2: System quality (SQ) has a significant positive impact on student satisfaction (SS).

1.3 Service Quality (SeQ)

SeQ is the assistance provided to technology users by an information system service provider [18]. The success of using this technology system impacts the quality of services available. Hence, the role of the

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institution's system manager needs to be paid attention to [19]. Therefore, service quality is an important factor that can affect student satisfaction. In this study, service quality is closely related to using LMS systems. The hypothesis we give is as follows:

H3: Service quality (SeQ) has a significant positive impact on student satisfaction (SS).

1.4 Convenience (Co)

On the use of university LMS, then in the study of factor convenience according to the perspective of students influence on the satisfaction and loyalty of users, thus affecting the continued use, it is also perceived by the lecturer as a user of the University LMS [20], [21]. In this study, convenience factors also help students to have flexibility in access and time and ease in learning [22]. It is very interesting for students. The hypothesis in the study is as follows:

H4: Convenience (Co) positively affects student satisfaction (SS).

1.5 Self-Efficacy (SE)

According to the individual's assessment of their proficiency with computers and information technology, the initial definition of self-efficacy (SE) was established [23]. Computer self-efficacy was then included by researchers in the field of management information systems (MIS) as a crucial element in the development of MIS research. Self-Efficacy defined this as "the individual's perception of their ability to solve problems using computers" [24], [25]. In this study, the SE factor also determines how important the student's perception is related to the ability to use the university's LMS. From the results of this study, we tried the following hypothesis:

H5: Self-efficacy (SE) positively impacts student satisfaction (SS).

1.6 Advanced Hypothesis Between Student Satisfaction to LMS Use

Variable representing a certain position Student satisfaction (SS) is a variable that is influenced by other factors, but the researchers will directly examine it in relation to the use of Learning Management Systems (LMS). Therefore, the following hypothesis:

H6: Student satisfaction (SS) positively impacts LMS usage (LU). The research design is depicted in Figure 1.

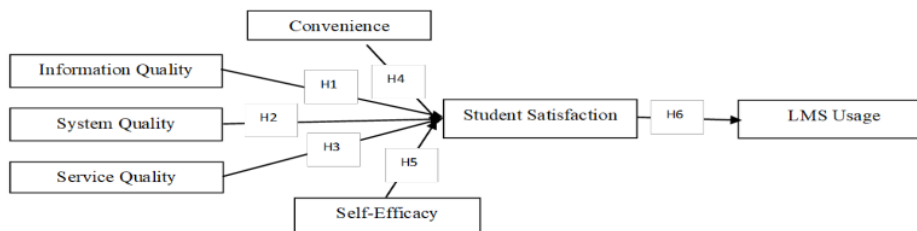


Figure 1. Student motivation model of online learning at home

2. METHOD

2.1 Participant & Data Collection

The target population of this study was first-year undergraduate students from an Islamic University in Indonesia and a State University in Malaysia. The sample data were One hundred and seventy-eight students, 73 males (41%) and 105 females (59%), who had used Moodle as their LMS. The study employs a quantitative methodology, including online questionnaires conducted via Google Forms. The form's URL is disseminated to students via a WhatsApp group only for students. This study employs cross-sectional methodologies. This study employs a questionnaire item to address the research issue, which is then broken into two components. The initial element comprises inquiries regarding the participants' demo profiles, encompassing their ages, genders, educational levels, duration of LMS usage, and the primary gadget they utilize to access LMS. The

second part of the questionnaire focuses on responses related to the key constructions of work research: information quality, system quality, service quality, convenience, self-efficacy, student satisfaction, and the use of LMS.

