

ABSTRACT

In today's modern era, garbage is still a problem that is quite difficult to overcome because there is a lot of waste generated by the community, so that there is less land for garbage disposal. This results in a nest of diseases that are quite dangerous and cause pollution such as water and air pollution to become more and more inevitable. The need for a solution to the problems above by providing the right system or in the digital era now can also be done through an application system that can overcome the above problems such as the Waste Bank. Garbage Banks can not only be a place for garbage disposal, but also can be a financial opportunity for the community and currently Garbage Banks have developed in big cities in Indonesia such as in the city of Bandung, one of which is the Bersinar Garbage Bank which is located on Jl. Bojongsoang Canal No. 174, Baleendah. The Bersinar Garbage Bank currently has problems with its business system, such as waste pick up management for their customers, so research is carried out using the user centered design (UCD) method to solve these problems by producing applications that can help the Bersinar Garbage Bank manage pick up management. . And the application testing has been carried out by testing the usability scale (SUS) system on 3 actors namely admin, prospective customers and couriers and getting satisfactory results, namely admin (82.5), prospective customers (86.5), and couriers (92, 5) and the average score of a website is 68. It is concluded that the research conducted has succeeded in seeing the results of tests conducted on applications with users.