

ABSTRACT

BLACK BOX TESTING ON ONLINE SINGLE SUBMISSION RISK BASED APPROACH (OSS RBA) BASED ON WEBSITE

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OSS RBA officially launched on August 9, 2021. The One-Door Integrated Investment and Service Office (DPMPTS) of Banyumas Regency, received a complaint from users, regarding the OSS RBA website. Users are still not familiar with the process of migrating OSS 1.1 to OSS RBA. Users who successfully migrate to the RBA OSS, experience some data loss. Permissions already in OSS 1.1 are not perfectly connected in OSS RBA. OSS is a system used by business actors, to register businesses. The constraints that exist in the OSS RBA, so that services regarding licensing provided by the government through a website-based system, have not been in accordance with the function that should be. Testing on the system is required, to find out the problem on the RBA OSS website. The list of problems can be an evaluation material for the government to improve the quality of service.

Data collection methods include observation, by observing directly the RBA's OSS website. Interview directly to the user, who gave a complaint at the Public Service Mall (MPP) of Banyumas Regency, at the OSS clinic. The study of literature, by studying the theory of written sources, whose material is related.

Testing was conducted on 7 features, namely login, homepage, attempted licensing, PB-UMKU, reporting, facilities, and tracking, with 37 functional programs. The testing process is carried out 5 times on each functional program repeatedly. The average functionality on the RBA's OSS website has been successful. There are 6 functionalities that still fail. The results of the tests found that the average functionality on 7 features of the RBA OSS website is 71,42%. 1 feature that still fails to be used, namely the facility feature. The government in the future, in order to improve the features of the facility, so that it will improve the quality of licensing services better.

Keywords : *OSS-RBA, Website, Testing, Black Box.*