

ABSTRACT

Usability evaluation is carried out to ensure that the application can run according to its function so that it can facilitate and provide satisfaction to users in using the application. Usability Testing is carried out by applying the ISO 9241-11 standard which is used to measure aspects of effectiveness, efficiency and satisfaction. The application that will be used for usability testing in this research is Shopeefood. Shopeefood is a food delivery service from various restaurants. Shopeefood provides information in the form of prices, order details, and the availability of food and drinks from various restaurants. In this research, respondents are grouped into three namely teens, college students, and adults with each group consisting of four respondents and the total number of respondents is 12. This evaluation is carried out by testing each feature in the Shopeefood application. During the evaluation, respondents are required to complete the task scenario, then fill out the questionnaire and verbalize the tests that have been carried out on the questionnaire website. This questionnaire is supported by the USE Questionnaire, the results of this questionnaire will be processed and produce usability values in the aspects of ease of use, ease of learning and satisfaction in the Shopeefood application. The results of the usability evaluation on the effectiveness aspect were 95.56%, the efficiency aspect was 95.87%, the ease of use aspect was 90.27%, the ease of learning aspect was 92.45%, and the satisfaction aspect was 87.61%.

Keywords: Usability Testing, Food Delivery Service, *USE Questionnaire*