2.2 Measurement & Data Analysis

The study employed the technique of structural equation modeling (SEM) for data analysis. This study utilized the SmartPLS version 3.0 application [26]. Partial Least Squares (PLS) is a widely recognized technique used to assess the path coefficients of structural models. In recent years, marketing research has gained popularity because of its capability to analyze hidden patterns in tiny to medium-sized sample sizes, which was not possible before [27]. Therefore, SmartPLS is used to analyze study data. The research conducted using PLS has been found to be suitable as one component in this study. The PLS algorithm mechanism is also used to evaluate the set, weight, and path coefficients and determine the hypothesis's significance using the bootstrap method (5000 samples) [28]. According to the experimental approval convention for the fundamental show reliance structure, the estimation demonstration is successful and accurate [29]. Finally, the blindfold approach was employed to establish and Information collected and reasonable for preparing are along these lines tried utilizing SmartPLS 3.0. In this examination, a survey is utilized. The survey instrument is used to collect quantitative information regarding seven variables: information quality (IQ), system quality (SQ), service quality (SeQ), convenience (Co), self-efficacy (SE), student satisfaction (SS), and LMS usage (LU). The instrument then divides the seven variables into 18 items using the Likert scale from 1 to 5. In this investigation, SmartPLS 3.0 software was used to test the research model using partial least squares (PLS) structural equation modeling-variation-based (SEM-VB) analysis [30]. SEM is a statistical method in this investigation because it allows for simultaneous analysis and accurate predictions [31]. According to Table 1, the measurement constructs were shown.

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Table 1. measurement constructs

Construct	Item	Statement
Information Quality	IQ1	I can obtain accurate information from LMS.
	IQ2	The LMS can provide me with the necessary information to complete my duties.
	IQ3	LMS can provide updated task-related information.
	IQ4	The LMS can provide me with up-to-date task information.
System Quality	SQ1	The LMS features an intuitive user interface.
	SQ2	The LMS provides time and location flexibility.
	SQ3	The LMS contains effective communication language.
	SQ4	LMS is readily accessible whenever I need to use it.
Service Quality	SeQ1	Training on the LMS's operation is sufficient.
	SeQ2	Multiple channels are available to communicate with the technicians.
	SeQ3	The provided training can enhance my ability to utilize LMS.
	SeQ4	In general, the university provides sufficient support for LMS usage.
Convenience	Co1	Using a learning management system enables me to search for study-related information and content without time constraints.
	Co2	Using LMS facilitates my study and assignment tasks with less effort.
	Co3	Utilizing an LMS enables me to enhance learning outcomes.
	Co4	I can swiftly and easily access and utilize LMS.
Self-Efficacy	SE1	I am comfortable using a web browser.
	SE2	I am confident in completing tests online.
	SE3	I am comfortable uploading/downloading files.
Students Satisfaction	SS1	The LMS applications have met my expectations.
	SS2	The LMS application is of good quality.
	SS3	The LMS application meets my requirements.
LMS Usage	LU1	Utilizing LMS is a wise decision.
	LU2	Working with the LMS is enjoyable.

LU3 I enjoy working with LMS.

3. RESULTS

3.1 Construct Reliability, Convergent, Discriminant Validity

In Table 2, confirmatory factor analysis (CFA), consisting of convergence and discriminatory validity measures, is used to examine construction validity. Convergence validity is the degree to which a set of constructive variables 'divide proportions' to produce a high variance or, in other words, convergence validity is the measure indicating that a set of indicators represents a single latent variable [32]. Discriminant validity refers to the extent to which a structure is significantly different from other structures, as demonstrated by a lack of strong connection across constructs [33], [34]. The researchers were unable to determine if the proposed structural route actually happened or was just the product of statistical differences because of the strong connection between the two structures. Table 2 presents the factor loadings, average variance extract (AVE), composite reliability (CR), and Cronbach alpha as metrics for assessing convergence validity. The data indicates that 25 structures have outer loadings that surpass the suggested threshold of 0.60. Additionally, there is one additional loading with a value below 0.60, which is nevertheless considered acceptable since it satisfies the condition of having an AVE value larger than 0.5 [35], [36]. Consequently, the CR value above the minimal threshold of 0.60. These findings demonstrate that all markers of convergence validity have been satisfied, as the AVE and CR load factor values surpass the necessary criteria. Therefore, it can be inferred that all the items created are useful for generating latent variables.

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Table 2. Measurement Model

Construct	Code	Loadings	Cronbach's Alpha (CA)	Composite Reliability (CR)	Average Variance Extracted (AVE)
Convenience	Co1	0.860	0.729	0.848	0.653
	Co2	0.877			
	Co4	0.671			
Information Quality	IQ1	0.811	0.861	0.905	0.705
	IQ2	0.824			
	IQ3	0.870			
	IQ4	0.852			
LMS Usage	LU1	0.700	0.856	0.904	0.704
	LU2	0.902			
	LU3	0.882			
	LU4	0.856			
Self-Efficacy	SE1	1.000	1.000	1.000	1.000
System Quality	SQ1	0.844	0.839	0.890	0.671
	SQ2	0.788			
	SQ3	0.857			
	SQ4	0.836			
Student Satisfaction	SS1	0.891	0.839	0.894	0.680
	SS2	0.870			
	SS3	0.836			
	SS4	0.686			
Services Quality	SeQ1	0.765	0.852	0.900	0.691
	SeQ2	0.778			
	SeQ3	0.876			
	SeQ4	0.850			

