



The University of Jordan

School of Business

Management Information Systems

JO CRAFTS

Final Documentation

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Submitted Date:

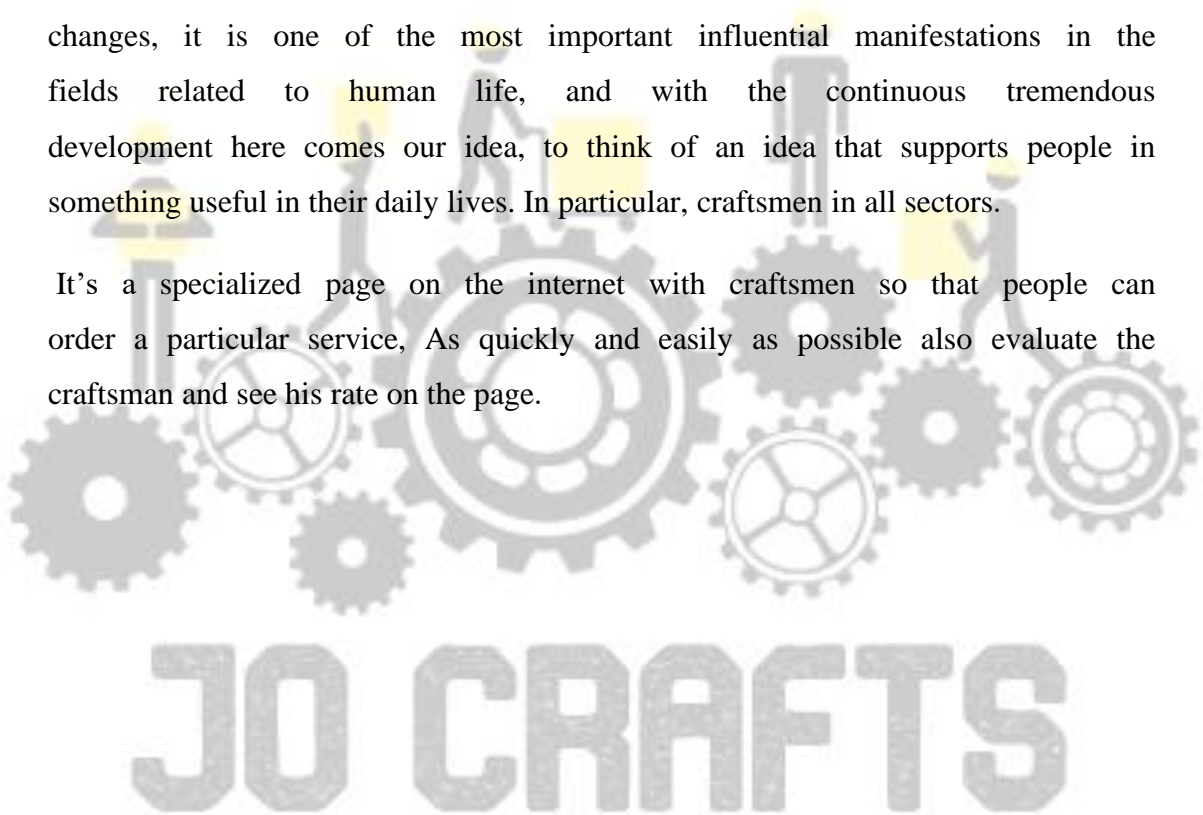
02 / January / 2022



ABSTRACT

In all societies, People from different kind of professionals have to meet the needs of people and serve them in various fields, therefore society needs faster and high-quality service; society needs blacksmiths, carpenters, transport workers, electricity workers, plumbers and other professions. The importance of craftsmen in our daily lives and activities cannot be denied, because there is a large demand for craftsman daily and continuously, and this is the focus of everyone's attention, with the advent of technology and its changes, it is one of the most important influential manifestations in the fields related to human life, and with the continuous tremendous development here comes our idea, to think of an idea that supports people in something useful in their daily lives. In particular, craftsmen in all sectors.

It's a specialized page on the internet with craftsmen so that people can order a particular service, As quickly and easily as possible also evaluate the craftsman and see his rate on the page.



ACKNOWLEDGMENTS

We would like to express our thanks to Dr. Hazar Hmoud for giving us advice and guidelines either for graduation project or life, with an opportunity to conduct an idea generated from our own selves, that is. We would like to thank University of Jordan, School of Business, faculty members of the department of Management Information System for all the assistance and contributions for supporting us to get what we needed to complete our system. we thank our parents, families, and friends for all the support, encouragement, and patience throughout the project duration.

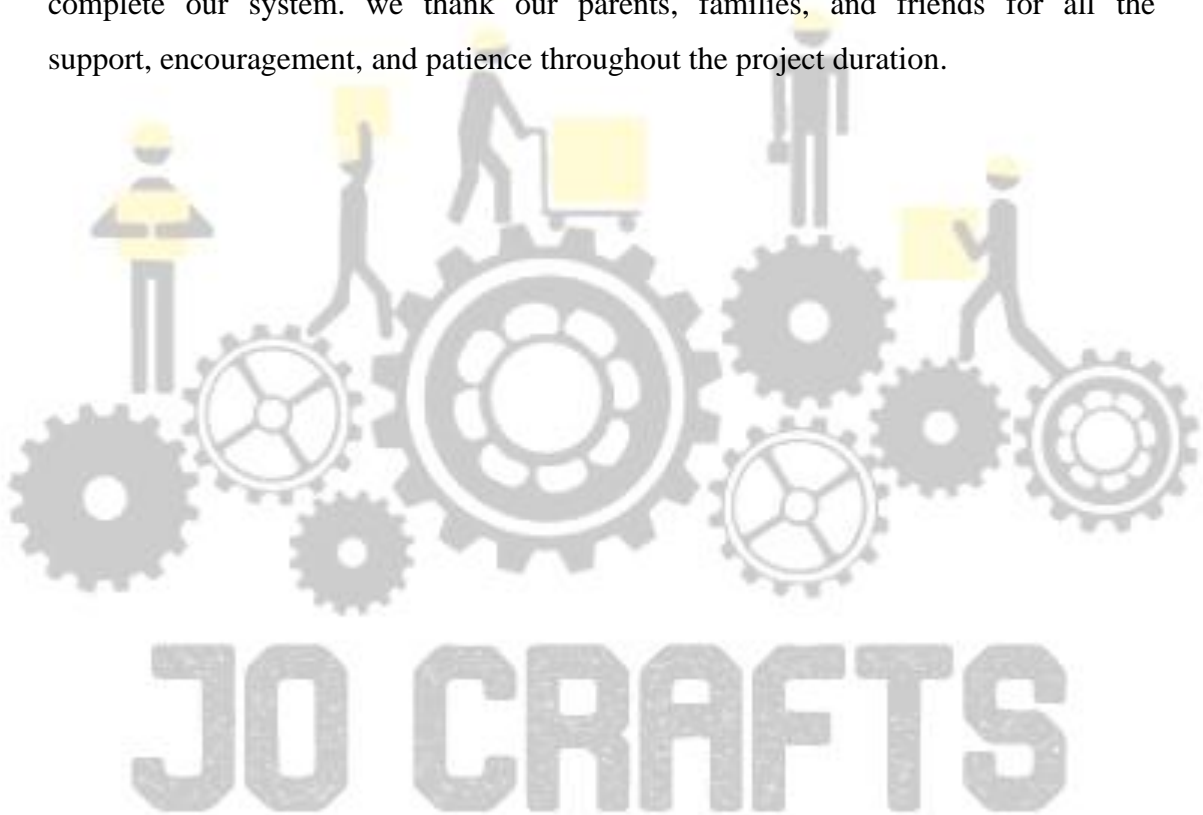


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JO CRAFTS

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CHAPTER ONE: INTRODUCTION

1.1 BACKGROUND:

Under the conditions in which we live, we may all need craft work every now and then, we can reach the solution or the person who can help us solve the problem but in difficulty, at the same time it is difficult for craftsmen to market themselves or the services they provide to customers, so the idea of the site is to connect craftsmen and customers who need craft service, so it will be easy for both to reach each other.

Our project is a website that will enable people from both parties (service providers and service recipients) to offer/receive craft services through the website. The recipient is looking for a service that meets their needs and the service provider is looking for more jobs, our project will facilitate both (service providers and recipients) to provide both parties the opportunity to receive/provide the service as quickly as possible and ensure the quality of work for the recipients in terms of the rating of the service provider.

1.2 PROBLEM STATEMENT:

Now nowadays, especially during the Covid-19 case, many people need help in many specialties. However, at the same time, it was difficult to reach these people to help or support them, because they stopped working, which made it difficult for them to market themselves again, and that led to the use of many traditional ways to find new jobs, and this certainly cost them time, effort and money. The main problem is that until now all people use traditional methods to find who can help them with any problem such as calling friends or asking neighbors, certainly all these types of methods are ineffective all the time, especially if you want to help now hence the importance of focusing on the kind of scenarios that we have in our lives, which can not help the solution for that.

1.3 OBJECTIVES:

Our page helps clients in Amman, Jordan harness craftsmen selected on the basis of integrity and high honesty at work. Our page also provides information about craftsmen so that the client can feel safe when asking for craftsmen, even if they're not inside the house, so that the client can feel the psychological comfort and confidence in the craftsmen we offer on the page, At the same time we help the craftsmen to secure a livelihood.

There are many girls who live alone far from their parents or husbands, or they may be expatriates and need maintenance or assistance in several matters, but they cannot reach the right and guaranteed person to help them solve their problem, especially according to the nature of the local community, as it does not accept this idea. It is difficult to insure anyone easily, we facilitate the link between these people with qualified and guaranteed professionals to help them solve their problems without suffering, the customer may make the craftsman earn his profit and appreciate his capabilities that he enjoys and present them to the community. After the customer communicates with the craftsman, the benefit is integrated for both parties.

1.4 SCOPE OF STUDY:

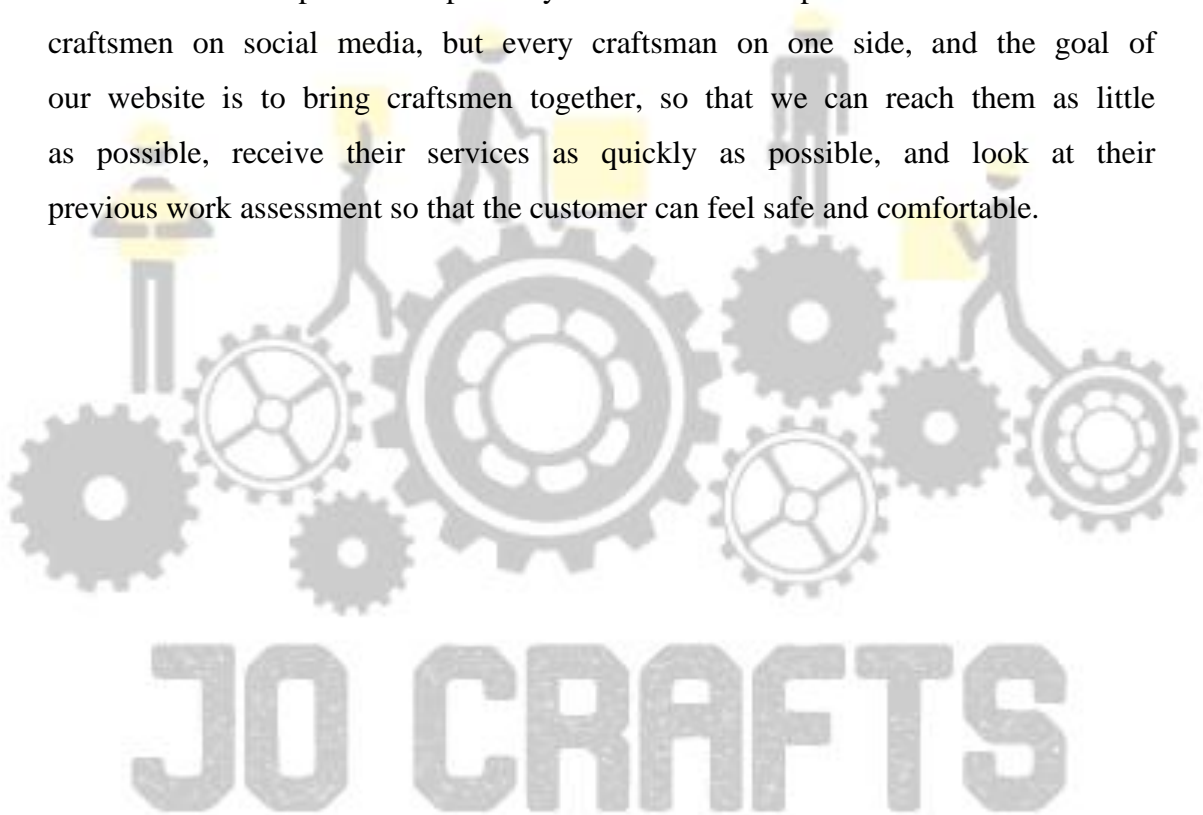
This project's scope is to design a high-quality and user-friendly website for all online users who's living in Amman, Jordan to support them in finding the help they are looking for easily.

