



Project and Professionalism (6CS007)

Professionalism Report Service Ease

Student Id : 2065693
Student Name : Hridaya Bhattarai
Group : LM6CG14
Supervisor : Johan Tandukar
Reader : Aatiz Ghimire
Cohort : 7
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Social Impact

As a digital platform that facilitates user interaction and service provision, Service Ease has the potential to have a substantial impact on society in a number of ways. There are many areas in the society where Service ease will have a positive and progressive impact:

1. Accessibility Employment opportunities:

We are all aware of the state of the employment opportunities currently in the city. There are many skilled manpower opting for foreign employment and many are roaming around in search of employment. In this context, it is no brainer to state that Service Ease will be creating employment opportunities for many individuals. The platform that service providers get through the system helps them to reach a broader customer base which otherwise would be narrowed to their own locality. The system also helps to uplift and support the freelancers and small business-oriented service providers to showcase their skills and earn handsome amount of money. (Lee, 2011)

2. Efficient and improved access.

The introduction of Service Ease will help people to save their time and energy. Since the system supports two of the most recurring household problems, users will now be able to call the services provider at their house during their convenient time. Users can avoid the hassle of finding a service provider by visiting a shop or by making a phone call. The system offers easy booking management system to make booking hassle free and quick. Users can schedule a time which is acceptable to them and not have to sit waiting for the service provider to arrive at their house. As these aspects will help users to save their time, which they can use on their productive work for the betterment of the society.

3. User Empowerment:

Users are more confident and satisfied with the services they choose because they feel more involved and in control of their interactions with service providers. As users, will have access to reviews, ratings, inquiry and all other facilities, the system makes user feel that he/she is in control of it while making a booking. Also, both the service providers and user can make informed decision which will meet their expectations.

4. Safety and reliability:

As Service Ease give more attention and encouragement to skilled manpower, hiring skilled electricians and plumber will give a sense of safety to the users. Proficiency in electrical and plumbing work is necessary, as is attention to safety regulations to avoid mishaps, property damage, and any health risks. The project guarantees that the required safety measures are performed, lowering the possibility of poor installations, leaks, or other dangerous scenarios. This is accomplished by encouraging the hiring of skilled personnel. The safety and well-being of the general public may benefit from this.

5. Skilled Workforce Development:

The outburst of Service Ease will also help to create more skilled manpower. As the demand for the service provider grows with the growth of the system, it can motivate another layman to choose a career in this particular field. The qualified personnel can not only create an impact on the system but on the society as a whole.

6. Economic Impact:

Service ease provides a positive economic impact by not only creating employment opportunities but also by saving the other costs of personnel. There will be an automatic decrement in operational cost of service providers and users with the emergence of service ease. As service providers do not need to market themselves as they can impress different communities of users.

7. Improved Infrastructure:

Service Ease can also help in the improvement of the overall development improved infrastructure of the society. This may entail setting up contemporary, dependable, and efficient electrical and drainage network, which will improve the standard of living for locals. Modernized electrical and plumbing infrastructure can help draw in businesses, promote economic expansion, and make a town more livable overall. Improved basic features of living will also help to uplift the living standard of the peoples of the society.

While having many positive impacts on the society, it can also have negative impact. There are some areas where Service ease can have negative impact:

1. Inequality and Digital Divide:

Inequality and the digital divide in Service Ease illustrate how certain people are unable to utilize the platform to the fullest extent due to inadequate access to technology and the internet. This widens the divide between those who find it easy to use Service Ease and others who find it difficult to participate. For a lot of people, this restricted access means passing up chances presented by the platform. The gaps between individuals who can and cannot benefit from Service Ease are widened by this division. Plans that enable everyone to have better access are necessary to address this. This might include things like making Service Ease simple and easy for everyone to understand and use, as well as making the internet easier to use, particularly in locations where it's difficult to discover.

2. Job Insecurity:

Although it presents opportunities, service ease raises the possibility of employment insecurity in the service sector. Because of the increased competition on the platform, providers may find it difficult to maintain stable revenue streams and retain clients as the market becomes oversaturated. Moreover, people who depend on traditional responsibilities may lose their careers as a result of technical developments made possible by Service Ease. The platform's potential to influence changing consumer preferences or market demands may also have an effect on the stability of suppliers' jobs. Because digital marketplaces are inherently unpredictable, uncertainty may worsen, making it more difficult for service providers to project demand or sustain steady revenue levels.