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The study utilized Fornell and Larcker's criteria from table 3 to evaluate the discriminant validity. The AVE (average variance extracted) value is compared to the variation between a concept and other constructs based on the Fornell and Larcker criteria [37]. The primary characteristic of latent variables, diagonal AVE, denotes the most extreme value. According to research, there was sufficient discriminant validity if the square root of the connected construct's AVE (average variance extracted) was larger (>0.50) than any connection with other constructs [38].

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Table 3. Discriminant Validity

	Convenience	Information Quality	LMS Usage	Self Efficacy	Services Quality	Student Satisfaction	System Quality
Convenience	0.808						
Information Quality	0.659	0.840					
LMS Usage	0.759	0.738	0.839				
Self-Efficacy	0.108	0.111	0.039	0.739			
Services Quality	0.802	0.728	0.835	0.095	0.819		
Student Satisfaction	0.641	0.837	0.810	0.110	0.675	0.825	
System Quality	0.643	0.669	0.847	0.105	0.687	0.893	0.832

Table 4 uses the determination coefficient (R square) to evaluate a structural model by measuring its predictive power. It is a square correlation between a specific endogenous structure's actual value and forecast. The coefficient represents the cumulative effect of the exogenic variable on the latent endogenous variable. Higher values indicate a more accurate prediction because the R square range is between 0 and 1 [26], [39]. Table 3 shows that the R-square value (LMS Usage) is 0.655, and the R-square value (Student Satisfaction) is 0.909. The conclusion means that the LMS Usage construct variable that the Student Satisfaction construct variable can explain is 65.5% with moderate results. In contrast, the rest is explained by other variables outside the study.

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Table 4. R-Square

	R Square	R Square Adjusted
LMS Usage	0.655	0.653
Student Satisfaction	0.909	0.907

3.2 Structural Model Evaluation

Based on table 5, the results of testing six hypotheses showed that three assumptions were accepted: for H1 on the confidence interval value at 5% of 0.423, for H2 on the confidence interval value at 5% of 0.561, and for H6 on the confidence interval value of 0.378. From these three accepted hypotheses, confidence interval values above the value of 0 are obtained; therefore, information quality (IQ) and system quality (SQ) significantly positively impact student satisfaction. Meanwhile, student satisfaction (SS) also has a significant positive impact on using LMS. Whereas in the other three hypotheses, H3 with confidence interval values at 5% (-0.247), H4 with confidentiality interval values at 5%, and H5 with confidence interval values at 5% (0.044), it appears that below the value of 0, we conclude that H3, H4, and H5 are rejected.

Table 5. Hypothesis Testing

Hypothesis	Path	Std.Betta	Std.Error	t-Value	Confidence Interval		Decision
					Bias	5.0% 95.0%	

H1	Information Quality -> Student Satisfaction	0.498	0.050	9.871	0.003	0.423	0.592	Supported
H2	System Quality -> Student Satisfaction	0.646	0.048	13.430	-0.005	0.561	0.723	Supported
H3	Service Quality -> Student Satisfaction	-0.160	0.049	3.294	0.001	-0.247	-0.079	Rejected
H4	Convenience -> Student Satisfaction	0.037	0.047	0.779	0.001	-0.042	0.109	Rejected
H5	Self-Efficacy -> Student Satisfaction	-0.001	0.023	0.025	0.002	-0.044	0.038	Rejected
H6	Student Satisfaction -> LMS Usage	0.810	0.036	22.664	0.001	0.738	0.862	Supported

4. DISCUSSION

The reliability and validity test findings of the PLS-SEM-determined measurement model indicate that the model's formulation is both reliable and valid. Meanwhile, the validation of the structural model shows that the model developed has strong conformity and extraordinary prediction accuracy. The results of the developed structural model support Hypotheses H1, H2, and H6, which posit direct effects. It suggests that the quality of information, system quality, and quality positively affect student satisfaction and that student satisfaction significantly affects LMS utilization [40]. It is pertinent to the findings of the research [41]. The result of the test of the first hypothesis is that aspects of the LMS system, such as information quality, significantly influence student satisfaction. It is because students feel the ease and reliability of the LMS. This is also related to the testing of the second hypothesis, System Quality on LMS, which also affects student satisfaction, but the opposite of the test of the hypothetical service quality does not affect student satisfaction because it is still limited to the advantage of the feature side as the main component in the LMS. Therefore, it needs to be raised again. If we look at previous studies, we also found the inconsistency of the influence of the LMS factor system on the use of LMS and other external factors [42].

