

**Penerapan WebQual 4.0 dan End-User Computing Satisfaction untuk Analisis Tingkat Kepuasan E-Learning (Application of WebQual 4.0 and End-Computing Satisfaction for E-Learning Satisfaction Analysis).**  
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**ABSTRACT**

*Sayyid Ali Rahmatullah State Islamic University Tulungagung is one of universities that implements E-Learning as a support in the current learning process. The use of E-Learning in education offers advantages in facilitating online learning, although there are several considerations to be taken into account. E-Learning data analysis reveals various complaints. In the Student Guide Feature, 15 students experience difficulties in understanding and finding the desired feature in the guide. In the Home Page Feature, 6 students have visual quality complaints. In the Login Feature, 9 students face difficulties in finding the Login Feature because the Login button is not visible on the Home Page. In the Registration Feature, 7 students encounter difficulties in finding the Registration Feature. In the Discussion Feature, 18 students face the inconvenience of having to refresh the page multiple times. In the Course Search Feature, 12 students experience difficulties in finding courses. User complaints can have an impact on the satisfaction of using ELearning, leading to delays in the learning process for students. This study adopts a quantitative approach using the WebQual 4.0 method for analysis. The average RK result is 3.67, and the average WQI is 69% in the EUCS analysis, with an average RK result of 3.70 and an average WQI of 67%. The research findings include improvement recommendations based on data from 100 respondents who lodged complaints, resulting in the prototype design of the E-Learning Guide Feature, Login Feature, Registration Feature, Forgot Password Feature, Course Search Feature, Discussion Feature, and Home Page Feature.*

**Key words:** *elearning, eusc, user satisfaction, webqual 4.0*