

Website for Home Service Provider

Amruta Amol Bhawarathi¹, Kaustubh Muley², Kavya Amrutkar³, Devendra Kawade⁴, Anushka Kausadikar⁵, Ayush Kawane⁶, Kaustubh Singh⁷

^{1,2,3,4,5,6,7}*Department of Engineering, Sciences and Humanities (DESH) Vishwakarma Institute of Technology, Pune, 411037, Maharashtra, India*

Abstract—In the current scenario, people have an immense workload and hectic lifestyles. Problems get accentuated with rapid urbanization and fast pacing lifestyle. Unexpected home maintenance issues distract people from their prioritized tasks. A balance between professional and family life is essential in everyone's life. In such a scenario, everyone wants a house free of maintenance issues. Every family wishes for quick doorstep services without the hassle of bargaining. In such a situation, e-commerce makes daily life easier. It has a wide range of applications in day-to-day life. This system is designed to provide high-quality home maintenance services to customers. The main motive of this system is to serve customers at their doorstep according to their requirements. It offers a one-stop solution for all home-related needs, including repair, cleaning, appliance installation, renovation, and many more. Our team consists of skilled and experienced professionals who are dedicated to providing top-notch services at an affordable price. With a user-friendly interface and an easy booking process, our website offers convenient and seamless service that anyone can access, enabling families to experience a new level of comfort and satisfaction with the help of our home service provider.

Keywords —Authentication of service provider, customer registration, fixed prices, services, user-friendly.

I. INTRODUCTION

The website is an innovative platform connecting homeowners with reliable and trustworthy home service providers. The website offers professional and qualified personnel who can efficiently repair and fix everything around the house. Due to their busy schedules, people are willing to pay more for a high level of service. When ineffective search directories are used to find a service provider there is always a risk of being bombarded with constant calls. Our website offers a wide range of home repair and maintenance services, including cleaning, appliance installation, shifting, renovation, and

remodeling. Whether looking for a one-time or recurring service, this is the website for it. Our provider network is carefully selected and trained to ensure the highest quality of service. Customers can schedule their service, receive transparent pricing, and book their appointment with just a few clicks, allowing them to experience the ease and convenience of having professional home services at their fingertips.

II. LITERATURE REVIEW

A well-organized mobile environment for clients of a system provides convenience in accessing services and can comfortably enhance the overall user experience. The supreme goal of online systems for domestic services is to provide home services to the doorstep with a single touch.[1] The focus is on providing a variety of services with symphony and an organized manner. Any verified user trying to get served through the website can use the online system for home services.[2]

The world has entered the information age, which is believed by many economists and experts to be a revolution similar to the industrial revolution. This revolution has brought about significant changes in society's economic, social, and cultural aspects. One aspect of this transformation is the shift from paper-based commercial transactions to electronic-based ones, resulting in changes in economic relationships between individuals, corporations, and governments. This article will focus on the benefits of e-commerce and its impact on the market.[5]

Home appliances are machines used for household functions. Maintenance and repair for these appliances require technical and practical skills. In today's digital world, online platforms offer services like plumbers, movers, packers, and repair services at the click of a button. A two-way communication platform can connect

service providers with customers and improve skills through a feedback-based rating system. Real-time tracking based on geo-location can provide faster service.[3]

III.EXISTING SYSTEM

Urban Clap: It is a service marketplace app that connects customers with service professionals. Due to the increasing number of elementary families and due to excessive workload everyone wants to spend more time with their families. Services delivered to doorsteps with the click of a mouse are a welcomed change that has given rise to business models such as Urban Clap. However, its success heavily relies on the company’s ability to meet its customers’ expectations, alleviate their pain, and provide overwhelming satisfaction.

Forfix: It was launched in the market to provide a user-friendly herbal solution to fix the problems related to pests, insects, and diseases they spread.

Handyman: To provide services related to AC (air conditioning) house painting, electrical equipment, and plumbing a platform named ‘HANDYMAN’ was brought to the market. They also offer cleaning and janitorial services, construction management tasks, and repair work.[4]

IV.METHODOLOGY

A. Theory

The methodology of a home service provider can vary depending on the specific services they offer and the company's policies.

Service Planning: Based on the initial assessment, the provider creates a plan for the services to be performed, including the scope of work and the timeline for completion.

Estimate: The provider presents an estimate to the customer, outlining the costs associated with the services to be performed. This helps the customer to understand the investment they will be making and plan accordingly.

Scheduling: If the customer agrees to the estimate, the provider schedules the services to be performed at a convenient time for the customer.

Service Execution: The provider carries out the services as planned, ensuring that all work is performed to a high standard and that the customer's requirements are met.

Payment Methods: The customer can make payments online as well as offline accordingly. The customer can make payment using UPI online mode.

Quality Control: The provider regularly inspects the work to ensure it meets its quality standards and customer expectations.

Follow-Up: The provider follows up with the customer to ensure they are satisfied with the services performed and address any concerns or questions.