The fourth hypothesis is that convenience does not affect student satisfaction due to factors of student condition that are not accustomed to using the LMS or environmental protection as a supporting factor of means or facilities different for each student. Students need to be fully aware of the LMS. In the fifth hypothesis test, self-efficacy (SE) indicates that it does not affect student satisfaction; this is due to the factor of student uncertainty in using LMS. In the previous study, it was also shown that SE did not affect the satisfaction of students [43], [44]. However, in other studies, (SE) impacts student satisfaction [45]. Based on the established structural model, as many as three hypotheses were found to be significant, and three others were rejected. It also means that all the hypotheses formulated in this study are 50% supported. Therefore, the quality of information and system quality positively influence student satisfaction, and student satisfaction significantly positively impacts using LMS.

5. CONCLUSION

The study used convenience and self-efficacy and tested these factors on student satisfaction, but the results did not show a significant influence. It is the result of the evaluation of the university's efforts to improve the LMS system so that it will improve student satisfaction and impact the university. In addition, the development of the Delone McLean model proves that the success of external factors also supports the process of successful use of LMS at the University. The results of this study also provide a solution for the sustainable use of LMS. However, this research is still very limited to the minimum number of respondents so that the results are still not optimal. Therefore, it is necessary to add the number of respondent samples in the next study. The final results of the research are also expected to be able to provide solutions for the use of LMS to be better than before.

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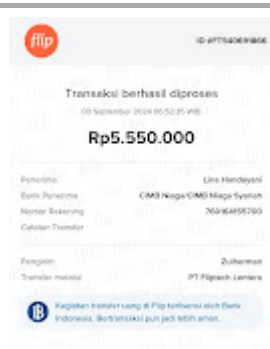
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The effect of convenience and self-efficacy on the satisfaction of learning management system usage

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ABSTRACT

Universities widely use the learning management system (LMS) technology due to its flexibility and ease of use for lecturers when managing online learning with the LMS. The primary determinant of success is the admittance of students utilizing this technology based on the LMS. However, institutions have challenges when utilizing LMS systems. The study aims to evaluate the factors that impact student satisfaction (SS) when using the LMS. The study methodology employs the Delone McLean model technique, incorporating the elements of convenience (Co) and self-efficacy (SE) into the survey. Data was gathered from a sample of 178 undergraduate students. The data analysis conducted using structural equation modeling (SEM) partial least squares (PLS) entailed the testing of six hypotheses. The results found that only three hypotheses were supported: information quality (IQ) and system quality (SQ) had a positive impact on SS. Student satisfaction also harmed the use of LMS (LU). This research contributes to the knowledge that internal and external factors of the LMS system also play an important role in the satisfaction of LMS usage.

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1. INTRODUCTION

A learning management system (LMS) defines an organization of online learning content by providing online access to students and lecturers. Increasing advancements in internet-based technology have increased the number of LMS users worldwide. Most universities worldwide already have LMSs to support the learning process [1], [2]. Examples of Asian Region countries that already use LMS at universities are Malaysia and Singapore. In Europe, among other countries, Germany has established LMS at all universities. The development of LMS technology is growing, and so many factors affect LMS users, including user satisfaction [3], [4]. In the context of education, students, student satisfaction (SS) is a very important indicator of online learning success using an LMS. With the availability of LMS technology that strongly supports the learning process, the student's academic achievement is also expected to increase [5], so the SS factor determines the continued use of the LMS.

The availability of learning resources that meet standards and the simplicity with which they can be accessed during activities will also directly impact the level of comfort felt in continuing to utilize the LMS. Additionally, a feeling of ease contributes to quick engagement and collaboration with lecturers and between students through the LMS. This ease can be achieved through the utilization of the LMS. According to several studies [6], [7], convenience (Co) is one of the most significant factors influencing LMS utilization.

