



IJIRCCCE

e-ISSN: 2320-9801 | p-ISSN: 2320-9798



INTERNATIONAL JOURNAL OF INNOVATIVE RESEARCH

IN COMPUTER & COMMUNICATION ENGINEERING

Volume 12, Issue 2, February 2024

ISSN INTERNATIONAL
STANDARD
SERIAL
NUMBER
INDIA

Impact Factor: 8.379

 9940 572 462

 6381 907 438

 ijircce@gmail.com

 www.ijircce.com

On Demand Home Service Provider System

M.Mohamed Riyaz, R.Mani Rethinam, N.Sivaselvan, Mrs.S.Shajathi begam

UG Student, Dept. of CSBS., E.G.S Pillay Engineering College, Nagapattinam, TamilNadu, India

UG Student, Dept. of CSBS., E.G.S Pillay Engineering College, Nagapattinam, TamilNadu, India

UG Student, Dept. of CSBS., E.G.S Pillay Engineering College, Nagapattinam, TamilNadu, India

Assistant Professor, Dept. of CSBS., E.G.S Pillay Engineering College, Nagapattinam, TamilNadu, India

ABSTRACT: The on-demand home service provider system has revolutionized the way people access services such as home cleaning, repairs, and maintenance. By connecting service providers directly to customers through a seamless platform, this system has significantly improved the efficiency and convenience of accessing home services. In this paper, we will explore the impact of this system on the home service industry, its benefits for both service providers and customers, and the potential challenges and opportunities it presents. Additionally, we will discuss the technological and operational aspects of the on-demand home service provider system, and how it has reshaped the traditional service delivery model. By connecting service providers directly to customers, the on-demand home service provider system offers numerous advantages for both parties involved. The On-Demand Home Service Provider System connects customers directly to service providers who are ready to provide instant solutions for their day-to-day problems. By leveraging this platform, customers can easily find reliable and vetted professionals for their specific needs, saving them time and effort in searching for trustworthy service providers.

I. INTRODUCTION

The on-demand home service provider system is a revolutionary approach that connects service providers directly with customers, offering convenience and efficiency in accessing a variety of home services. With the advent of technology and the explosion of online platforms, on-demand home service provider systems have gained popularity among consumers. These systems offer a wide range of services including house cleaning, plumbing, electrical work, gardening and many more. The system offers a seamless platform where customers can easily browse different services, compare prices, read reviews and schedule appointments with just a few clicks. Service

providers also benefit from this system as they can easily showcase their expertise,

manage appointments and grow their customer base through the platform. This innovative approach not only streamlines the process of searching for and booking home services, but also promotes transparency and reliability in the service industry.

In addition, the on-demand home service provider system includes advanced features such as real-time tracking, secure payment processing, and instant alerts to ensure a seamless and secure experience for both customers and service providers. With its user-friendly interface and wide range of services, this system is changing the way home services are accessed and delivered, making it a game-changer in the industry. Service providers can then accept these requests based on their availability, providing a seamless and hassle-free experience for both parties.

One of the key features of an on-demand home service provider system is the ability to provide real-time monitoring and communication. Customers can track the location and estimated arrival time of the service provider as well as interact directly with the service provider through the platform. This level of transparency and communication improves the overall customer experience and builds trust between the customer and the service provider. In addition, the system can offer safe and convenient payment options that ensure a smooth and reliable transaction process for both customers and service providers. With an on-demand home service provider system, the entire process of using home services becomes easier, more efficient and more reliable for all parties involved.

II. RELATED WORK

Related work for the On-Demand Home Service Provider System, which involves connecting service providers directly to customers, includes various studies and research that highlight the benefits and impact of this direct connection in the home service industry.

Efficiency and Convenience: Research has shown that creating a direct connection between service providers and customers through on-demand platforms will greatly increase the efficiency and convenience of accessing home services. This direct connection eliminates the need for middlemen or intermediaries, making the service delivery process more efficient and reducing delays.

Benefits for Service Providers and Customers: Studies show that connecting service providers directly to customers offers a number of benefits for both parties involved. Service providers can easily showcase their expertise, manage appointments and grow their customer base through the platform. On the other hand,

customers can easily browse different services, compare prices, read reviews and schedule appointments with just a few clicks, and promoting transparency.

Technological Advancement: Incorporating advanced features such as real-time tracking, secure payment processing and instant alerts in on-demand home service provider systems ensures a seamless and secure experience for both customers and service providers. These technological advances contribute to a user-friendly interface and a wide range of services, changing the way in which home services are accessed and provided.

