

Abstract

The Environmental Service has main duties and functions related to the Waste Sector, Forestry Sector, Pollution and Damage Control Sector and Environmental Protection and Management Arrangement, in carrying out its main tasks and functions, of course, several problems were found that caused the implementation of the main tasks and functions to be not optimal. , based on interviews from several communities, the problem that occurs is that the problem of waste is slow to handle because their complaints are not slow to be conveyed because there is no system to manage public complaints. This research is a proposal in designing a user interface with the UCD (User Centered Design) method which can later be used as material in making an environmental pollution system for the environmental service, this design is based on the needs of each user, namely the community and the environmental service. This prototype has been tested using the SUS method, based on the tests that have been carried out using the SUS (System Usability Scale) method, the test results obtained are 70.5 and get a good grade, which means that the design made is feasible and acceptable because it is above the average which is 68.

Keywords: *User Interface, User Experience, User Centerd Design, Sistem Usability Scale*

Abstrak

Dinas Lingkungan Hidup memiliki tugas pokok dan fungsi yang berkenaan dengan Bidang Persampahan, Bidang Kehutanan, Bidang Pengendalian Pencemaran dan Kerusakan serta Bidang Penataan Perlindungan dan pengelolaan Lingkungan Hidup, dalam pelaksanaan tugas pokok dan fungsinya tentunya ditemukan beberapa masalah yang menyebabkan pelaksanaan tugas pokok dan fungsi tidak optimal, berdasarkan wawancara dari beberapa masyarakat permasalahan yang terjadi yaitu masalah persampah lamban untuk ditangani karna

pengaduan mereka yang tidak lambat untuk tersampaikan karna belum adanya sistem untuk mengelola pengaduan masyarakat. Penelitian ini sebagai usulan dalam merancang user interface dengan metode UCD (User Centered Design) yang nantinya bisa dijadikan bahan dalam membuat sebuah sistem pencemaran lingkungan dinas lingkungan hidup, perancangan ini didasarkan pada kebutuhan dari masing-masing user yaitu pihak masyarakat dan pihak dinas lingkungan hidup. Prototype ini sudah diujikan menggunakan metode SUS,