Other factors, such as self-efficacy (SE), are the main component, where the sense of self-confidence to complete tasks improves performance. It has yet to be seen in previous studies, although user SE is very important. Using an LMS, users can facilitate work, especially for students following online learning, and interact online with other students and lecturers. Using LMS will ease the accessibility of learning anytime and anywhere, thus also affecting the Co of students using LMS. The user's comfort using the LMS is also important [8], [9]. This study aimed to determine the main characteristics that lead to students using LMS, as demonstrated by students from a state university in Malaysia, and Islamic university in Jakarta, Indonesia. Sampling from two campuses from two countries from the Southeast Asian region as representative examples of LMS implementation in developing countries. We employ the Delone McLean model framework (D&M model) to measure the effectiveness of LMS deployment, with SE and Co as individual impacts on LMS users at universities.

Previous studies have extensively investigated the variables that influence an individual's acceptance and use of technology. The Davis technology adoption model (TAM) and Venkatesh's unified technology acceptance and use of technology (UTAUT) are two examples of theories that explain the adoption of technology [10], [11]. The use and satisfaction of the information system (IS) dimension are commonly utilized in the D&M model theory due to its past application in research. The most popular TAM and UTAUT models were used in earlier studies on technology adoption, and several conceptual models were created [12]. Nevertheless, the UTAUT paradigm is limited to assessing user happiness and the system's function as a mediating variable in relation to person influence. Consequently, we are introducing a new variable. The Delone McLean model, importantly for this study, is both a TAM model and a UTAUT model. It proposed a process model influenced by six elements: system quality (SQ), information quality (IQ), service quality (SeQ), user satisfaction, sustainability the use of technology and its impact on individual users. In some Asian countries alone, the development of the D&M model has been extensive. Examples of cellular LMS use in Korea and a study of learning applications in Taiwan. The study of the use of LMS conducted by the state of Singapore showed that the quality of service and the system have a significant link to LMS use. For countries like Sri Lanka, it also shows that system, information, and SeQ significantly impact SS using LMS [13]. The purpose of this study is to determine the main factors that affect the utilization of university LMS from the perspective of students, using the Delone-McLean model approach (D&M model), with specific emphasis on the aspects of Co and SE. The influence of students and their utilization of the LMS on the university. The researcher modified this study by adding Co and SE as a novelty from previous literature. These factors are relevant to the use of LMS. Modifications to the D&M model can be seen in the Figure 1.

Information quality is a character that looks abstract but has a great impact [14]. Previous study also showed that using e-learning based on LMS significantly diminished the quality of information [15]. Therefore, the quality of information is important, especially for students who use university LMS, to increase satisfaction. The hypothesis is proposed as: IQ has a significant positive impact on SS (H1).

System quality is a characteristic seen in the ease of use of technology [16]. Therefore, the SQ can affect user satisfaction with using LMS technology. Previous studies have shown that the system's quality affects user satisfaction and is also related to the impact on the organization [17]. In this study, we looked at students' perceptions of using university LMS by reviewing facility aspects and the usefulness of the LMS technology. We test the following hypothesis: SQ has a significant positive impact on SS (H2).

Service quality is the assistance provided to technology users by an IS service provider [18]. The success of using this technology system impacts the quality of services available. Hence, the role of the institution's system manager needs to be paid attention to [19]. Therefore, SeQ is an important factor that can affect SS. In this study, SeQ is closely related to using LMS systems. The hypothesis we give is as: SeQ has a significant positive impact on SS (H3).

On the use of university LMS, then in the study of factor Co according to the perspective of students influence on the satisfaction and loyalty of users, thus affecting the continued use, it is also perceived by the lecturer as a user of the University LMS [20], [21]. In this study, Co factors also help students to have flexibility in access and time and ease in learning [22]. It is very interesting for students. The hypothesis in the study is as: Co positively affects SS (H4).

According to the individual's assessment of their proficiency with computers and information technology, the initial definition of SE was established [23]. Computer SE was then included by researchers in the field of management information systems (MIS) as a crucial element in the development of MIS research. SE defined this as "the individual's perception of their ability to solve problems using computers" [24], [25]. In this study, the SE factor also determines how important the student's perception is related to the ability to use the university's LMS. From the results of this study, we tried the following hypothesis: SE positively impacts SS (H5). Variable representing a certain position SS is a variable that is influenced by other factors, but the researchers will directly examine it in relation to the use of LMS. Therefore, the following hypothesis: SS positively impacts LMS usage (H6). The research design is depicted in Figure 1.

