



UNIVERSITI TEKNIKAL MALAYSIA MELAKA
FACULTY OF INFORMATION AND COMMUNICATION
TECHNOLOGY

PROJEK SARJANA MUDA 1: PROPOSAL FORM

A TITLE OF PROPOSED PROJECT | TAJUK PROJEK YANG DICADANGKAN

FLEXA- Flex your time. Flex your talent.

B DETAILS OF STUDENT | BUTIRAN PELAJAR

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Semester	2	Session	2024/2025	Email Address	nzkya03@gmail.com					

C PROJECT INFORMATION | MAKLUMAT PROJEK

(i) Executive Summary of Project Proposal [Maximum 300 words]

(Please include the background of the project, problem statements, objectives, and expected outcomes/ proposed solution from the project)

Flexa is a mobile application designed to empower university students by providing a centralized, one-stop platform to offer their skills and services to customers both within and beyond the campus community. Initially conceptualized as a parcel and food delivery service, Flexa has evolved into a broader, more impactful platform that encourages students to generate side income through flexible, self-managed service offerings.

The app supports a wide range of services from being a rider or personal shopper to more technical roles like tutoring, photography, laptop repair, wiring, and housekeeping. Flexa aims to solve several ongoing problems: the financial strain faced by students, the lack of a proper platform to showcase their skills, and the unregulated pricing that causes unhealthy competition among peers.

Currently, students who offer services operate informally through social media or messaging apps, making it difficult to attract consistent customers, maintain credibility, or determine fair pricing. Flexa addresses this by offering a

well-organized digital marketplace with features such as service listing, booking, pricing guidance, and review systems all within an interface tailored for students.

Ultimately, Flexa promotes student entrepreneurship, provides accessible service solutions to the community, and fosters a sustainable ecosystem where students can thrive financially without compromising their academic life. It is not just an app — it's a movement to flex time, talent, and income.

(ii)

Detailed Proposal of the Project

(a) Introduction *(Project Background and Problem Statements)*

Flexa is a mobile application developed to serve as a centralized service marketplace, enabling university students to offer their skills and services to customers both within and beyond the campus environment. Flexa supports a wide variety of student-provided services — from parcel delivering, tutoring, housekeeping, and laptop repair, to photography, wiring, babysitting, and more. This platform aims to encourage students to generate side income in a flexible and self-managed way while pursuing their academic goals.

Flexa addresses several underlying challenges commonly faced by students:

- Many students struggle financially, yet traditional part-time jobs often come with rigid hours, strict policies, and off-campus locations that make them difficult to sustain alongside full-time studies. Flexa offers an alternative by allowing students to monetize their skills at their own pace and availability.
- Although many students already provide services informally, they lack a proper platform to showcase their offerings in a structured, visible, and trustworthy manner. Without a centralized system, students rely on scattered social media platforms and messaging apps to promote their skills, leading to inconsistent customer engagement and increased competition among peers, which can create confusion and inefficiency in service delivery.
- On the other hand, students in need of such services often struggle to find reliable providers due to the absence of a dedicated space where skills are matched with demand. This results in missed opportunities for both potential customers and student service providers.

By creating a platform that simplifies transactions, builds credibility, and promotes entrepreneurial spirit, Flexa aspires to become the go-to hub for student-led services — **flexing time, talent, and income.**

(b) Objectives of the Project

Example:

This project embarks on the following objectives:

- 1. To investigate ...*
- 2. To assess ...*
- 3. To make recommendations based on ...*

1. **To support university students in generating side income** by providing flexible opportunities that can be managed alongside their academic responsibilities, as an alternative to rigid, off-campus part-time jobs.
2. **To offer a centralized platform** where student service providers can showcase their skills in a structured and reliable environment, minimizing the chaos of informal promotion and helping reduce unnecessary peer competition.
3. **To simplify access to student-provided services** for both campus and external users, by creating a trusted space that connects customers directly with qualified and available student service providers.

(c) Scope of the Project**1. Web Level****I. Administrator**

- **Login to Account** – Secure access to the admin dashboard for managing system operations.
- **Manage Users & Service Providers** – View, approve, or deactivate student accounts and service provider profiles.
- **Track Service Activities** – Monitor ongoing and completed services, including categories, timings, and user-provider interactions.
- **Review Reports & Complaints** – Access feedback, report abuse, and resolve user-submitted issues.
- **Generate Reports** – Compile data on service trends, user engagement, category popularity, and overall platform performance.
- **Platform Moderation** – Approve or reject service categories, review profile updates, and ensure appropriate listings across the platform.