We aim to provide a reliable website including a web portal for the administrator for the website that includes service providers and recipient people to solve some issues in the crafts fields.

1.5 VALUE OF THE SYSTEM:

We always need help in something specific during the days of our lives, but we can't easily find someone to help us. We may also resort to the traditional way of getting help, whether by contacting friends, asking neighbors, watching ads, knowing how to get help, or who might help us. After the rapid and widespread spread of information technology, it is time for information technology to be exploited in these matters and used to serve people when their needs and requests for assistance are met.

Our website will provide a point system for service provider. There's a lot of craftsmen on social media, but every craftsman on one side, and the goal of our website is to bring craftsmen together, so that we can reach them as little as possible, receive their services as quickly as possible, and look at their previous work assessment so that the customer can feel safe and comfortable.



CHAPTER TWO: FEASIBILITY AND INFORMATION REQUIREMENTS

2.1 FEASIBILITY STUDY:

We will use the software technologies: Notepad++ for code editing and phpMyAdmin for SQL development and programming languages: PHP, HTML, CSS, and JavaScript to build our project. Moreover, and we have used Microsoft Office, Microsoft Visio, Microsoft Project to write these reports and the documentation, and we have used Visio to draw the diagrams and charts.

2.1.1 TECHNICAL FEASIBILITY:

Software's
XAMPP, phpMyAdmin, Microsoft Office, Microsoft Visio, Microsoft Project, Notepad++

Hardware's
Personal Laptops

2.1.2 ECONOMIC FEASIBILITY:

Hardware & Software	Cost
3 Computers	1800 JOD
Database Software	100 JOD
Total	1900 JOD

2.1.3 OPERATIONAL FEASIBILITY:

We assume that our site will be used by users for the following reasons:

- 1- Ease of access to the site at any time or place if it is connected to the Internet, which saves it time and effort.

2- Ease of requesting the service provider and the possibility of responding to it at the same time instead of requesting it by traditional methods.

3- The user can access the list of his requests that he made at any time and modify or delete it if he wants to.

4- The user can request his service on any day according to his free time.

2.2 DATA COLLECTION METHOD:

We used the following techniques:

- Send Questionnaires:

In this section, we will present the questions answered by people to gather more information about the problems they are facing and get their feedback about some suggestions that might help them overcome this problem. The rest of this section demonstrates the answers of the people.

We have submitted a questionnaire to a sample of people who are facing some problems in finding craftsmen, so it was necessary to provide them with a service that would help them solve these problems, a site that helps them meet their services by requesting the service provider they need, and we explained in what here are people's answers to the questions asked: We asked them if they supported the existence of a site that helps them find craftsmen, and the answer was yes with a percentage (90%), because they had never found a craftsman, and it was difficult to reach these craftsmen and when we asked them about that, their answer was no (88%) , and also from the questions that were asked was it possible for them to deal with our website because it saves them time and effort, and the answer was yes, with a percentage of (97%), because they can receive any service they need from the website.

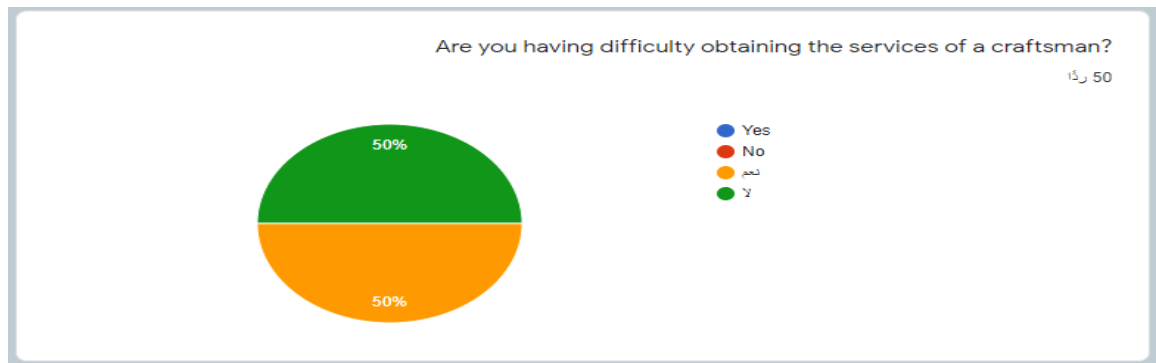


Figure 1: Are you having difficulty obtaining the services of a craftsman

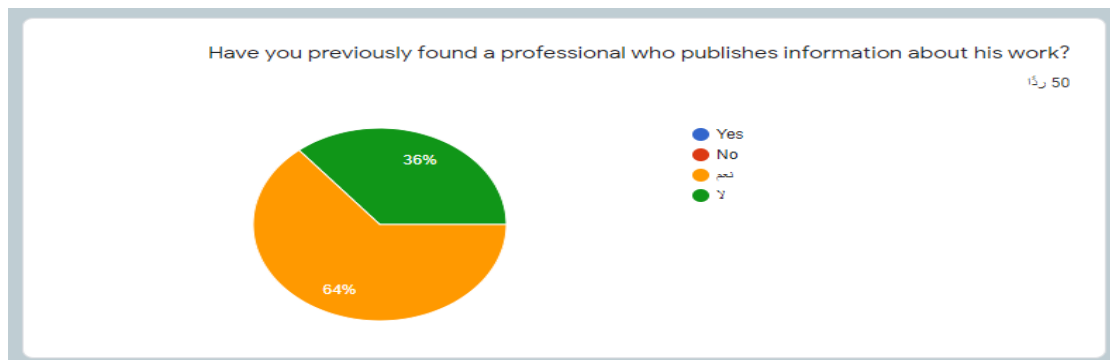


Figure 2: Have you previously found a professional who publishes information about his work

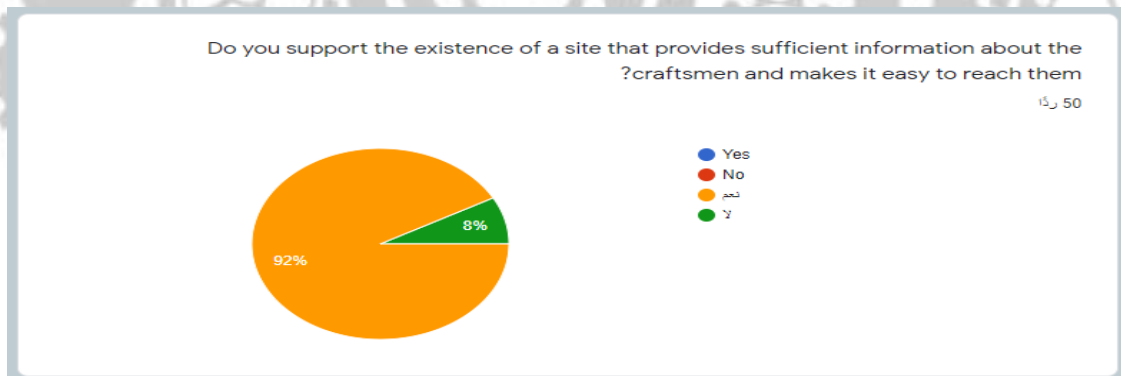


Figure3 : Do you support the existence of a site that provides sufficient information about the craftsmen and makes it easy to reach them

