

ABSTRACT

This research aims to ensure the performance of the Order Planning website at Transtrack company using the black box manual testing method. This method focuses on identifying bugs, errors, and functional discrepancies without inspecting the source code. The results indicate that black box manual testing is effective in uncovering various issues that may go undetected by other methods, thereby allowing significant improvements in the performance and quality of the website. The testing approach is also effective from a user perspective as it simulates realistic usage scenarios, providing an accurate depiction of user interactions with the website. This ensures that the website functions well not only technically but also in a user-friendly manner. As a recommendation, it is suggested to combine manual testing with automation testing to enhance the overall efficiency and effectiveness of testing.