ABSTRACK

TASPEN ONE HOUR SERVICE WEBSITE TESTING USING THE BLACK BOX METHOD

RIZAL NUR FAIZI
19103110

TOOS (Taspen One Hour Service) is a website owned by PT Taspen (Persero) used to serve website-based online claims and non-claim submissions. Through the TOOS website, participants only need to provide the necessary information and files. Data can be in the form of information owned by participants or their heirs. The purpose of testing with the black box method on the TOOS website is to determine the success or failure of a functionality on the website. This can help identify potential problems with the website and ensure it functions properly. Data collection methods included observation, interviews, and a literature review. There are 5 features that are tested using a black box, including the login feature, dashboard, claim submission form, non-claim submission form, and submission list form, with 22 functional programs in these features. During the testing process using a black box, each functional program was tested five times. On the TOOS website, the overall test results went well and without problems. It is hoped that the Taspen Purwokerto Branch Office can make complete website specifications and document them in the form of a written report, as well as increase storage capacity and server bandwidth in order to increase the speed of website access.

Keywords: Black box, Testing, Website, TOOS, Taspen