

ABSTRACT

Service from home or commonly referred as Home Service is a service provided by several of companies in the form of services that will come from house to house according to consumer needs, "Home Service" would be a very helpful for consumers whom are in need of a service for their needs when their activities is busy or do not have time to visit the company. But unfortunately Home Service are not available at all car service centers, this makes consumers who need their services guess which company or service center whom provides Home Service, or at least they have to visit the service center and ask if the service center provides Home Service or not. Based on the above problems, the idea arose to create an application called C-Service or design an application called "C-Service" based on Android. This application will contain cities information, choice of service center company and data in the form of information that will display the name of the service center, service center address and contact person who can be contacted, with the aim that the information provided can help consumers find out which service center company provides Home Service services without have to guess and go to the service center by themselves. Problem solving methods used is one of the SLDC methods, it is Waterfall. Based on the applications that have been built and the tests that have been carried out, it can be concluded that the C-Service application is a medium that provides information and links between users and a dealer, especially in Home Service services where this service is very difficult to obtain information. Thus, the C-Service application has succeeded in achieving its goals. This is evidenced in user testing involving 28 respondents, where 25% of users strongly agree and 67.9% agree that the C-Service application provides useful information to users, thanks to the information provided by the user application so that they know information related to dealers, especially find out the contact for Home Service services.

Keywords: Home Service, Service Center, Application