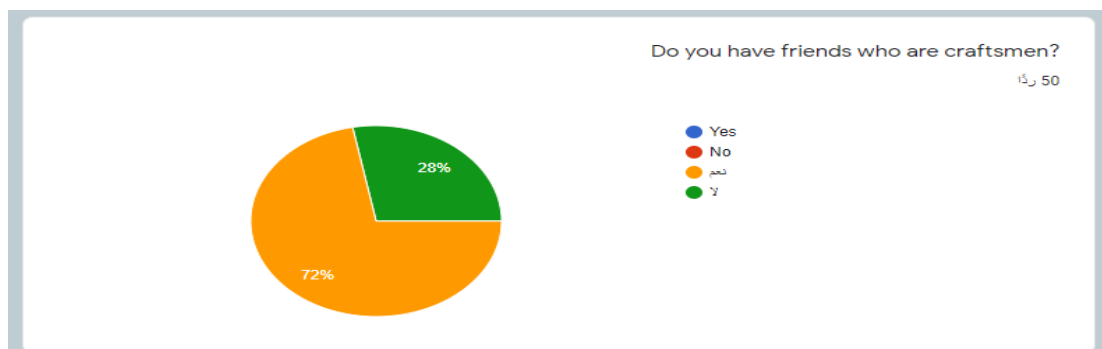


Figure4 : Do you have friends who are craftsmen

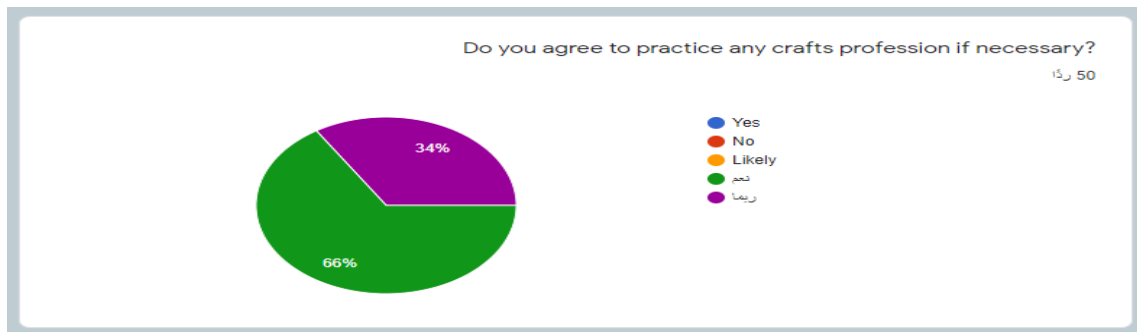


Figure5 : Do you agree to practice any crafts profession if necessary

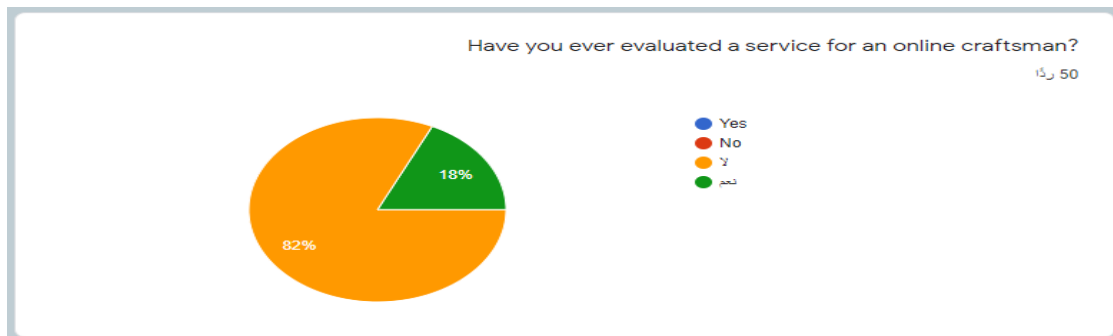


Figure6 : Have you ever evaluated a service for an online craftsmen

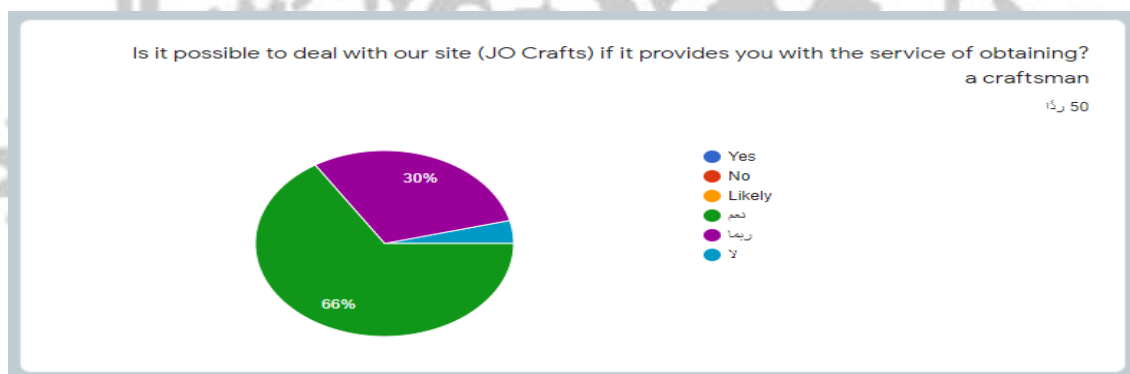


Figure7 : Is it possible to deal with our site (JO CRAFTS) if it provides you with the service of obtaining a craftsmen

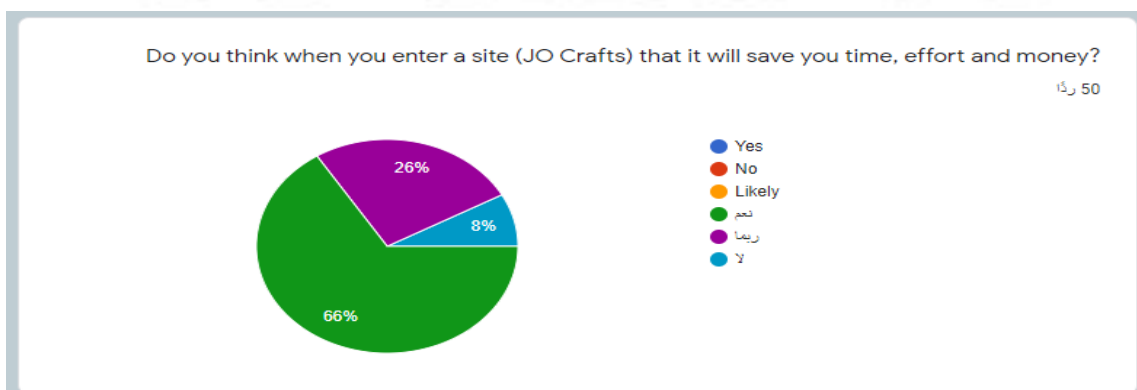


Figure8 : Do you think when you enter a site (JO CRAFTS) that it will save you time, effort and money

2.3 INFORMATION REQUIREMENTS:

Are you having difficulty obtaining the services of a craftsman?

- ☐ Yes
- ☐ No

Have you previously found a professional who publishes information about his work?

- ☐ Yes
- ☐ No

Do you support the existence of a site that provides sufficient information about the craftsmen and makes it easy to reach them?

- ☐ Yes
- ☐ No

Do you have friends who are craftsmen?

- ☐ Yes
- ☐ No

Do you agree to practice any crafts profession if necessary?

- ☐ Yes
- ☐ Maybe

Have you ever evaluated a service for an online craftsmen?

- ☐ Yes
- ☐ No

Is it possible to deal with our site (JO CRAFTS) if it provides you with the service of obtaining a craftsmen?

- ☐ Yes
- ☐ No
- ☐ Maybe

Do you think when you enter a site (JO CRAFTS) that it will save you time, effort and money?

- ☐ Yes
- ☐ No
- ☐ Maybe

2.4 PROJECT PLAN:

Task	Start Date	End Date	Duration
Selecting The Idea	25/10/2021	25/10/2021	1 Day
Defining The Problem	26/10/2021	26/10/2021	1 Day
Setting The Objectives	27/10/2021	28/10/2021	2 Days
Data Gathering	29/10/2021	29/10/2021	1 Day
Feasibility Study	01/11/2021	02/11/2021	2 Days
Business Modeling	03/11/2021	03/11/2021	1 Day
Submit Report One	04/11/2021	04/11/2021	1 Day
Data Flow Diagram	07/11/2021	08/11/2021	2 Days
ER Diagram	09/11/2021	11/11/2021	3 Days
Data Dictionary	14/11/2021	15/11/2021	2 Days
Flow Charts Model	16/11/2021	18/11/2021	3 Days
Develop Entity Event Matrix	21/11/2021	22/11/2021	2 Days
Use Case Model	23/11/2021	25/11/2021	3 Days
Mock Screens	28/11/2021	01/12/2021	4 Days
Submit Report Two	02/12/2021	02/12/2021	1 Day
Programing	05/12/2021	06/12/2021	2 Days
User Interfaces	07/12/2021	13/12/2021	5 Days
Generate Reports	14/12/2021	15/12/2021	2 Days
Submit Report Three	16/12/2021	16/12/2021	1 Day
Preparing The Final Documentation	19/12/2021	27/12/2021	7 Days
Testing The Project	28/12/2021	30/12/2021	3 Days
Submit The Final Documentation	02/01/2022	02/01/2022	1 Day
Submit The Final Project Files	09/01/2022	09/01/2022	1 Day

Table 1 :Project Plan

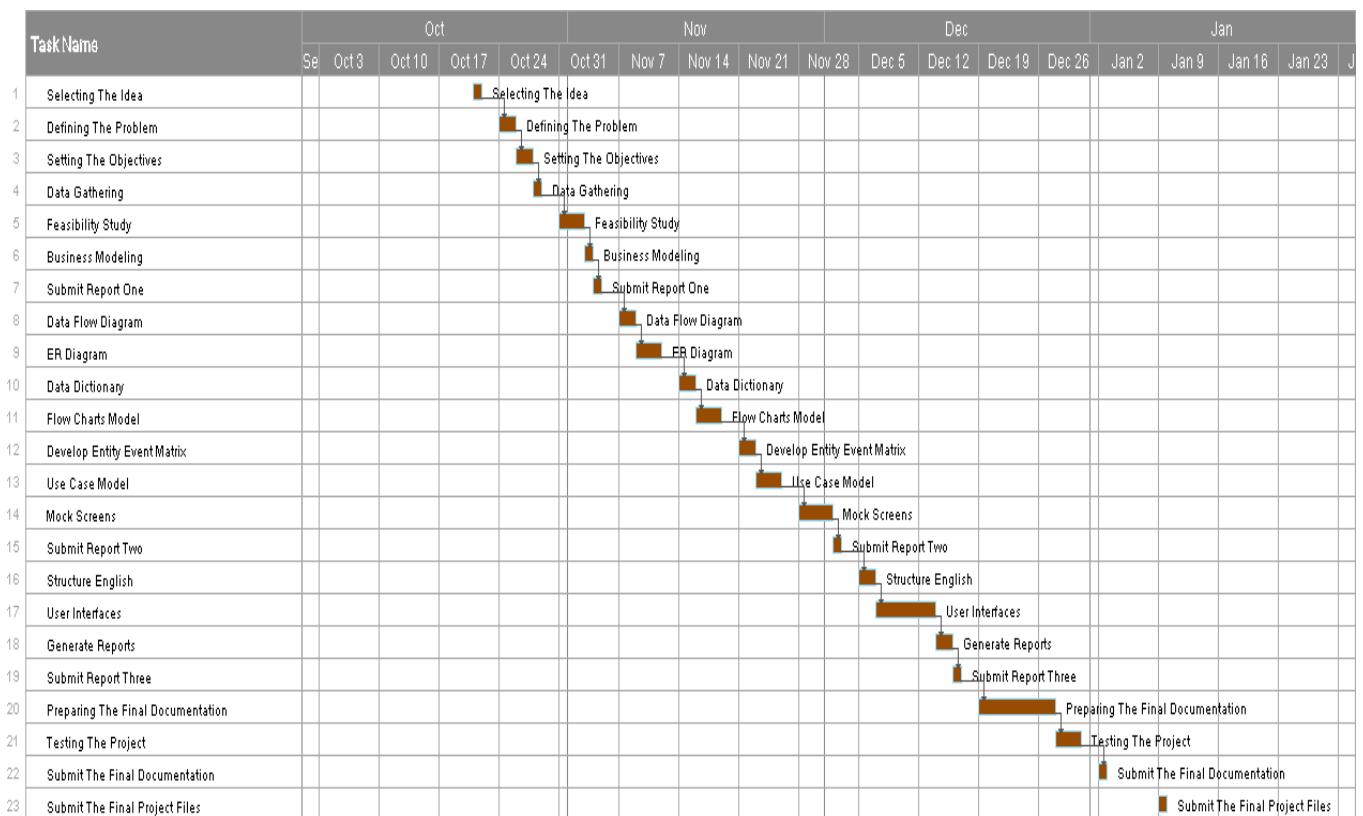


Figure 9 :Gantt Chart



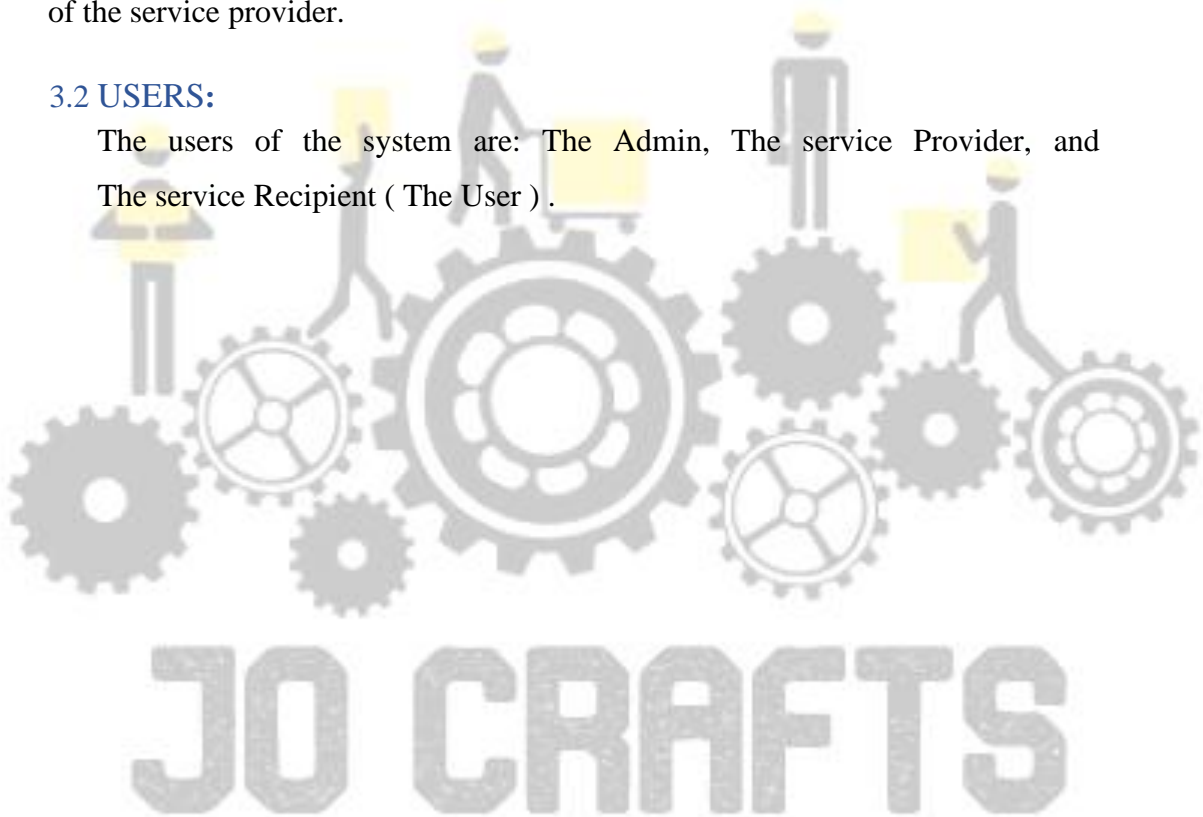
3 CHAPTER THREE: SYSTEM ANALYSIS:

3.1 OVERVIEW OF THE SYSTEM:

Our project is a website that will enable people from both parties (service providers and service recipients) to provide/receive craft services through the website. The recipient is looking for a service that meets its needs and the service provider is looking for more jobs, and our project will make it easier for people both (service providers and recipients) to provide both parties the opportunity to receive/provide the service as quickly as possible, and ensuring the quality of the work for the recipients in terms of viewing the rate of the service provider.

