ABSTRACT

DESIGN AND DEVELOPMENT OF THE BILASHOE WEB APPLICATION USING THE *EXTREME PROGRAMMING* METHOD

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The role of technology is evident in various aspects of business, from product or service marketing to competition with other businesses. One type of business that can be implemented through the internet is a shoe cleaning and maintenance service. Bilashoe is a business engaged in shoe laundry and repair services. The problem at Bilashoe is that transaction data management still uses physical books and paper receipts, which are prone to loss and damage, leading to incomplete transaction records and resulting in errors in monthly reports. This research aims to develop a transaction and customer data management system. This research uses the Extreme Programming (XP) method as the system development method. Additionally, functional testing is required in its implementation, using Blackbox testing and the System Usability Scale (SUS) method to measure user satisfaction. The system testing using the Blackbox method shows that all functions work well. The SUS Testing results indicate that the system is in the acceptable range with an average score of 80.5. The average score for effectiveness is 3.2.

Kata Kunci: *Blackbox*, *Extreme Programming*, *Laundry*, *System Usability Scale*