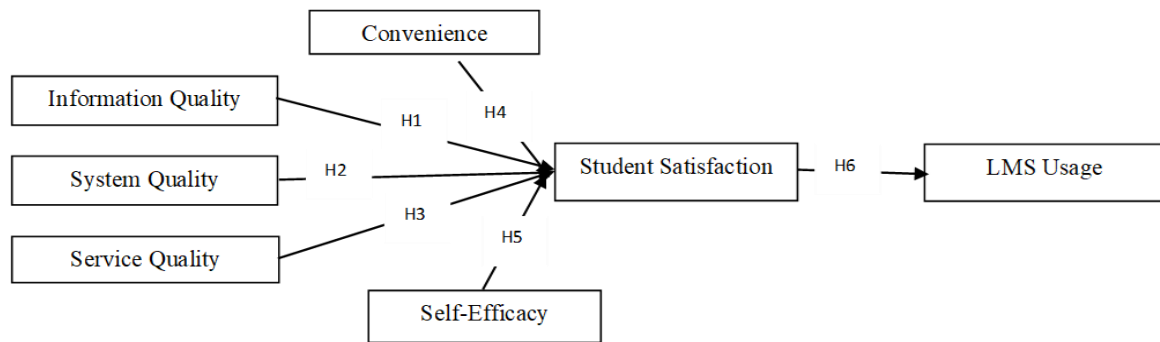


Figure 1. Student motivation model of online learning at home

2. METHOD

2.1. Participant and data collection

The target population of this study was first-year undergraduate students from an Islamic university in Indonesia and a state university in Malaysia. The sample data were 178 students, 73 males (41%) and 105 females (59%), who had used Moodle as their LMS. The study employs a quantitative methodology, including online questionnaires conducted via Google Forms. The form's URL is disseminated to students via a WhatsApp group only for students. This study employs cross-sectional methodologies. This study employs a questionnaire item to address the research issue, which is then broken into two components. The initial element comprises inquiries regarding the participants' demo profiles, encompassing their ages, genders, educational levels, duration of LMS usage (LU), and the primary gadget they utilize to access LMS. The second part of the questionnaire focuses on responses related to the key constructions of work research: IQ, SQ, SeQ, Co, SE, SS, and the use of LMS.

2.2. Measurement and data analysis

The study employed the technique of structural equation modeling (SEM) for data analysis. This study utilized the SmartPLS version 3.0 application [26]. Partial least squares (PLS) is a widely recognized technique used to assess the path coefficients of structural models. In recent years, marketing research has gained popularity because of its capability to analyze hidden patterns in tiny to medium-sized sample sizes, which was not possible before [27]. Therefore, SmartPLS is used to analyze study data. The research conducted using PLS has been found to be suitable as one component in this study. The PLS algorithm mechanism is also used to evaluate the set, weight, and path coefficients and determine the hypothesis's significance using the bootstrap method (5,000 samples) [28]. According to the experimental approval convention for the fundamental show reliance structure, the estimation demonstration is successful and accurate [29]. Finally, the blindfold approach was employed to establish and information collected and reasonable for preparing are along these lines tried utilizing SmartPLS 3.0. In this examination, a survey is utilized. The survey instrument is used to collect quantitative information regarding seven variables: IQ, SQ, SeQ, Co, SE, SS, and LMS usage. The instrument then divides the seven variables into 18 items using the Likert scale from 1 to 5. In this investigation, SmartPLS 3.0 software was used to test the research model using PLS structural equation modeling-variation-based (SEM-VB) analysis [30]. SEM is a statistical method in this investigation because it allows for simultaneous analysis and accurate predictions [31]. According to Table 1, the measurement constructs were shown.

3. RESULTS

3.1. Construct reliability, convergent, discriminant validity

In Table 2, confirmatory factor analysis (CFA), consisting of convergence and discriminatory validity measures, is used to examine construction validity. Convergence validity is the degree to which a set of constructive variables 'divide proportions' to produce a high variance or, in other words, convergence validity is the measure indicating that a set of indicators represents a single latent variable [32]. Discriminant validity refers to the extent to which a structure is significantly different from other structures, as demonstrated by a lack of strong connection across constructs [33], [34]. The researchers were unable to determine if the proposed structural route actually happened or was just the product of statistical differences because of the strong connection between the two structures. Table 2 presents the factor loadings, average variance extract (AVE), composite reliability (CR), and Cronbach alpha (CA) as metrics for assessing convergence validity.

