ABSTRACT

Information systems play a critical role in organizational performance. These systems offer benefits ranging from simple transaction processes to strategic decision-making. A well-designed information system can integrate hardware, software, computer networks, data communication, and databases to manage information within an organization. This research develops an integrated web-based information system for the logistics operational module at CV. Yasuda Jaya Tour. The aim is to improve the efficiency and effectiveness of the company's operations. CV. Yasuda Jaya Tour seeks to address issues with manual record-keeping and the lack of integration in logistics operational data, which has led to errors in managing fleets, bus availability, and tour uniforms. The system development is carried out in stages, implementing key features such as managing and monitoring master data for fleets, destinations, bus availability, and tour uniforms. Data collection was done through interviews, while system testing employed Blackbox Testing, Usability Testing, and the System Usability Scale (SUS). The test results indicate that the developed information system meets user needs with a success rate of 94.8% and an average system usability scale score of 71.5 (grade B), demonstrating that the system is acceptable and can be used effectively.

Keywords — *Information System, Logistics, Operations, Iterative Incremental, Blackbox Testing, Usability Testing, System Usability Scale*, CV. Yasuda Jaya Tour.