

## **ABSTRACT**

### **OPERATIONAL APPLICATION TESTING USING BLACK BOX TESTING AT PT. HABLUN CITRAMAS PERSADA**

By

Sri Ana Margareth Nababan  
19103066

The operational application owned by PT Hablun Citramas Persada (HCP) Purwokerto is a mobile type application or mobile app whose goal is for every employee to use the application on their respective devices. The operational application was used starting in May 2022 and was developed by the company's IT division to assist field technicians in uploading notes and assisting admins in providing balances to technicians and assisting the finance division in recapitulating technician expenses and detailed data for payroll. The purpose and benefits of this report are to fulfill the requirements for practical work courses.

Data collection methods include observation by observing the use of operational applications by several employees, direct interviews with Mr. Yusuf as the IT Field Coordinator and literature studies of written sources such as journals whose themes and materials are related to reports. Testing of PT Hablun Citramas Persada's operational application was carried out on November 11, 2022 with the company's IT Field Coordinator and also as a developer of operational applications. Tests were carried out on login features, menus, operational sub-menus and functionality in uploading notes. The conclusion of the test was declared successful based on Black Box Testing. In using daily operational applications, sometimes there are problems that arise, such as balances not being updated for some time and when uploading notes, bugs occur and there are duplicate notes. Suggestions for the future in terms of the process of developing operational applications that are used require an in-depth study and make careful planning for the maintenance and development process.

**Keyword** : Black Box Testing, operational application, PT HCP