

ABSTRACT

As social beings, humans cannot live alone and always require assistance from one another. Social interaction becomes a vital aspect in fulfilling various needs, be it physical, intellectual, or skills-related. In the field of work, the presence of skilled professionals such as construction workers, mechanics, and other service providers is highly essential to support the smooth running of various community activities. According to data from the Central Statistics Agency, the population of Banyumas Regency reaches 1,828,573 people, with 97,210 among them working as freelance skilled workers. With this large population, the demand for skilled worker services is increasing, making information about them critically important. However, the public often faces difficulties in finding these services due to limited available information. In addition, the workers also require a good service management system to improve customer satisfaction. Based on these issues, a research project titled “Design and Development of a Skilled Worker Service Provider Website Using the Agile Methodology” is proposed. This research aims to provide a positive solution to the existing problems. The method used in this study is the Agile Methodology, a software development approach that emphasizes incremental delivery, team collaboration, continuous planning, and continuous learning. This method is chosen to ensure that the system development process remains balanced and structured. Meanwhile, system testing in this study will be conducted using the black-box testing method.

Keywords: *Agile development, Black-box testing, Digital services, Freelancers, Service management, Skilled workers.*