Record Keeping: The provider maintains detailed records of the services provided to the customer.

Feedback: Customer feedback is analyzed regularly to understand their requirements and their experience with the service to improve the Service accordingly.

B. Requirement

Table I: Software Requirement :

| | | |
|-------------|----------------------|--|
| Server-side | Software Requirement | HTML, and CSSthe for the Front end of the site |
| Server-side | Software Requirement | My SQL for the Back end |
| Client-side | Operating system | Supported by Browser |
| Client Side | Online Transaction | UPI Payment Application |

Other Requirements:

1. Data of the service providers
2. Information about customers
3. UPI Application for Online Transaction.

C. Proposed System

User Account Creation: The platform will have a user registration and login function allowing users to create an account and log in to access the website's services.

Service Types: The website will offer a range of home services, including plumbing, electrical work, carpentry, cleaning, and others. Customers can pick the service they need and book it online.

Booking Services: Customers can book services by selecting the date and time and inputting their address information.

Admin Dashboard: The website will have an administrative dashboard where administrators can manage the site, add new services, manage service

Notification Feature: The system will send emails and text messages to both users and service providers about the status of their bookings.

Review and Rating System: Customers can rate and review the services they receive from service providers. These ratings and reviews will be displayed on the service providers' profiles.

Mobile Compatibility: The website will be mobile-friendly, making it easy for customers to access the site and book services from their mobile devices.

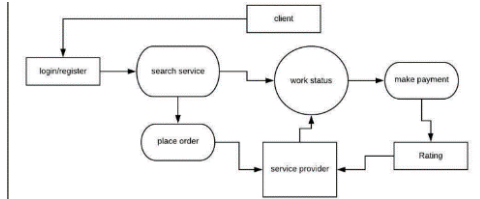
User-Friendly Design: The website will have a user-friendly design, making it simple for customers to book services and make payments. The website will have a modern and attractive appearance.

Technical Support: The website will have a dedicated technical support team to assist users and service providers with any problems they may have while using the platform.

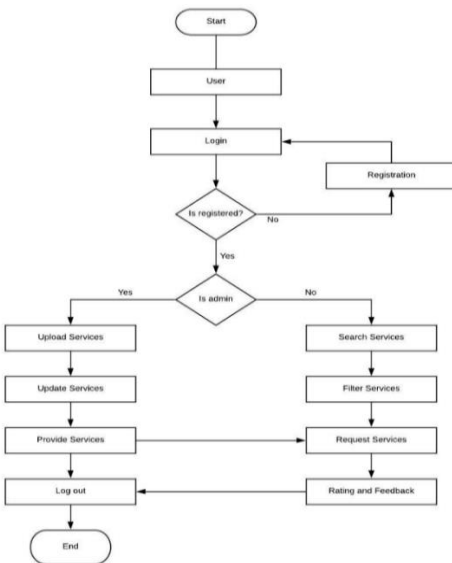
V.RESULTS AND DISCUSSIONS

Home services are essential and the demand for services is increasing with the growing population. Old-aged and people with special needs have difficulty finding service providers and will benefit the most from this Website. We plan on gathering service providers and circulating uniform labor amongst them. Hence working toward eradicating unemployment while providing customers with the best services at their fingertips.