2. App Level

I. General User (Customer)

- **Register, Login, Edit, Deactivate Account** – Manage personal account for requesting services.
- **Browse & Search Services** – Explore available services by category, provider, or keyword.
- **View Service Provider Profiles** – Check out portfolios, ratings, pricing, and availability of student service providers.
- **Request a Service** – Submit service requests with detailed info such as task description, time, and location.
- **Track Booking Status** – Monitor status updates like “Pending,” “Accepted,” “In Progress,” and “Completed.”
- **Rate & Review Providers** – Give feedback and rate completed services based on quality and reliability.

II. Service Provider (Student)

- **Register, Login, Edit, Deactivate Account** – Set up and manage provider profile, including bio, services, rates, and availability.
- **List Services Offered** – Create and manage listings under relevant categories with descriptions, pricing, and media uploads.
- **Receive & Accept Bookings** – Get notified of new requests, accept or decline based on availability.
- **Update Service Progress** – Mark status updates like “Started,” “In Progress,” and “Completed.”
- **Manage Earnings** – Track completed services and monitor income generated.
- **Communicate with Customers** – Use in-app messaging to coordinate tasks and clarify service details.
- **Access Reviews & Feedback** – View customer ratings to improve credibility and service quality.

(d) Expected Outcome/ Proposed Solution

Empowered Student Income Opportunities

- Students will have a flexible, self-directed way to generate side income without compromising academic schedules or being tied to traditional part-time jobs.
- The platform will support a diverse range of services, allowing students to monetize both everyday skills and specialized talents.

Centralized Platform for Student Services

- Flexa will serve as a structured, user-friendly space for students to showcase and manage the services they offer.

- By eliminating the need for scattered promotion on social media or chat groups, the app will enhance visibility, professionalism, and trust in student-provided services.
- Service providers and users will benefit from organized workflows, status tracking, and direct communication — all in one app.

Simplified Access to Reliable Services

- Users (students and the public) will experience a more convenient way to find and request services from tutoring and repairs to delivery and housekeeping.
- Verified student providers, detailed profiles, and rating systems will ensure users can confidently choose services that suit their needs.
- Real-time updates and secure service options will create a seamless experience from booking to completion.

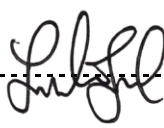
Fostering a Self-Sustaining Student Ecosystem

- Flexa will contribute to a connected and resourceful student community, where skills and needs are exchanged in a supportive digital environment.
- The app will encourage collaboration, promote entrepreneurship, and inspire financial independence among students — creating a culture of hustle, growth, and mutual support.

D REFERENCES | RUJUKAN

State your references (Minimum 10 references)

1	Richardson, T., Elliott, P., & Roberts, R. (2017). The relationship between personal unsecured debt and mental and physical health: A systematic review and meta-analysis. <i>Clinical Psychology Review</i> , 33(8), 1148–1162. https://www.sciencedirect.com/science/article/pii/S2212657020302269
2	University of Florida, Career Connections Center. (n.d.). How does having a part time job help your college experience? https://career.ufl.edu/how-does-having-a-part-time-job-help-your-college-experience/
3	Fresha. (n.d.). Privacy policy. https://terms.fresha.com/privacy-policy
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E DECLARATION BY STUDENT AKUAN PELAJAR	
(i)	<div> Date: <input type="text" value="27/3/2025"/> </div> <div> Student's Signature:  </div>
E RECOMMENDED BY SUPERVISOR PERAKUAN OLEH PENYELIA	
(ii)	<div> Recommended <input type="checkbox"/> </div> <div> Not Recommended <input type="checkbox"/> </div>
	Comments: <div style="background-color: #f0f0f0; height: 100px; margin-top: 5px;"></div>
	Supervisor's Name: <div style="background-color: #f0f0f0; height: 30px; margin-top: 5px;"></div>
	Signature & Stamp: <div style="border-top: 1px dashed black; height: 150px; margin-top: 10px;"></div>
	Date: <input type="text"/>