

Abstract

Creating applications that meet the expectations and needs of end users is an important part of business strategy in the era of rapid digital transformation. User Acceptance Testing (UAT) is a crucial stage in the application development process. Crowdsourcing has emerged as an innovative approach in the context of UAT, involving the widespread participation of external users, known as crowd workers. This research aims to assess the quality of UAT results conducted by crowd workers, aiming to enhance user experience by identifying and correcting potential errors. before the launch of the python programming learning chatbot. The results showed that this crowdsourcing-based UAT platform successfully collected varied feedback from students. Most crowd workers felt that the navigation of the platform was easy to use and the features worked well, although some areas such as feature completeness and interface appearance still needed further refinement.

Keywords: User Acceptance Testing, Crowdsourcing, Crowd Worker