# ABSTRACT

Household electronic devices have become an integral part of everyday life, especially in this era of globalization. However, urban communities often face challenges in obtaining reliable and efficient service and maintenance services. This study aims to design a prototype of a mobile application that provides easily accessible, reliable, and transparent service and maintenance services for household electronic equipment.

Using data collection methods such as questionnaires, analysis of similar applications, and interviews, this study identifies the main problems faced by users, including lack of information about trusted service providers, non-transparent service costs, and limited access to service locations. The results of this study are expected to produce an application that makes it easier for people to access service and maintenance services, reduce uncertainty about costs and service quality, and increase efficiency and convenience in maintaining household electronic equipment. This application is expected to be an innovative solution that answers the needs of urban communities in this field.