

ABSTRACT

The high volume of passengers at the Indonesia-China High-Speed Railway Station (KCIC) demands efficient services, including in the management of lost and found items. As one of the modern transportation hubs with a high daily passenger volume, the Indonesia-China High-Speed Railway Station (KCIC) faces challenges in handling lost item reports quickly, accurately, and transparently. Manual procedures still in use often result in delays, lack of transparency, and difficulties in data retrieval. This study aims to design and implement a web-based Lost and Found service system interface, "Seekers," as a modern digital solution. The system development uses the Waterfall method with HTML, CSS, and JavaScript technologies, and applies a user-centered design approach to ensure ease of use. The resulting system includes core features such as loss reporting, found item logging, search, verification, item release, and visual statistics. System testing was conducted comprehensively: black box testing ensured all functionalities worked perfectly, while Google Lighthouse testing showed a Performance score of 99-100. This high technical score ensures that the interface runs extremely fast and responsively. These results validate that "Seekers" is a reliable and efficient digital solution that effectively enhances the speed and transparency of Lost and Found services, while supporting the modernization of public services at KCIC.

Keywords: Lost and Found, Indonesia-China High-Speed Railway Station, User Interface, Waterfall Method, User-Centered Design.