The data indicates that 25 structures have outer loadings that surpass the suggested threshold of 0.60. Additionally, there is one additional loading with a value below 0.60, which is nevertheless considered acceptable since it satisfies the condition of having an AVE value larger than 0.5 [35], [36]. Consequently, the CR value above the minimal threshold of 0.60. These findings demonstrate that all markers of convergence validity have been satisfied, as the AVE and CR load factor values surpass the necessary criteria. Therefore, it can be inferred that all the items created are useful for generating latent variables.

Table 1. Measurement constructs

Construct	Item	Statement
IQ	IQ1	I can obtain accurate information from LMS.
	IQ2	The LMS can provide me with the necessary information to complete my duties.
	IQ3	LMS can provide updated task-related information.
	IQ4	The LMS can provide me with up-to-date task information.
SQ	SQ1	The LMS features an intuitive user interface.
	SQ2	The LMS provides time and location flexibility.
	SQ3	The LMS contains effective communication language.
	SQ4	LMS is readily accessible whenever I need to use it.
SeQ	SeQ1	Training on the LMS's operation is sufficient.
	SeQ2	Multiple channels are available to communicate with the technicians.
	SeQ3	The provided training can enhance my ability to utilize LMS.
	SeQ4	In general, the university provides sufficient support for LMS usage (LU).
Co	Co1	Using a LMS enables me to search for study-related information and content without time constraints.
	Co2	Using LMS facilitates my study and assignment tasks with less effort.
	Co3	Utilizing an LMS enables me to enhance learning outcomes.
	Co4	I can swiftly and easily access and utilize LMS.
SE	SE1	I am comfortable using a web browser.
	SE2	I am confident in completing tests online.
	SE3	I am comfortable uploading/downloading files.
SS	SS1	The LMS applications have met my expectations.
	SS2	The LMS application is of good quality.
	SS3	The LMS application meets my requirements.
LMS usage	LU1	Utilizing LMS is a wise decision.
	LU2	Working with the LMS is enjoyable.
	LU3	I enjoy working with LMS.

Table 2. Measurement model

Construct	Code	Loadings	CA	CR	AVE
Co	Co1	0.860	0.729	0.848	0.653
	Co2	0.877			
	Co4	0.671			
	Co4	0.671			
IQ	IQ1	0.811	0.861	0.905	0.705
	IQ2	0.824			
	IQ3	0.870			
	IQ4	0.852			
LMS usage	LU1	0.700	0.856	0.904	0.704
	LU2	0.902			
	LU3	0.882			
	LU4	0.856			
SE	SE1	1.000	1.000	1.000	1.000
SQ	SQ1	0.844	0.839	0.890	0.671
	SQ2	0.788			
	SQ3	0.857			
	SQ4	0.836			
SS	SS1	0.891	0.839	0.894	0.680
	SS2	0.870			
	SS3	0.836			
	SS4	0.686			
SeQ	SeQ1	0.765	0.852	0.900	0.691
	SeQ2	0.778			
	SeQ3	0.876			
	SeQ4	0.850			

The study utilized Fornell and Larcker's criteria from Table 3 to evaluate the discriminant validity. The AVE value is compared to the variation between a concept and other constructs based on the Fornell and Larcker criteria [37]. The primary characteristic of latent variables, diagonal AVE, denotes the most extreme value. According to research, there was sufficient discriminant validity if the square root of the connected construct's AVE was larger (>0.50) than any connection with other constructs [38].

Table 3. Discriminant validity

	Co	IQ	LMS usage	SE	SeQ	SS	SQ
Co	0.808						
IQ	0.659	0.840					
LMS usage	0.759	0.738	0.839				
SE	0.108	0.111	0.039	0.739			
SeQ	0.802	0.728	0.835	0.095	0.819		
SS	0.641	0.837	0.810	0.110	0.675	0.825	
SQ	0.643	0.669	0.847	0.105	0.687	0.893	0.832

Table 4 uses the determination coefficient (R square) to evaluate a structural model by measuring its predictive power. It is a square correlation between a specific endogenous structure's actual value and forecast. The coefficient represents the cumulative effect of the exogenic variable on the latent endogenous variable. Higher values indicate a more accurate prediction because the R square range is between 0 and 1 [26], [39]. Table 3 shows that the R-square value (LMS usage) is 0.655, and the R-square value (SS) is 0.909. The conclusion means that the LMS usage construct variable that the SS construct variable can explain is 65.5% with moderate results. In contrast, the rest is explained by other variables outside the study.

