Abstract

Repair and rental services that are in great demand are electronic equipment repair and rental services. the use of electronic device repair services is a service needed because of the range of damage to certain electronic devices. However, consumers as service users have limited information about electronic equipment repair and rental service providers. In addition to this, electronic repair and rental service providers have difficulty getting Customers due to a lack of information media. Therefore, creating a web-based electronic appliance service provisioning and repair service application is the right solution because it can be accessed quickly, in realtime, and online. In application development, the waterfall method is used, and points gamification is used. The results of testing the application with the Blackbox method resulted in all functionality working according to its function and the results of the user acceptance test from 21 Customers "strongly agree" with a percentage of 84.99% and 14 partners "strongly agree" with a percentage of 86.90% of applications accepted.

***Keywords:** Repair services, rental services, web applications, gamification*