

ABSTRACT

BLACK BOX TESTING ON WEBSITE BASED SIGENTA TASPEN LIFE

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Sigenta Taspen Life is a website that is used to support the business processes of PT Taspen (Persero) KC Purwokerto. Sigenta Taspen Life has various functions that are very important in supporting business processes such as being used to find out Taspen Life products, registering insurance policies, making insurance closures, viewing lists of closures, conducting policy checks, and many other functions. Sigenta Taspen Life makes business processes easier by being connected online, therefore the quality of Sigenta Taspen Life's system functionality is very important to support its business processes, but in its use Sigenta Taspen Life is still not known how well the functionality of the system is suitable for the purpose the business. Testing is needed on the system, to find out how well the functionality on the Sigenta Taspen Life website is. The results of the testing can be used as material for evaluating PT Taspen to improve the quality of its services for the better.

Testing is done by collecting data, starting with making observations, namely directly observing the Sigenta Taspen Life website. Direct interviews with users, followed by a literature study to review related theories and materials.

Testing was carried out using the black box method for 5 features, consisting of login, homepage, agent development, activities, Taspen Life products, with 16 functional programs from the 5 features. The testing process is carried out repeatedly for each functional program 5 times for each function. Overall the functionality on the Sigenta Taspen Life website is running well and has been successful. PT Taspen is expected that in launching the new version it can consider the evaluation results of the old version to improve the quality of its services.

Keywords: Black Box, Website, Testing, Sigenta, Taspen Life