ABSTRACT

The growth of waste generation in Indonesia which reached 64 million tons in 2015 shows an increasing trend from time to time because some people who have received education on waste management continue to throw them into open sewers without further sorting their waste. With the advancement of information technology (IT) it is hoped that it can be implemented to help deal with waste management.

The method used in this research is Design Thinking which has 5 stages, namely Emphatise, Define, Ideate, Prototype, and Test. Data was collected by interviewing one of the Waste Banks in Bandung City, distributing questionnaires and using literature studies.

The problem found is that the role of technology is said to be not optimal in helping the management of the Waste Bank. The Design Thinking method produces four features, namely Bookkeeping, Training, Timeline and Events. As well as in the design for the Customer the Member List feature is provided. UI/UX will be designed in such a way that it can be used by various groups. In the trial phase, the smallest error occurred, namely 11% in the Training feature test at the Waste Bank and the largest error, namely 50% in the Bookkeeping feature test for customers.

The benefit of this research is that researchers can find out directly about the problems that occur in several Waste Banks and customers. Researchers can find out how a problem can be solved by using the Design Thinking method.

*Keywords— **Mobile Apps, Design Thinking, Waste Bank***