Online Domestic Services

(Project Proposal)

Project Code:

BS-313537

Internal Advisor:

Dr. Hafiz Faisal Shahzad

Project Manager:

Dr. Muhammad Ilyas

Project Team:

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No** | **Name** | **Roll No** | **Role** |
| 1. | Aleena Nadeem | BSEF19M037 | Team Leader |
| 2. | Maria Zareef | BSEF19M031 | Team Member |
| 3. | Aqib Ijaz | BSEF19M035 | Team Member |

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# Abstract:

A system which provides all the basic household services like carpenters, plumbers, barbers, electrician, etc. around a certain region to all the people with ease. Nowadays, people are so busy with their hectic lifestyles and busy schedules that they make them deviate from their family life. All of us thought that life would be much better, if there was no problem in getting services at your doorstep and if there was no mess in negotiating work for home services. When someone needs help with a small but large Household Problems arise when qualified workers are not available or it is impossible to find reliable providers who consistently provide flawless service. We offer the most economical and hassle-free option to complete your homework using our online system for home services. The online marketplace benefits the local community of buyers and sellers by facilitating efficient contact. Any service provider's abilities will be improve with the help of a rating system based on customer feedback, which will ultimately benefit the service recipient. To provide quicker service, offer real-time technician tracking depending on location.

# Background and Justification:

The International Labor Organization (ILO) estimates that 8.5 million individuals in Pakistan are employed as domestic workers, the majority of whom are women and children. As 'unrecognized labor' with no legal protection or formal agreements between the employer and employee, domestic helpers are more unstable and subjected to long hours, demanding workloads, violence and abuse at work, unprotected salaries, and low pay. Domestic help is reasonably priced for the middle class and upper class in the country in which we live. Domestic helpers are employed to complete a range of tasks around the house, including cooking, cleaning, ironing, laundry, and caring for the old and young ones. The greatest job sector in the nation is reportedly domestic help. We aim to help in providing optimal solutions to all your household troubles with more efficiency, ease, and majorly, a delicate touch. (Shakeeb Asrar, 2021)5

A single-click system describes booking highly skilled in-house professionals and getting your service done on time. The main purpose of the system is to humanize the existence of domestic workers and to secure households. User can request for service and the company can assign workers for the service that requested by the users. Domestic Service Provider focuses on providing value to the customer and on the customer relationship. It provides a framework to structure IT-related activities, and other home works and the interactions of IT technical personnel with customers and clients. (Adarsh G2 et. al 2018)6

# Project Methodology:

In order to achieve the project goals and objectives, we will use different modules and take various steps. In developing process, we will use incremental approach in which system will develop in chunks, iteration by iteration. Each iteration results in an increment, which is release of the system that contains added or improved functionality compared with the previous release.

1. **Method of Data Collection**

* We have gathered data from reading different research articles about domestic employers’ work practices, legal protection of workers, domestic services, and customer household needs, and many more. (Carolina Sternberg9, 2019 : Jakarta1, 2021 : Adarsh G26 et.,al 2018)
* We have detailed discussions on the project in which we share different ideas about how we can add new features to it and make it easier to use and try to find the solutions to existing problems.
* We examined the working of different Systems that are providing domestic services in an easier way.
* We also visit different Websites and Applications, which are already developed for household services for example Maid in Pakistan3 and Justlife4 (home services) etc.

1. **Method of Analysis**

* When we deeply visit the above-mentioned platform, we found most of the systems are providing static environments instead of dynamic and details of workers are missing to customers like their past work experience and rating.
* We visited thoroughly each site and looked at the content to search out that the required solution might exist.
* We found that mostly different payment options are not available for local and international users, feedback is missing about workers’ performance, and the client cannot check the details about the category and the number of workers available in it.

# Project Scope:

The goal of our project is to create a fully functional environment that offers a safe and user-friendly framework for online service booking. The project's primary goal is to give customers a responsive application for services. We frequently become dissatisfied while making an appointment with a service provider due to the numerous issues that can arise, such as the service provider being busy elsewhere, not returning our call, or the cost being too high depending on the issue. We will solve this problem in this project.

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