3.2 USERS:

The users of the system are: The Admin, The service Provider, and The service Recipient (The User).



3.3 FLOW CHARTS:

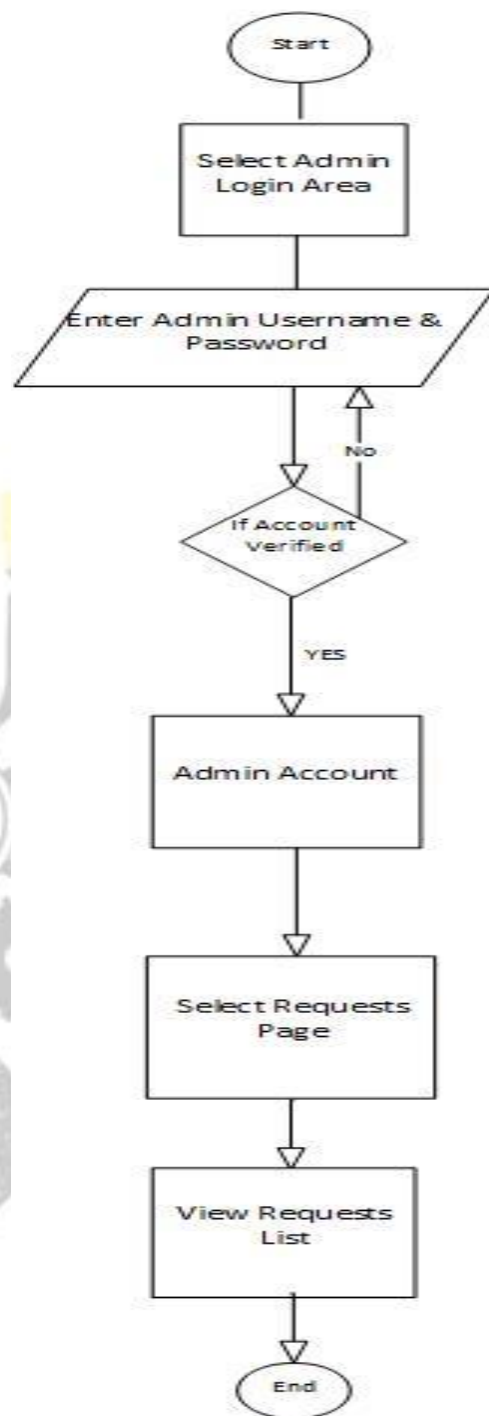


Figure 10: Admin Flow Chart-1

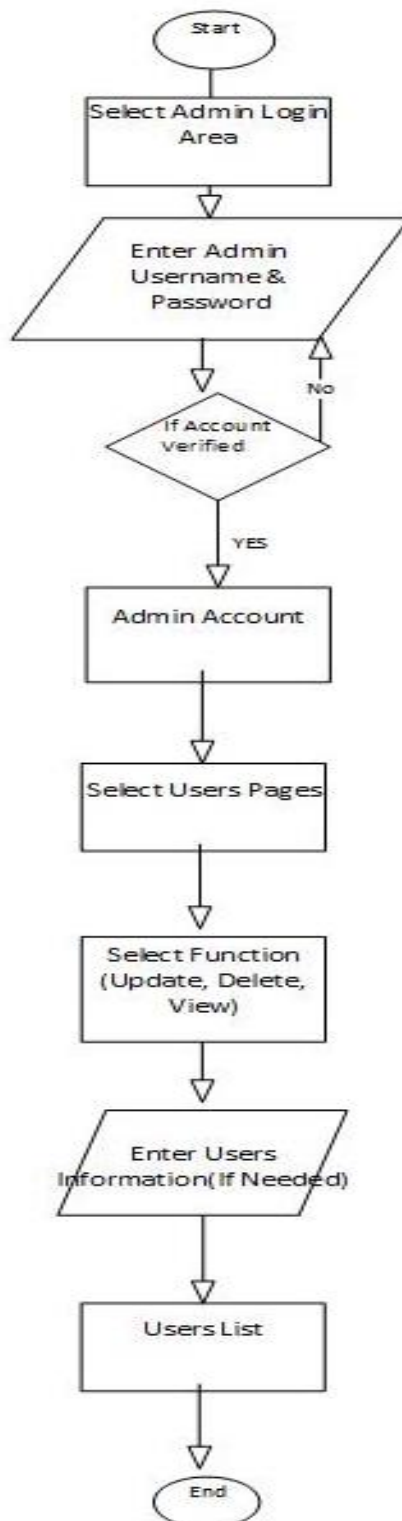


Figure 11: Admin Flow Chart-2

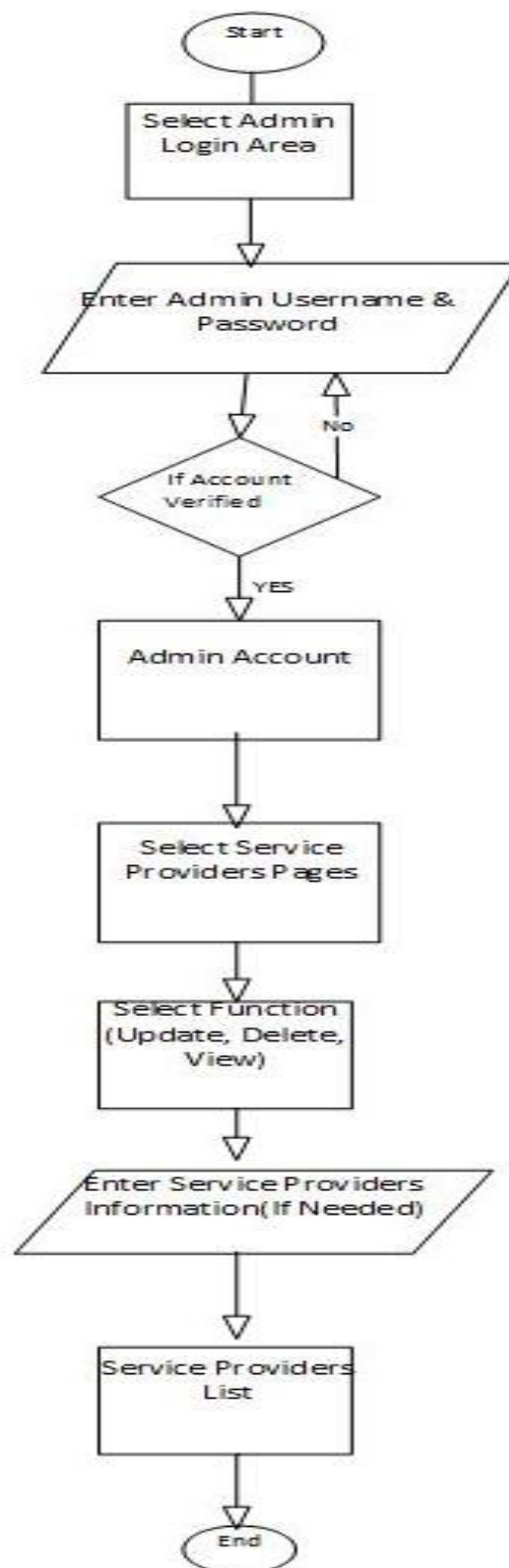


Figure 12: Admin Flow Chart-3

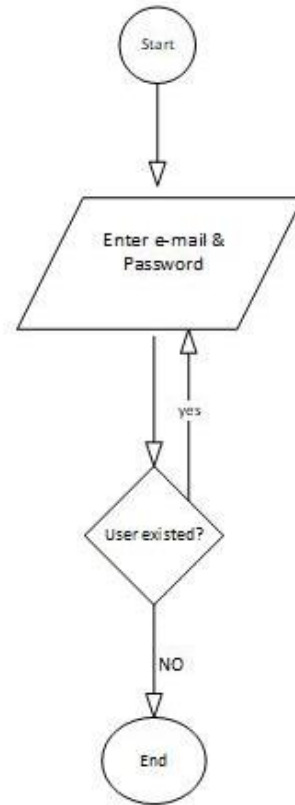
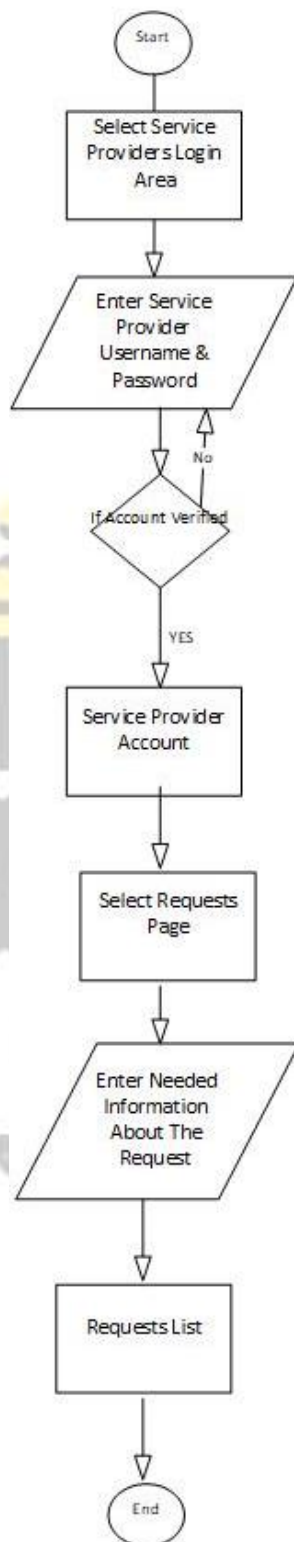