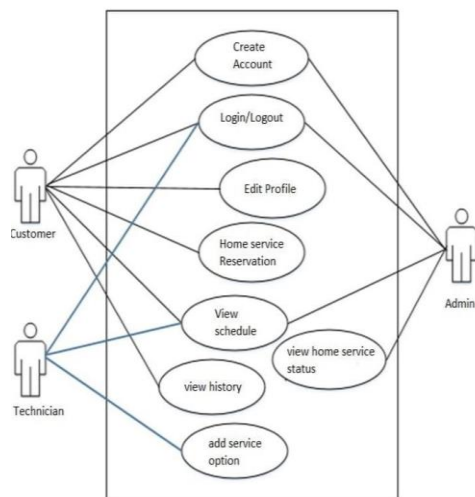
D. Diagram



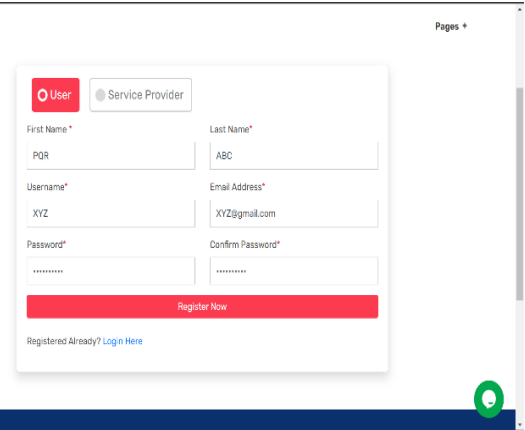
3.4.1. Data flow diagram



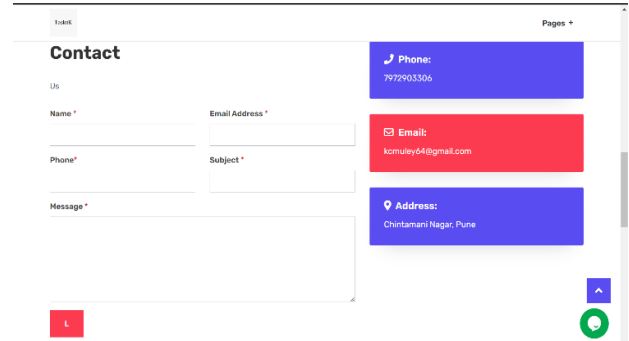
3.4.2. Flow chart



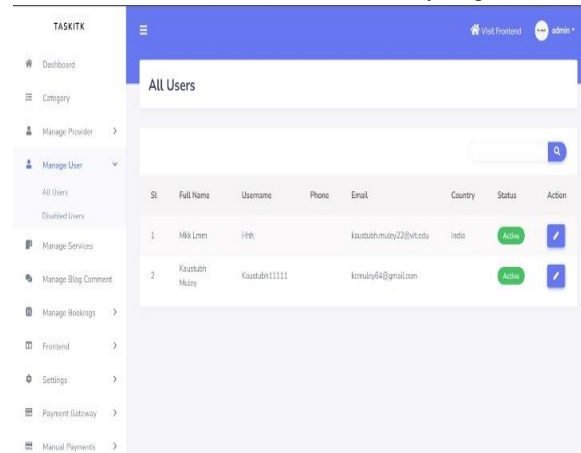
3.4.1. Use case diagram



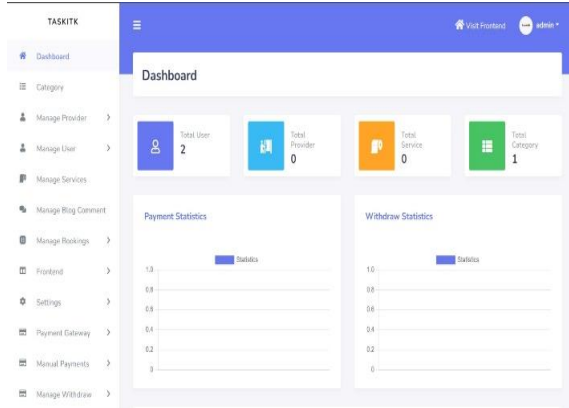
4.1. Login / Registration / Sign Up Page.



4.2. Contact Details OF Website, Query Page.



4.3. Admin Panel Including Users Data.



4.4. Total Users and Admin Panel

VI.FUTURE SCOPE

The online home services website offers some of the most popular home services. Changes can be made in the system according to the customers' evolving needs. The system can be expanded with different features to accommodate all the needs of customers. For instance, the current website provides services like home painting, home cleaning, home repairs, appliance installation, and movers-packers. Other Services like cellphone repair, Event Management, etc. can be added to develop the system.

VII.CONCLUSION

To alleviate the difficulty of coming up with internal solutions for services. The suggested system offers a solution by delivering service specialists at the door with a single click. A structured mobile environment for system clients makes it easier to access our services. You can get a worker who is expert, experienced, and well-qualified. Services such as home cleaning, furniture maintenance, plumbing, electrical work, house painting, and appliance repair are made available. These online household services can cater to and enhance their capabilities to fulfill new demands and requirements. This application can satisfy the evolving needs of the customer.

VIII.ACKNOWLEDGMENT

We thank our project guide who guided us throughout the project with her valuable insights and advice. Her encouragement and unwavering support were instrumental in helping us stay focused and motivated. We would like to express our heartfelt gratitude to everyone who has contributed to the successful

completion of this project. Creating a home service website is challenging, but with the help and support of the following people, we overcame every obstacle and brought our vision to life. We are grateful to everyone who has helped us create this project and hope it will benefit those needing home services.

REFERENCE

- [1] K. Aravindhan; K. Periyakaruppan; T.S. Anusa; S. Kousika; A. Lakshmi Priya "Web Application Based On Demand Home Service System", Publisher: IEEE,2020 6th International Conference on Advanced Computing and Communication Systems (ICACCS)
- [2] Dipak Kumar Singh, "Online based home services, its use and implication" on July 2014.
- [3] Nikam Poonam, Gunjan Tripathi, Home services survey published in International Research Journal of Engineering and Technology on 12 December 2019 by Jadhav Priti, Parakhe Sonali, and Ms. Prachi S. Tambe.
- [4] An online system for household service by N. M. Indravan, Adarsh G, Shrushti C, Shanthi K, and Dadapeer was written in the International Journal of Technology and Engineering. on 24 April 2018.
- [5] Shahrzad Shahriari, Mohammadreza Shahriari, Saeid gheiji. "E-Commerce And Its Impacts on Global Trend And Market".International Journal of Research – Granthaalayah. Vol.3 (Iss.4): April 2015.