# ABSTRACT

Usability Evaluation is conducted to ensure that the application can be used according to its function and purpose, thereby facilitating users in using the application. Usability Testing is performed by applying the ISO 9241-11 standard to measure aspects of effectiveness, efficiency, and satisfaction. The application under study is Shipment Management. Shipment Management is an information system for recording reports and requests, where these reports are used for verification purposes with the ultimate goal of obtaining a travel order. In the study, respondents were divided into three groups of five people each. The first group consisted of workers under forty years old, the second group consisted of workers aged forty to forty-nine years, and the third group consisted of workers aged fifty years and above. The total number of respondents was 15. The evaluation was conducted by testing every feature of the application. During the evaluation, respondents were given several task scenarios to complete. The next step was requiring respondents to fill out a questionnaire available on the questionnaire website. This questionnaire refers to the USE Questionnaire. The results of the questionnaire were processed to produce usability scores in the aspects of ease of use, ease of learning, and satisfaction with the Shipment Management application. In the effectiveness aspect, a score of 93.81% was achieved, which means very effective; in the efficiency aspect, a score of 79.29% was achieved, which means efficient; in the ease of use aspect, a score of 76.51% was achieved, which means good; in the ease of learning aspect, a score of 84.44% was achieved, which means very good; and in the satisfaction aspect, a score of 80% was achieved, which means satisfying.

**Keywords**: *Usability Testing*, *Report Recording Information System*, USE *Questionnaire*