

ABSTRACT

In educational institutions, the Public Relations (HUMAS) department plays a crucial role as a liaison between government institutions, private organizations, the media, and the general public by collecting, managing, and disseminating information regarding the institution's programs, activities, achievements, and public perception. Previously, HUMAS TUP used separate Google Forms for each service, which complicated the monitoring process, slowed down information processing, and required users to contact the relevant parties via WhatsApp to obtain the service links. Based on a pre-test survey conducted with 35 respondents from the academic community and external partners of HUMAS TUP, a user perception and experience index score of 53 % was obtained using the Likert scale. To address these issues, a web-based service information system was developed using the Scrum methodology. Scrum was chosen for its iterative and incremental nature, dividing work into short sprints and enabling rapid adaptation to changing requirements. The developed system was tested using black box testing to ensure that all functionalities met the specified requirements. Following the development of the system, a post-test survey was conducted, which showed an increase in the index score to 89,79 %. Thus, there was an improvement of 69,41 % in user perception and experience compared to before the system was developed.

Keywords: HUMAS, Scrum, Black Box Testing, Pre-Test Post Test