Ethical issues:

The ethical scene within Service Ease includes a wide range of concerns that impact the loyalty of users, service providers, and the platform. These topics revolve around privacy, fairness, transparency, accessibility, impact on legacy services, and user trust.

1. Privacy and data conduct

There will always be a concern for data privacy and security in these systems. There are queries on how Service Ease collects, stores, and uses user data. Consumers demand openness regarding the types of data that are gathered, how they are utilized, and who can access them. To address these concerns, it is essential to ensure strict data protection measures, gain user consent, and maintain data security. (Kirsten Martin, 2022)

2. Bias and Fairness

The system should not perform any kind of discrimination on the basis of different factors and situations. Despite ranking the service providers according to their tiers, the basic features should be similar to all of the service providers. The platform must have fitting algorithm and practice to not let these issues to occur.

3. Transparency and accountability

Transparent platform operations and honest reviews are important. False or misleading reviews can undermine user trust and unduly influence the service provider. To strengthen trust within the platform, mechanisms must be put in place to verify reviews and both users and providers must be held accountable for their actions. (Brey, 2012)

4. Effect on Conventional method

Traditional enterprises or regional economies may be impacted by digital platforms such as Service Ease. It's critical to recognize and address negative impacts on conventional services, jobs, or economic structures in order to preserve a fair market and assist regional companies.

5. User Manipulation and Belief

It is crucial to guarantee user trust and equitable engagement. It is imperative to refrain from manipulative strategies or practices that unjustly impact user behavior or supplier visibility in order to preserve a reliable and credible platform environment.

6. Community trust and dependency:

Communities that depend heavily on the platform's reliable operations run the risk of developing vulnerabilities due to overreliance on it. This over-reliance could damage community ties by undermining confidence in conventional service providers that are not part of the platform.

It is imperative to protect user privacy, reduce bias, maintain accountability, close the digital divide, and take into account the effects on traditional services. Fair access, open operations, and ethical behavior must be given top priority by the moral compass that steers Service Ease in order to create a harmonic ecosystem that benefits both service providers and users while upholding morality, justice, and the welfare of society.

Legal implications:

Data protection, consumer protection, cybersecurity, and contracting obligations are some of the legal requirements Service Ease must follow in its business. The platform's reputation and user confidence may be undermined if these legal frameworks are breached.

1. Data Protection Regulations

- Explanation: The California Consumer Privacy Act (CCPA) within the US and the General Data Protection Regulation (GDPR) within the EU require businesses to secure client information concurring with information security rules. The users should be able to control their data, guarantee data security, and consent to the collection of data should be obtained from them. (Tankard, 2016)
- Scenario: Service Ease may be subject to penalties and litigation if User Data is not protected or disclosed without proper consent. Service Ease can ensure compliance by obtaining users' express consent prior to data collection, implementing robust security measures to safeguard user information, and granting users access to their data. This may include clear privacy policies, user-friendly data management systems, and regular security audits to ensure compliance with data protection laws. (GENERAL DATA PROTECTION REGULATION (GDPR), n.d.)

2. Consumer Protection Laws

- Explanation: Consumers are protected by laws against misleading commercial practices, fraudulent advertising, and unfair corporate practices. They guarantee equitable treatment, truthful information, and consumer dispute resolution. (Goldman, 2020)
- Scenario: If Service Ease misrepresents its services or misrepresents the credentials of its service providers, then it may be subject to complaints and lawsuits. For example, if a platform promotes a service with misleading claims that do not reflect the actual quality of the service, it may be in violation of consumer protection laws. By giving correct information about services, maintaining

transparency in service provider qualifications, and quickly responding to user concerns or complaints, Service Ease can help avoid legal problems. (State of California Department of Justice, 2023)

3. The Electronic Transactions Act, 2008 (Nepal):

- Explanation: Ensuring legality, validity, and security in electronic communication and transactions, this Act regulates electronic transactions in Nepal. (Nepal Government, 2008)
- Scenario: This act mainly governs the financial transaction and secure payment. Since, there would not be a payment option within the system, it would not be applicable on that front. But all other data should be secure and confidential and there should not be any data leakage. (Imperial Law Associates, 2022)