Figure 13: Service Provider Flow Chart

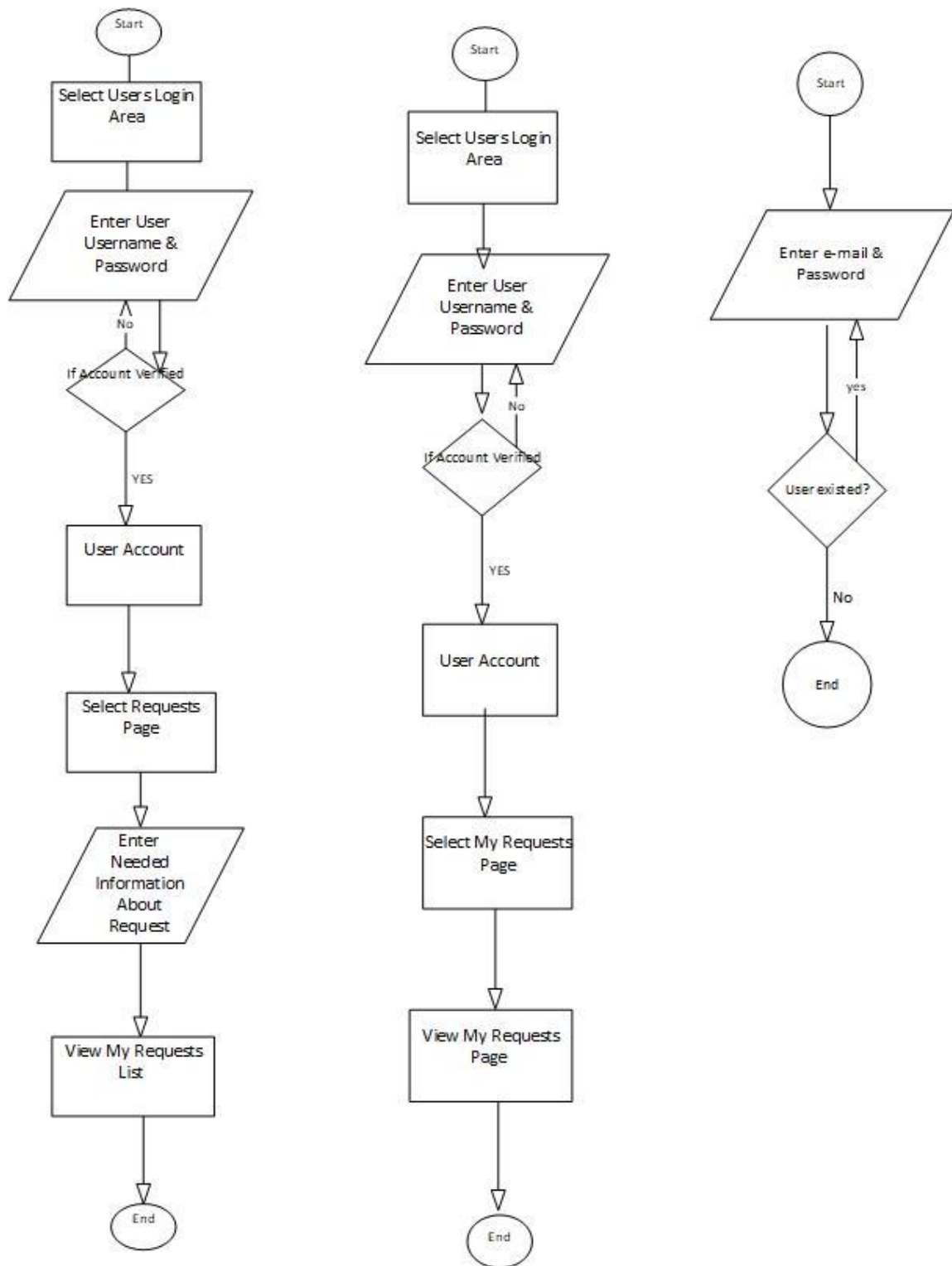


Figure 14: Users Flow Charts

3.4 USE CASE:

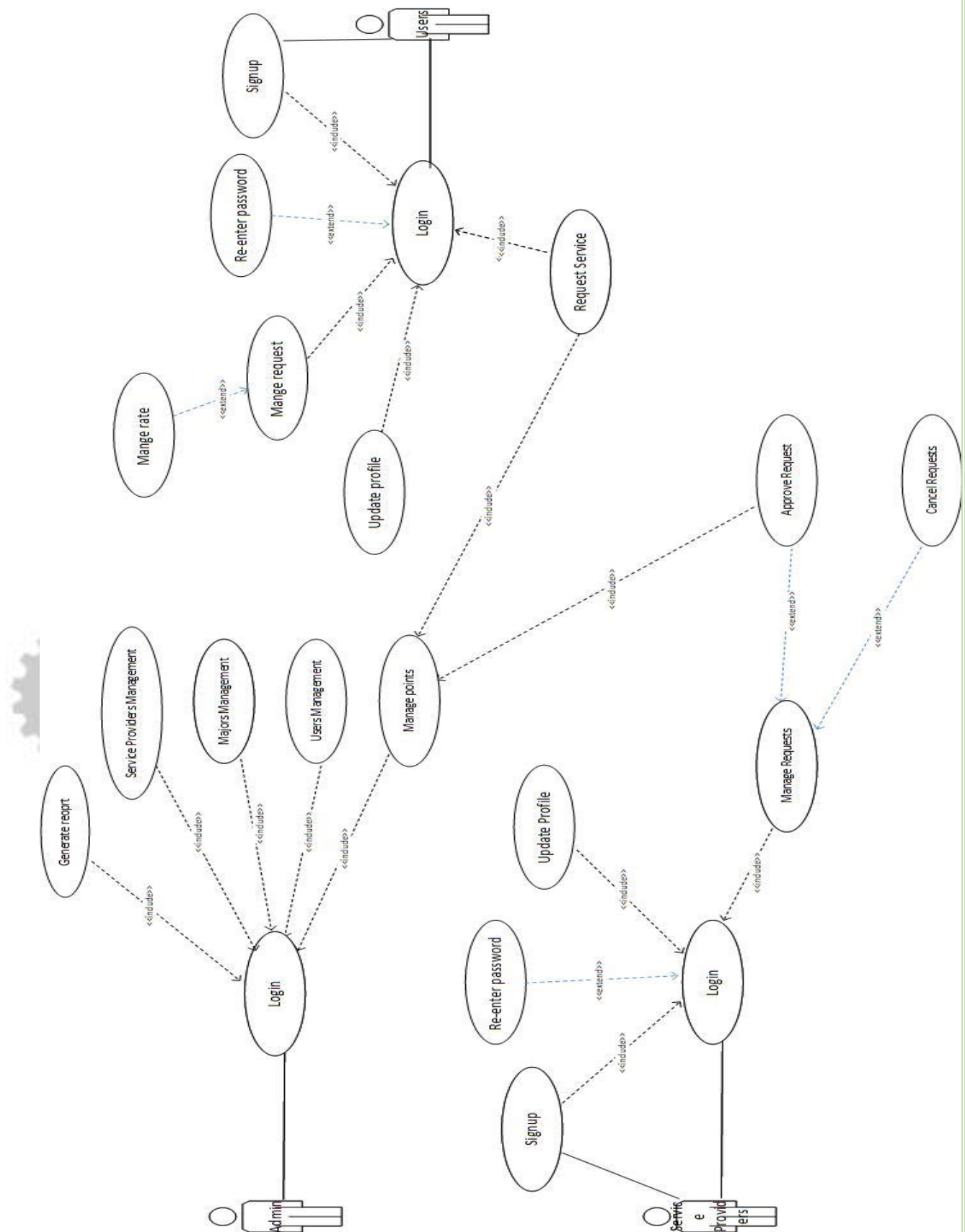


Figure 15: Use Case

3.5 DATA FLOW DIAGRAM:

3.5.1 CONTEXT DIAGRAM:

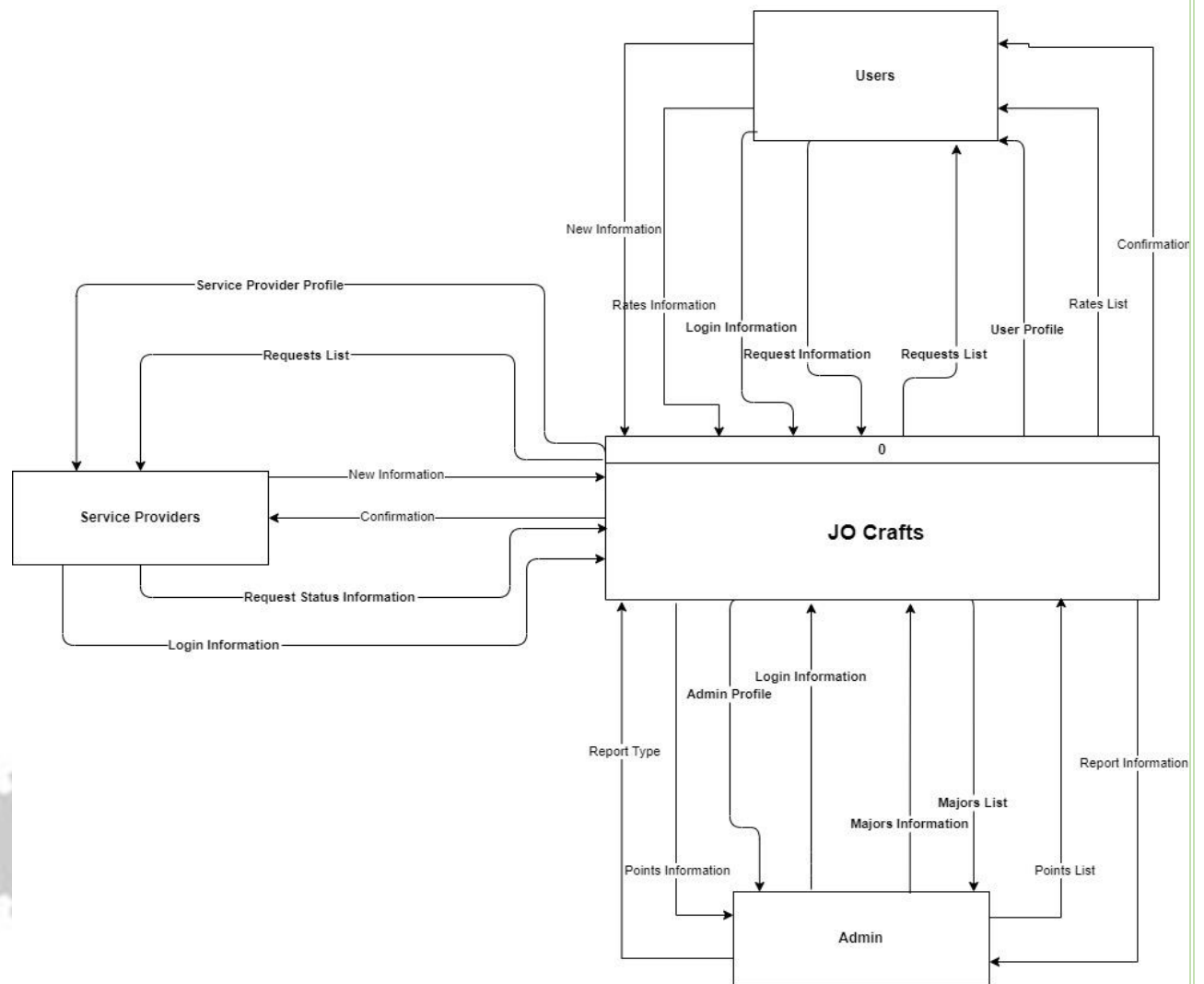


Figure 16: Context Diagram

3.5.2 LEVEL 0 DIAGRAM

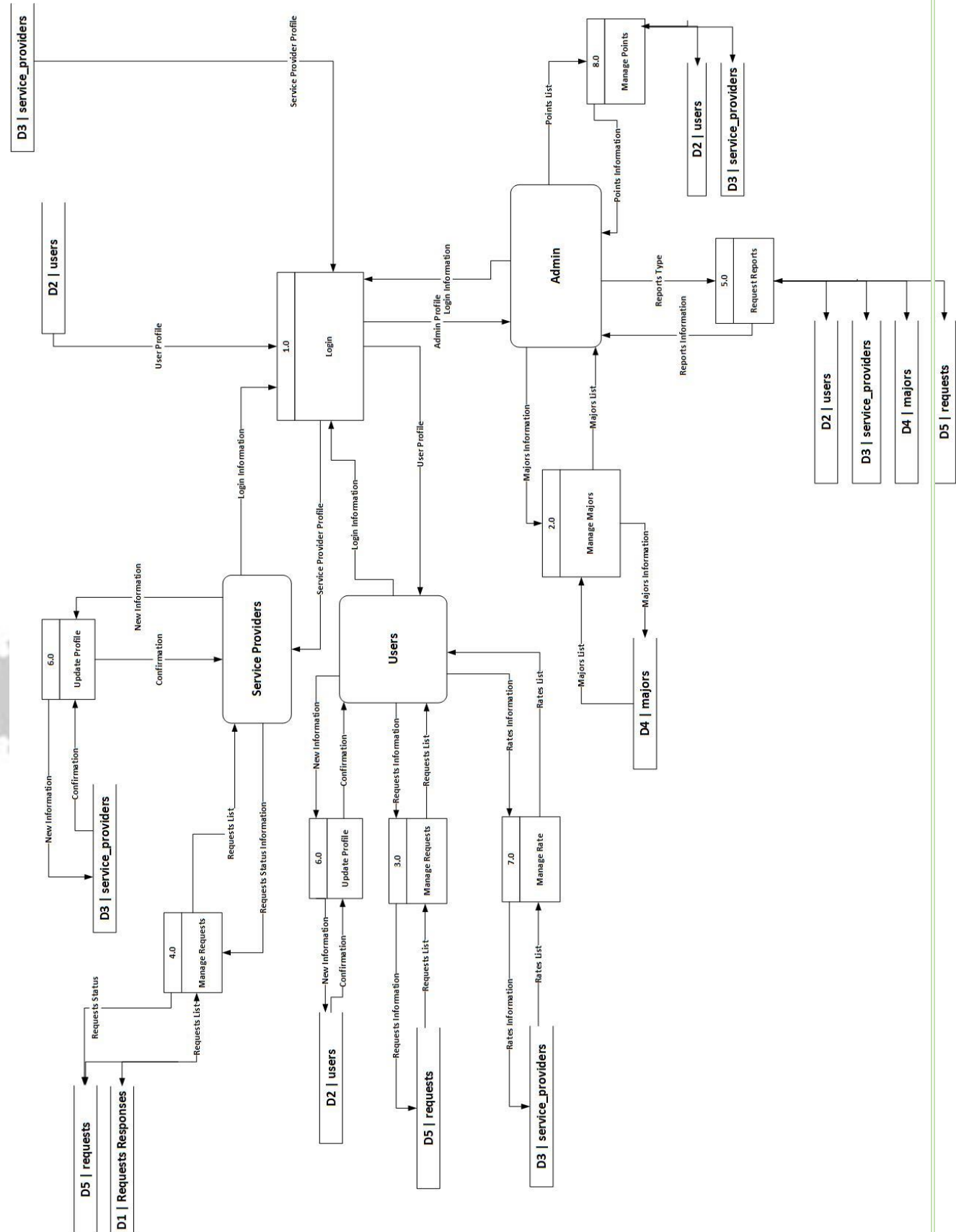


Figure 17: DFD (Level 0) Diagram

4 CHAPTER FOUR: SYSTEM DESIGN

4.1 ENTITY RELATIONSHIP DIAGRAM (ERD):

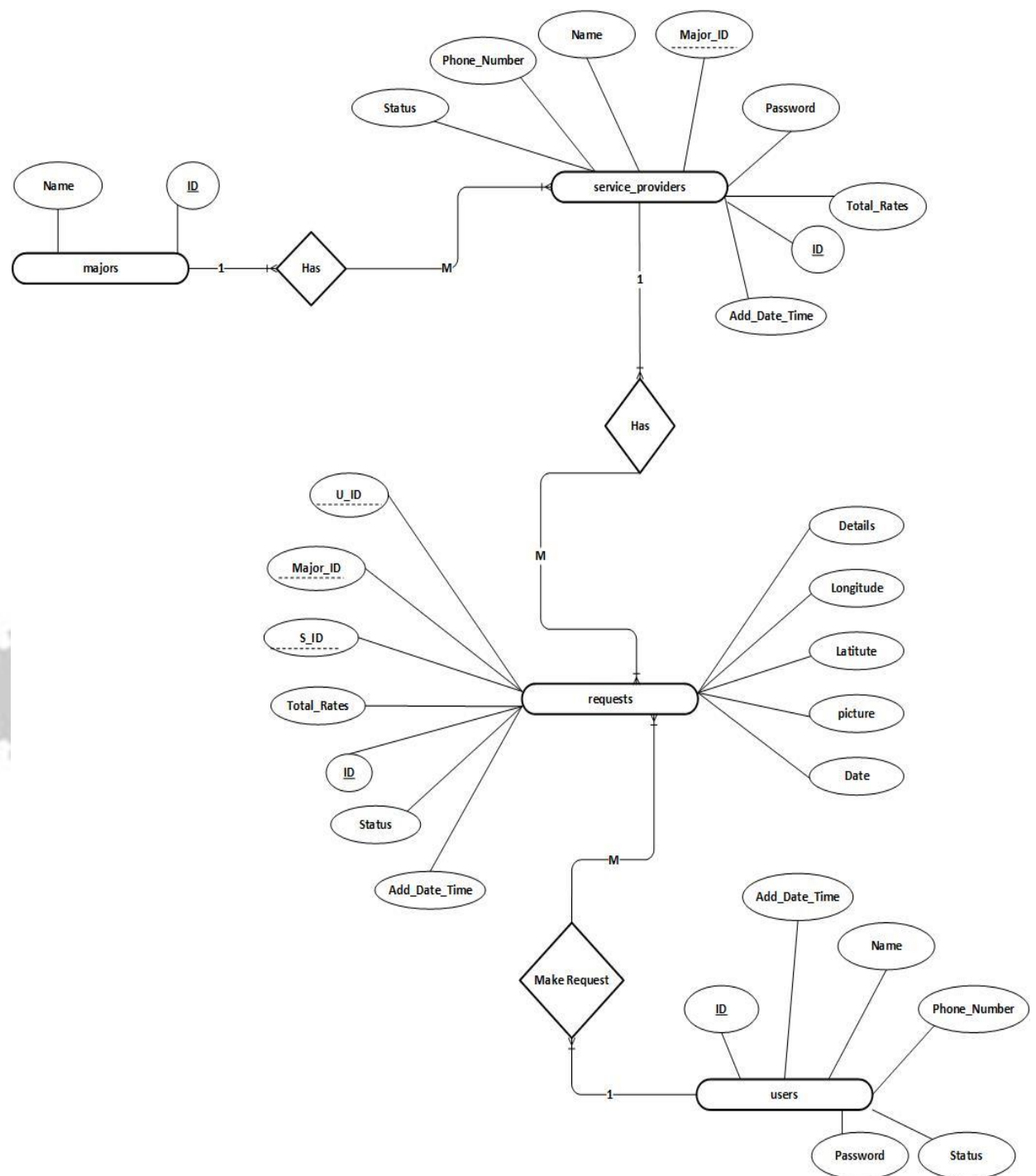


Figure 18: Entity Relationship Diagram (ERD)

4.2 DATA DICTIONARY:

majors

Column	Type	Null	Default	Links to
ID (Primary)	int(20)	No		
Name	varchar(250)	No		

service_providers

Column	Type	Null	Default	Links to
ID (Primary)	int(20)	No		
Name	varchar(250)	No		
Major_ID	int(20)	No		majors -> ID
Phone_Number	varchar(250)	No		
Password	varchar(250)	No		
Total_Rates	int(5)	No		
Status	varchar(250)	No		
Add_Date_Time	timestamp	No	current_timestamp()	

users

Column	Type	Null	Default	Links to
ID (Primary)	int(20)	No		
Name	varchar(250)	No		
Phone_Number	varchar(250)	No		
Password	varchar(250)	No		
Status	varchar(250)	No		
