

ABSTRACT

Many aspects of life have changed due to advances in information and communication technology, including the service sector. However, behind this progress, there are still problems that have not been fully resolved. One of them is the difficulty for people to get reliable, fast, and customized device repair services. The process of finding a repair service faces several key challenges. Some of them are the unaffordability of information, limited service options, and the lack of an integrated system. The purpose of this research is to develop a digital solution that can connect customers with repair service providers through a market-based application. This research was conducted using a qualitative approach and used data collection methods through observation, questionnaires, interviews, and literature studies. During the design process, a design thinking framework was also used. The analysis process was carried out with the ultimate goal of creating a user interface design for the application. The results of this research are expected to be a tangible contribution to the use of digital technology to solve the problem of more inclusive and sustainable access to repair services.

Keywords : *Design Thinking, Marketplace, User Interface, User Experience, Repair, Gadgets.*