4. Consumer Protection Act, 2018 (Nepal)

- Explanation: This law protects consumer rights, ensures fair trade practices, protects against unfair trade, and resolves consumer disputes. Service Ease operating in Nepal is subject to this law which ensures fair treatment and accurate representation of services to Nepali consumers. (Nepal Law Commission, 2018)
- Scenario: In order to comply with this Act, Service Ease makes sure that fair trading practices are followed by giving accurate and transparent information about the services that are given, making sure that service providers fulfill the requirements that are advertised, and quickly resolving customer complaints or disputes. For instance, the platform swiftly looks into and settles claims from users regarding services they received through Service Ease, guaranteeing equitable treatment and upholding the Consumer Protection Act's requirements for accurate service representations. (Nepal Law Commission, 2018)

Since, Service Ease is just on demo and building phase for university purpose the laws could not imply as of now. If the system is to go live and facilitate people, these laws could come under considerations. For now, the project is just on local host and not going live.

Data Security

Security comes first in Service Ease. The platform uses strict guidelines and verification procedures during logins to guarantee that user information is kept private. Maintaining Service Ease as a safe and dependable platform for all parties involved requires constant improvement seeking and continuous contact with users and stakeholders.

1. Data protection protocols

Service Ease applies strict data protection policies by leveraging Django's powerful architecture. To further strengthen the platform's security, this also entails limiting access to just authorized workers, enforcing compliance with local data protection rules, and encrypting data while it is being transmitted and stored.

2. Data encryption

Encryption techniques are used by Service Ease to protect user data while it is being transmitted and stored. User information confidentiality is ensured by this strict compliance to encryption standards, which effectively limits unwanted access and mitigates potential privacy hazards. Even in the case of a data breach, this method greatly lowers the danger of unauthorized access by securely storing user credentials.

3. User authentication

Using Django's features, Service Ease uses sophisticated user authentication techniques including email verification. By enhancing the platform's resistance to unwanted access, this integration guarantees the security of user accounts.

4. Continuous and collaborative security checks

Service Ease proactively detects vulnerabilities and counters emerging attacks by utilizing Django's robustness for routine security checks. Through the usage of Django's features, the platform collaborates with users and regulatory agencies to collect feedback and insights. Through constant security enhancements and platform resilience reinforcement, this cooperative effort guarantees the successful resolution of security issues and upholds inclusive and ethical ideals.

5. Platform integrity

Platform integrity is given first priority by Service Ease, which uses Django's framework and follows industry-best security procedures. User privacy and platform security are strengthened by regular system updates and strict adherence to security protocols that guarantee compliance with data protection regulations.

6. Secured Connection

The secured communication protocol is used by the system for secured data transmission and connection. The application uses HTTPS connection over HTTP for security purposes. The application also uses git and git hub as version control system for backup and recovery. With the use of the version control system, the system's growth and history can be tracked which can also be backed up and reverted if data or the system has been compromised.

Service Ease has an unrelenting dedication to user data security and confidentiality. The platform employs stringent encryption techniques for both data transport and storage, thereby guaranteeing strict adherence to encryption standards. This successfully mitigates privacy threats and restricts unauthorized access to confidential data. Service Ease prioritizes the security of user information and upholds a safe environment for our users by combining strong password security methods, such as sophisticated hashing algorithms, with powerful protection against potential security breaches.

Conclusion

Service Ease, after its successful deployment is bound to provide more facilities and happiness to the users than limitations. Since, the focus is not only on the fostering of the system but also the overall society, which helps to create a positive impact. User with the use of Service ease having got the chance to make the informed decision will not have any stuffs happening out of their expectations. While creating such systems ethical and legal issues should be taken care off. Respecting local laws ensures user rights and data privacy, but ongoing compliance with changing legal requirements is always essential. Stricter data security protocols, such as HTTPS connections and version control for backup, strengthen data confidentiality and integrity and increase user trust in the program. This group's shared dedication to data security, moral behavior, legal compliance, and social effect highlights the project's all-encompassing and responsible methodology.

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