Add_Date_Time	timestamp	No	current_timestamp()	

requests

Column	Type	Null	Default	Links to
ID (Primary)	int(20)	No		
User_ID	int(20)	No		users -> ID
Major_ID	int(20)	No		
Service_Provider_ID	int(20)	No		
Details	varchar(250)	No		
Longitude	varchar(250)	No		
Latitude	varchar(250)	No		
Picture	varchar(250)	No		
Date	varchar(250)	No		
Total_Rates	int(20)	No		
Status	varchar(250)	No		
Add_Date_Time	timestamp	No	current_timestamp()	

Figure 19: Data Dictionary

4.3 ENTITY EVENT MATRIX:

Event / Entity	System	Service Providers	Users	Majors	Requests
Login	R	R	R	-	-
Update provider profile	-	U	-	-	-
Manage provider request	-	-	-	-	CRUD
Update user profile	-	-	U	-	-
Manage <u>user request</u>	-	-	-	-	CRUD
Manage rate	-	CU	-	-	-
Manage majors	-	-	-	CRUD	-
Manage points	-	U	U	-	-
Request reports		R	R	-	R

Table 2: Entity Event Matrix

JO CRAFTS

5 CHAPTER FIVE: JO CRAFTS

5.1 GRAPHICAL USER INTERFACE IMPLEMENTATION:

- **Home Page**

The home page of the website includes the main menu and the majors provided by the website.

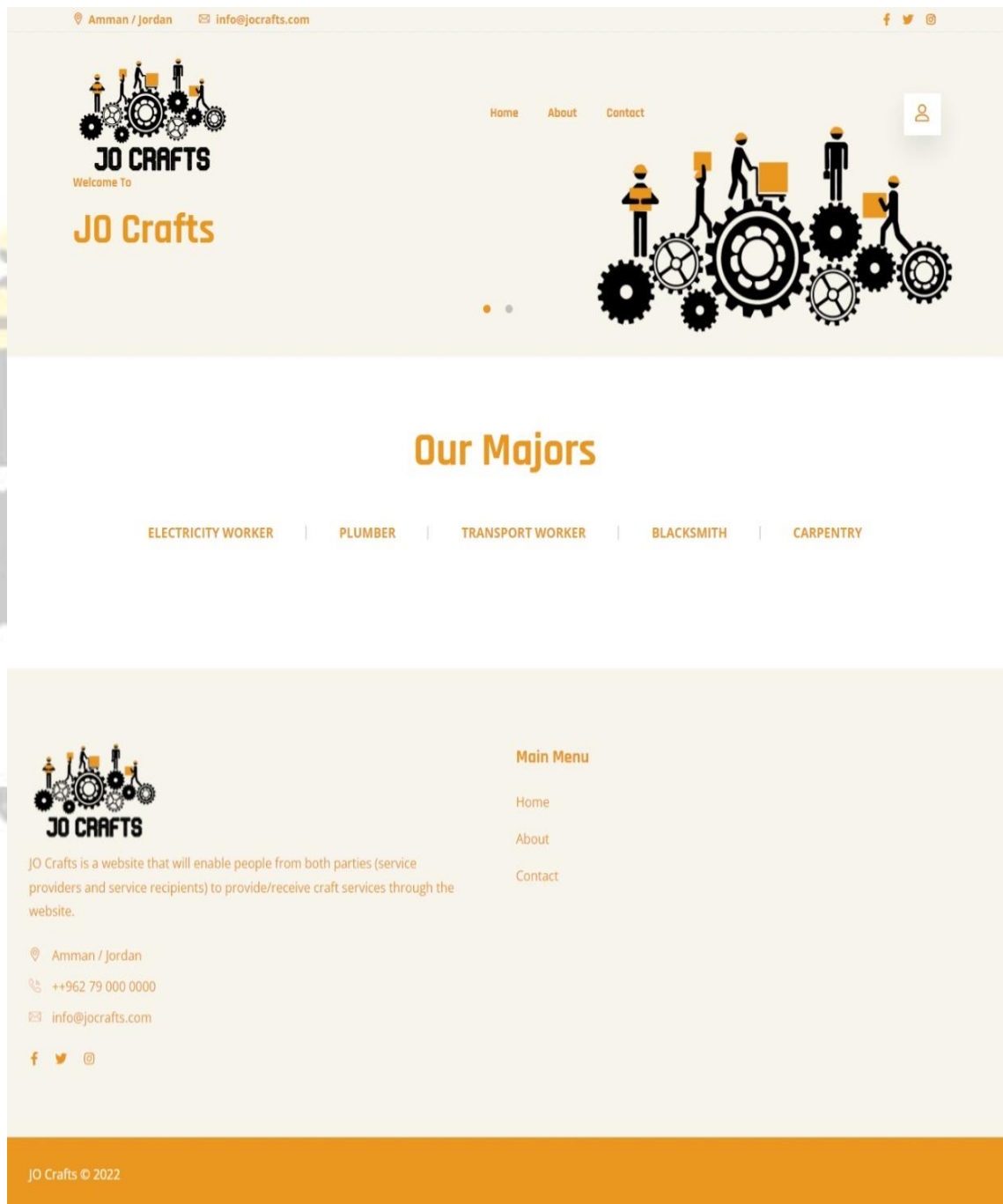


Figure 20: Home Page

- **About Page**

The about page includes brief information about JO Crafts.

