

ABSTRACT

The thesis is titled "Designing Counseling Module Using Scrum Method on Feelsbox Startup Website". The aim of this research is to design a counseling module on the Feelsbox website utilizing the Scrum method, as a solution to time, cost, location, and administrative obstacles in traditional counseling processes. Through gap analysis, this research aids in understanding and bridging the gap between existing business processes and targets. The thesis includes the design, development, and testing of the new counseling module. The Scrum methodology, involving sprint planning, daily scrum, and sprint review, is used in this development process. Ultimately, the counseling module was successfully designed and implemented in five sprints. The module was tested using the Black Box Testing method and successfully passed 34 test scenarios. This research demonstrates that the Scrum method can enhance efficiency and effectiveness in developing counseling modules, and expedite the counseling process by leveraging digital technology.

Keywords: Counseling Module, Scrum Method, Startup, Feelsbox, Counseling Obstacles, Gap Analysis, Black Box Testing.