Table 4. R-square

	R square	R square adjusted
LMS usage	0.655	0.653
SS	0.909	0.907

3.2. Structural model evaluation

As presented in Table 5, the results of testing six hypotheses showed that three assumptions were accepted: for H1 on the confidence interval value at 5% of 0.423, for H2 on the confidence interval value at 5% of 0.561, and for H6 on the confidence interval value of 0.378. From these three accepted hypotheses, confidence interval values above the value of 0 are obtained; therefore, IQ and SQ significantly positively impact SS. Meanwhile, SS also has a significant positive impact on using LMS. Whereas in the other three hypotheses, H3 with confidence interval values at 5% (-0.247), H4 with confidentiality interval values at 5%, and H5 with confidence interval values at 5% (0.044), it appears that below the value of 0, we conclude that H3, H4, and H5 are rejected.

Table 5. Hypothesis testing

Hypothesis	Path	Std. Beta	Std. Error	t-value	Confidence interval			Decision
					Bias	5.0%	95.0%	
H1	Information quality->student satisfaction	0.498	0.050	9.871	0.003	0.423	0.592	Supported
H2	System quality->student satisfaction	0.646	0.048	13.430	-0.005	0.561	0.723	Supported
H3	Service quality->student satisfaction	-0.160	0.049	3.294	0.001	-0.247	-0.079	Rejected
H4	Convenience->student satisfaction	0.037	0.047	0.779	0.001	-0.042	0.109	Rejected
H5	Self-efficacy->student satisfaction	-0.001	0.023	0.025	0.002	-0.044	0.038	Rejected
H6	Student satisfaction->LMS usage	0.810	0.036	22.664	0.001	0.738	0.862	Supported

4. DISCUSSION

The reliability and validity test findings of the PLS-SEM-determined measurement model indicate that the model's formulation is both reliable and valid [40]. Meanwhile, the validation of the structural model shows that the model developed has strong conformity and extraordinary prediction accuracy [41]. The results of the developed structural model support hypotheses H1, H2, and H6, which posit direct effects. It suggests that the quality of information, SQ, and quality positively affect SS and that SS significantly affects LMS utilization [42]. It is pertinent to the findings of the research [43]. The result of the test of the first hypothesis is that aspects of the LMS system, such as IQ, significantly influence SS. It is because students feel the ease and reliability of the LMS [44]. This is also related to the testing of the second hypothesis, SQ on LMS, which also affects SS, but the opposite of the test of the hypothetical SeQ does not affect SS because it is still limited to the advantage of the feature side as the main component in the LMS [45]. Therefore, it needs to be raised again [46]. If we look at previous studies, we also found the inconsistency of the influence of the LMS factor system on the use of LMS and other external factors [47].

The fourth hypothesis is that Co does not affect SS due to factors of student condition that are not accustomed to using the LMS or environmental protection as a supporting factor of means or facilities different for each student. Students need to be fully aware of the LMS. In the fifth hypothesis test, SE indicates that it does not affect SS [48], this is due to the factor of student uncertainty in using LMS [49]. In the previous study, it was also shown that SE did not affect the satisfaction of students [50], [51]. However, in other studies, SE impacts SS [52]. Based on the established structural model, as many as three hypotheses were found to be significant, and three others were rejected. It also means that all the hypotheses formulated in this study are 50% supported. Therefore, the quality of information and SQ positively influence SS, and SS significantly positively impacts using LMS.

5. CONCLUSION

The study used Co and SE and tested these factors on SS, but the results did not show a significant influence. It is the result of the evaluation of the university's efforts to improve the LMS system so that it will improve SS and impact the university. In addition, the development of the Delone McLean model proves that the success of external factors also supports the process of successful use of LMS at the University. The results of this study also provide a solution for the sustainable use of LMS. However, this research is still very limited to the minimum number of respondents so that the results are still not optimal. Therefore, it is necessary to add the number of respondent samples in the next study. The final results of the research are also expected to be able to provide solutions for the use of LMS to be better than before.

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