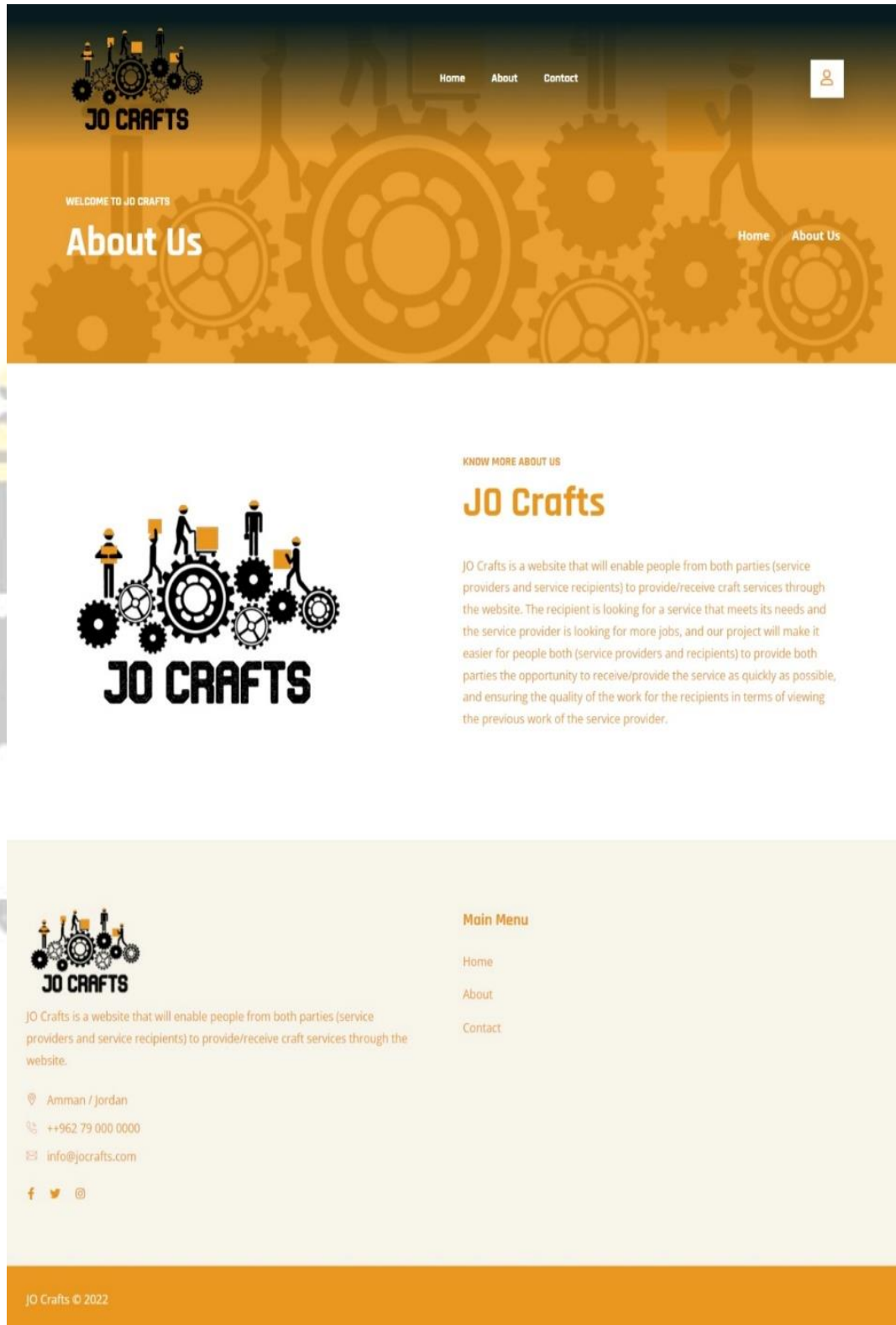


Figure 21: About Page

- **Contact Page**

The contact page includes the contact form to be sent to the administrator.

JO CRAFTS

WELCOME TO JO CRAFTS

Contact Us

Home About Contact

Home Contact

Email Address
info@jocrafts.com

Phone Number
+962 79 000 0000

Address
Amman / Jordan

Send For Us

Enter your name

Enter email address

Enter subject

Enter message

GET AN FREE SERVICE

JO CRAFTS

JO Crafts is a website that will enable people from both parties (service providers and service recipients) to provide/receive craft services through the website.

Amman / Jordan

+962 79 000 0000

info@jocrafts.com

f t i

Main Menu

Home

About

Contact

JO Crafts © 2022

Figure 22: Contact Us Page

- **User Login Page**

The login page includes the login form to enter the user account.

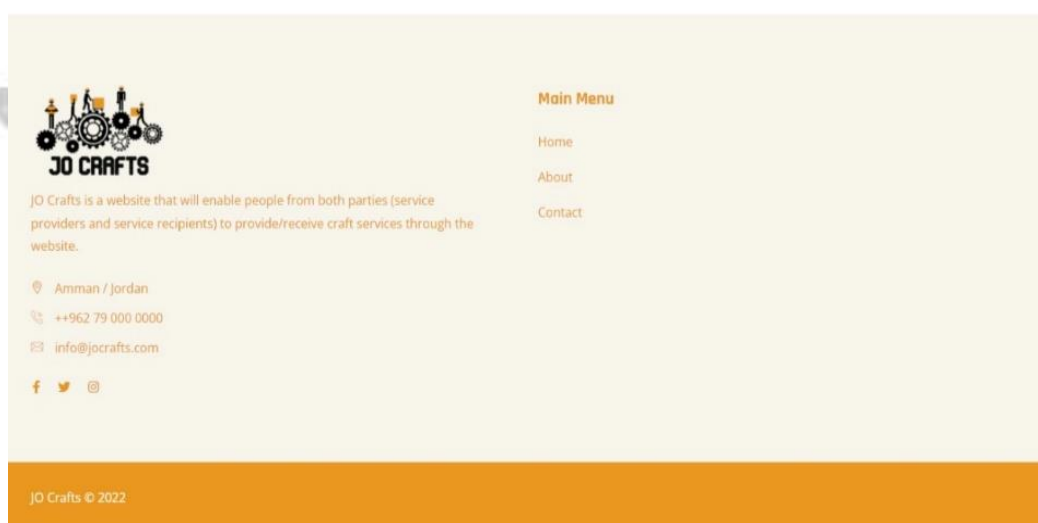
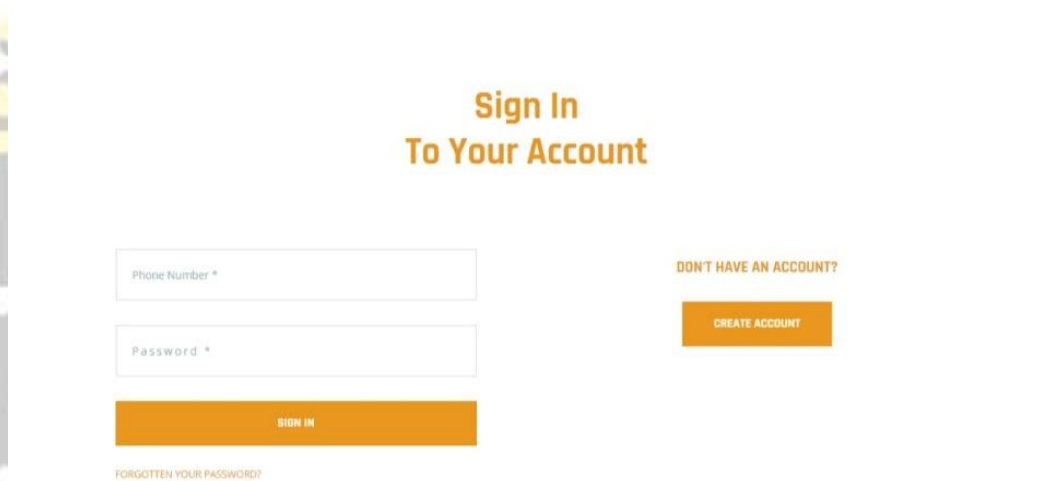


Figure 23: User Login Page

- **User Register Page**

The register page includes the registration form to register inside the user account.

JO CRAFTS

WELCOME TO JO CRAFTS

Register

Home About Contact

Home Register

Register Your Account

Name *

Phone Number *

Password *

CREATE ACCOUNT

ALREADY HAVE AN ACCOUNT ?

JO CRAFTS

JO Crafts is a website that will enable people from both parties (service providers and service recipients) to provide/receive craft services through the website.

Amman / Jordan

++962 79 000 0000

info@jocrafts.com

f t i

Main Menu

Home

About

Contact

JO Crafts © 2022

Figure 24: User Register Page

- **Provider Register Page**

The provider register page includes the provider registration form to register inside the provider account.

JO CRAFTS

WELCOME TO JO CRAFTS

Provider Register

Home About Contact

Home Provider Register

Register Your Provider Account

Name *

Phone Number *

Password *

Select Major Name

CREATE ACCOUNT

ALREADY HAVE AN ACCOUNT?

JO CRAFTS

JO Crafts is a website that will enable people from both parties (service providers and service recipients) to provide/receive craft services through the website.

Amman / Jordan

+962 79 000 0000

info@jocrafts.com

f t i

JO Crafts © 2021

Main Menu

Home

About

Contact

Figure 25: Service Provider Register Page

- **Admin Login Page**

The admin login page includes the login form for the administrator portal.

