ABSTRACT

The waste problem is a common problem and has become a common phenomenon in various countries worldwide, including Indonesia. One way to reduce waste is to do waste management. Therefore, waste processing can be a good start in preventing the accumulation of waste in life. Currently, information technology is developing rapidly. The development of this technology can be used to prevent waste accumulation in Indonesia. The presence of digital waste management services that can reduce waste around them, including Waste4Change. Waste4Change has a service to recycle waste sent from individual users and companies. However, from the results of testing the performance of the Waste4Change waste management website using the Design Thinking method and measuring website performance using the Single Ease Question and measuring usability using the System Usability Scale measurement, there are still several problems with the Waste4Change waste processing website, including; The use of foreign languages that are not familiar to users, waste processing information that is difficult to understand, website flow that is too complicated, and some interface designs that cannot be used properly. From the problems mentioned above, it is necessary to redesign the User Interface and User Experience on the Waste4Change waste processing website using the design thinking method, which aims to improve performance and usability on the Waste4Change website. Based on the implementation of Design Thinking, the measurement results obtained for the SEQ score of 6.59. In the SUS measurement, the test score got a score of 88 with a B grade. A good User Interface and User Experience are helpful for users to feel more comfortable. The redesign had a good impact on the user side, such as a more aesthetic appearance, faster form filling, the information displayed was easier to understand, and the designed design was more accessible for users to use.

Keywords*— Evaluation, User Experience, User Interface, Waste Management, Redesign*