

# Service Quality, Information Quality, and System Quality as a Driver of E-Learning Quality: Empirical Evidence from India

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**Abstract:** The growth in internet brought about significant changes in educational delivery methods and student learning. This study explores the impact of service quality, information quality, and system quality on the e-learning quality which comprises of 506 e-learners by using purposive and snowball sampling technique. A structural equation modeling method was used. The findings demonstrate that the quality of service, information, and systems exhibits a smaller but significant effect on the overall quality of e-learning. The limitation of the study is that it does not include learner satisfaction and that the behavioural intention to better understands how users behave after adopting e-learning. The results offer significant practical insights for educational institutions, universities, online learning providers, and policymakers. This paper highlights the determinants (service quality, information quality, and system quality) of e-learning quality combined in one model. According to the best of our knowledge this is the first study in context of non-university platforms.

**Keywords:** E-learning, Service Quality, Information Quality, System Quality, E-learning Quality

**JEL Classification Number:** C12, I21, I23, O33

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Date of receipt of the paper: February 11, 2026 and Date of publication of the paper: April 01, 2026.