ABSTRACT

The demanding nature of academic and non-academic activities often leaves students with insufficient time to maintain their rented rooms. As a solution, various cleaning services that can be ordered online through applications or websites have emerged. However, users often face challenges in using these online platforms due to the complex interface and the somewhat complicated service ordering process. Therefore, attention to the quality of User Interface (UI) and User Experience (UX) in developing these applications or websites is crucial. This research aims to design a cleaning service website specifically for rented student accommodations, enabling users to customize services according to their needs. Data collection was conducted within the Telkom University student environment using a Preliminary Survey method targeting Telkom University students. In the website development stage, the Design Thinking method was employed, culminating in a prototype developed using a CSS framework. The final prototype was then tested using Usability Testing methods, utilizing Single Ease Question (SEQ) and the System Usability Scale (SUS) as measurement tools. Usability Testing results with 52 participants yielded a SUS score of 87 out of a maximum scale of 100 as "Excellent" and an SEQ score of 6.55 out of a maximum scale of 7 as "Easiest Imaginable". Both scores are significantly above the minimum values for each measurement tool. Based on these results, it can be concluded that the UI/UX design and implementation are considered to be excellent or highly effective.

*Keywords— **Website, Cleaning Service, UI/UX, Design Thinking, Single Ease Question, System Usability Scale***