

Abstract

Institut Teknologi MSL Logistics is a company engaged in providing Warehouse & Distribution services for all variations of the needs of logistics service users with the aim of supporting the success of Indonesian businesses in the logistics sector. The success of an information system service is measured by its ability to provide a pleasant user experience. conditions that occur at MSL Logistics according to the experience of visitors to the MSL website are the difficulties experienced by RE1 in shipping goods, he has difficulty knowing the delivery procedures at MSL Logistics so he must contact Customer Service, a good user experience can meet customer needs right and hassle-free, simplicity and elegance that can make a product a pleasure to own and a pleasure to use. RE2 had difficulty in knowing the status of the delivery of goods, and information on tracking goods because they did not find a menu for tracking goods. While RE3 had difficulty when entering the receipt number/AWB number, the system did not display the status of the goods sent, this made them anxious and worried because the status of the goods sent was unclear. Furthermore, the difficulties experienced by RE4 when filing a complaint for goods, he had difficulty in finding the procedure for submitting a complaint, as a result he had to ask his son for help to find out the complaint procedure. Based on the problems that occur, the researcher proposes to evaluate users to find out user opinions on this website. In this study using the User Experience method, namely the User Experience Questionnaire (UEQ) method. In this study there are several stages, namely literature study, determination of research population and samples, research instruments, initial system evaluation, problem identification, data collection, UEQ evaluation, evaluation results, conclusions, and suggestions. This study evaluates the navigation system on the MSL Logistics website by applying the UEQ method so as to produce a level of user satisfaction in using the MSL Logistics website.

Keywords: Evaluation, Navigation, UEQ Method, User Experience, Website.