JO CRAFTS - ADMINISTRATION PORTAL LOGIN

JO Crafts

JO Crafts - Admin Login

Username

Password

Login

Clear

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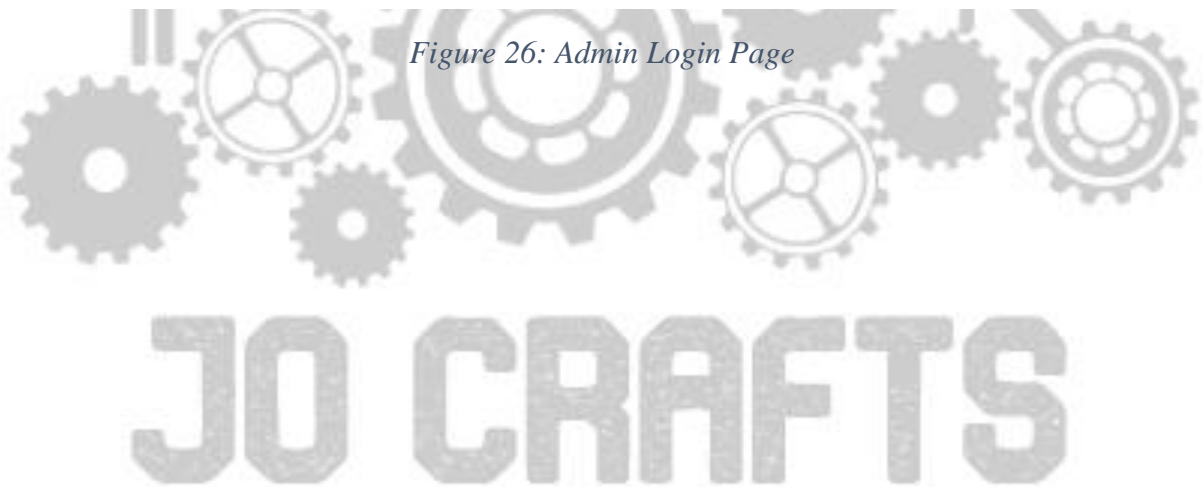


Figure 26: Admin Login Page

- **Admin Home Page**

The admin home page displays the administrator functions inside the website.

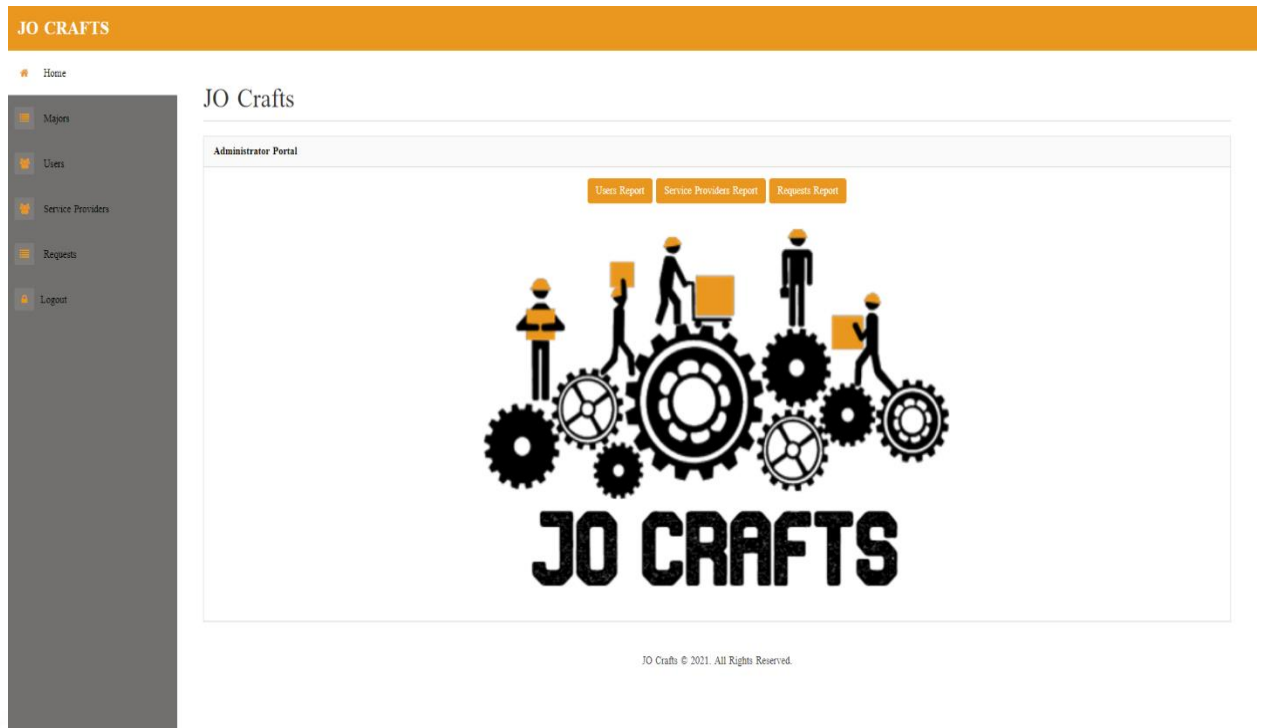
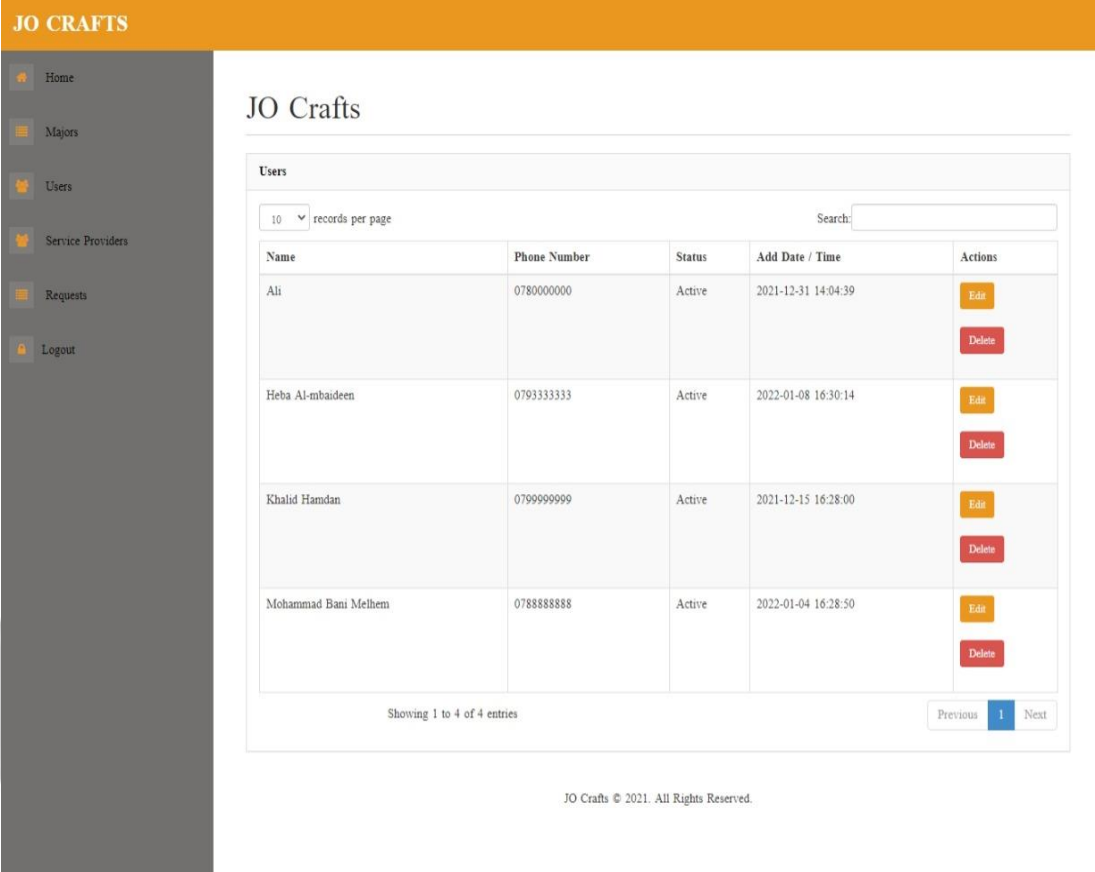


Figure 27: Admin Home Page

- **Admin -Users Reports:**

The system will provide a full report about users, service providers, and requests inside the system from the backend, those reports will give full information related to the records of the table.



JO CRAFTS

Home
Majors
Users
Service Providers
Requests
Logout

JO Crafts

Users

10 records per page Search:

Name	Phone Number	Status	Add Date / Time	Actions
Ali	078000000	Active	2021-12-31 14:04:39	Edit Delete
Heba Al-mhaideen	079333333	Active	2022-01-08 16:30:14	Edit Delete
Khalid Hamdan	079999999	Active	2021-12-15 16:28:00	Edit Delete
Mohammad Bani Melhem	078888888	Active	2022-01-04 16:28:50	Edit Delete

Showing 1 to 4 of 4 entries

Previous 1 Next

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Figure 28: Admin Users Report

- Admin -Service Providers Reports:

JO CRAFTS

Home
Majors
Users
Service Providers
Requests
Logout

JO Crafts

Service Providers

10 records per page
Search:

Major Name	Name	Phone Number	Total Rates	Status	Add Date / Time	Actions
Blacksmith	Khalil Nizar	0799600000	★★★★	Active	2022-01-08 16:47:52	Edit Delete
Blacksmith	Mohammad Ali	0798000000	★★★	Active	2022-01-08 16:34:09	Edit Delete
Carpentry	Yazid Mahmoud	0799000000	★★	Active	2022-01-08 16:47:47	Edit Delete
Carpentry	Ahmad Yousef	0790000000	★★★★	Active	2022-01-08 16:33:44	Edit Delete
Electricity Worker	Basem Wael	0799922222	★★★★	Active	2022-01-08 16:48:07	Edit Delete
Electricity Worker	Zakaria Murad	0795000000	★★★★★	Active	2022-01-08 16:32:25	Edit Delete
Plumber	Ziyad Subhi	0799200000	★★★★★	Active	2022-01-08 16:48:01	Edit Delete
Plumber	Motasem Radwan	0796000000	★★★	Active	2022-01-08 16:34:22	Edit Delete
Transport Worker	Michael Habib	0799400000	★★★	Active	2022-01-08 16:47:56	Edit Delete
Transport Worker	Saif Nedal	0797000000	★★★★	Active	2022-01-08 16:34:14	Edit Delete

Showing 1 to 10 of 10 entries
Previous 1 Next

PRINT REPORT

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Figure 29: Admin -Service Provider Report

- **Admin -Requests Reports:**

JO CRAFTS

Home

Majors

Users

Service Providers

Requests

Logout

JO Crafts

Requests

10 records per page

Search:

User Name	Major Name	Details	Date	Total Rates	Status	Request Date / Time	Actions
Ali	Carpentry	test10	2022-01-15	★★	Accepted	2022-01-08 16:48:48	Delete
Ali	Blacksmith	test9	2022-01-12	★★★★	Accepted	2022-01-08 16:49:12	Delete
Ali	Transport Worker	test8	2022-01-10	★★★	Accepted	2022-01-08 16:49:46	Delete
Ali	Plumber	test7	2022-01-09	★★★★★	Accepted	2022-01-08 16:50:07	Delete
Ali	Electricity Worker	test6	2022-01-08	★★★★	Accepted	2022-01-08 16:50:29	Delete
Ali	Carpentry	dawdadaa	2021-12-31	★★★★★	Accepted	2021-12-31 15:23:09	Delete
Khalid Hamdan	Carpentry	test5	2022-01-13	★★★★	Accepted	2022-01-08 16:35:16	Delete
Khalid Hamdan	Blacksmith	test4	2022-01-11	★★★	Canceled	2022-01-08 16:35:49	Delete
Khalid Hamdan	Transport Worker	test3	2022-01-10	★★★★	Accepted	2022-01-08 16:36:13	Delete
Khalid Hamdan	Plumber	test2	2022-01-09	★★★	Accepted	2022-01-08 16:36:32	Delete

Showing 1 to 10 of 11 entries

Previous

1

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Next

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Figure 30: Admin -Requests Report

6 CHAPTER SIX: CONCLUSION

6.1 SUMMARY:

At the beginning, we discussed why the Craftsmen system is needed, and what are our opportunities. what was thought of or what we asked about, the solution is to offer a number of craftsman services to offer their services that the customer can order, who and why the customer chooses our site, there are no other organized alternatives in the Jordanian market.

6.2 FUTURE WORK:

In the near future, we hope that we will reach the widest scope to serve the rest of the governorates in the Jordan. The Ministry of Industry and Commerce can provide support for our website to become an application that serves the largest number of people and is equipped with features and sufficient information about craftsmen.