Improved Communication: One of the key features of connecting service providers directly to customers is the ability to provide real-time tracking and communication. Customers can track the location and estimated arrival time of the service provider as well as communicate directly with them through the platform. This level of transparency and communication improves the overall customer experience and builds trust between the customer and the service provider.

Related work on the on-demand home service provider system highlights the positive impact of connecting service providers directly to customers in terms of efficiency, convenience, transparency, technological advancement and better communication, ultimately transforming the traditional service delivery model into the home service industry.

III. PROPOSED SYSTEM

The proposed system for the On-Demand Home Service Provider System focuses on establishing a direct connection between service providers and customers to facilitate quick and efficient service delivery. By connecting service providers directly to customers, the system aims to streamline the process of accessing home services and reduce response times for service requests.

One of the key aspects of this proposed system is the elimination of intermediaries or middlemen in the service delivery process. By bypassing intermediaries and connecting service providers directly to customers, the system can expedite the service request process and enable faster communication between the two parties. Additionally, the proposed system may incorporate features such as instant matching algorithms, priority scheduling options for urgent requests, geolocation services to identify nearby service providers, in-app communication channels for real-time updates, and express service choices for immediate assistance. These features are designed to enhance the speed and efficiency of service delivery by enabling quick coordination between customers and service providers.

Furthermore, the system may include automated alerts and notifications to keep both customers and service providers informed about service requests, confirmations, and any changes in scheduling. This proactive communication approach helps ensure that service requests are addressed promptly and that both parties are kept up to date throughout the service delivery process by connecting service providers directly to customers and incorporating features that prioritize quick service delivery, the proposed system aims to enhance the overall customer experience, improve efficiency in accessing home services, and provide timely assistance for various home service needs

IV.THEORATICAL BACKGROUND

4.1Service Delivery Models:

The proposed system aligns with the principles of on-demand service delivery models, where services are provided to customers immediately or with minimal delay upon request. This model emphasizes quick response times and efficient service provision, which are essential for meeting customer expectations in today's fast-paced environment.

4.2 Direct-to-Customer Approach:

By connecting service providers directly to customers, the system adopts a direct-to-customer approach that bypasses traditional intermediaries. This approach is supported by theories of disintermediation, which suggest that removing intermediaries can lead to cost savings, improved communication, and faster service delivery.

4.3 Technology Integration:

The integration of technology in connecting service providers and customers reflects the concept of digital transformation in service industries. Leveraging digital platforms, mobile applications, and communication technologies enhances the efficiency and effectiveness of service delivery processes, aligning with theories of technology adoption and innovation diffusion.

4.4 Customer Relationship Management:

The direct connection between service providers and customers emphasizes the importance of building and maintaining customer relationships. Theoretical frameworks such as customer relationship management (CRM) highlight the significance of personalized interactions, customer engagement, and responsiveness in fostering long-term customer loyalty and satisfaction.

4.5. Service Quality and Customer Satisfaction:

The theoretical foundation of service quality and customer satisfaction theories underpins the goal of the proposed system to deliver quick and efficient services to customers. Meeting or exceeding customer expectations, ensuring service reliability, and providing timely responses are key factors that contribute to customer satisfaction and loyalty.

By drawing on these theoretical perspectives and frameworks, the On-Demand Home Service Provider System can be designed and implemented to effectively connect service providers directly to customers for quick service, thereby enhancing the overall service experience and meeting the evolving demands of modern consumer.

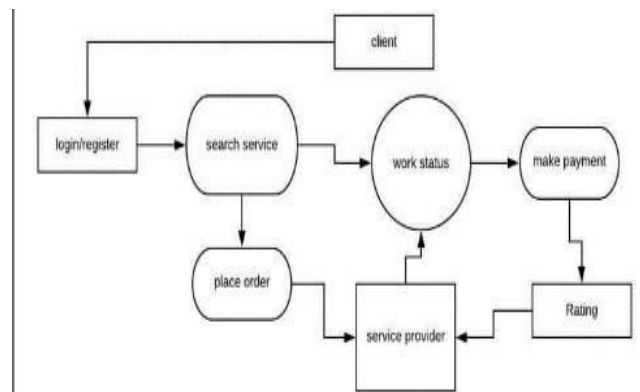


Fig.1.Data flow diagram

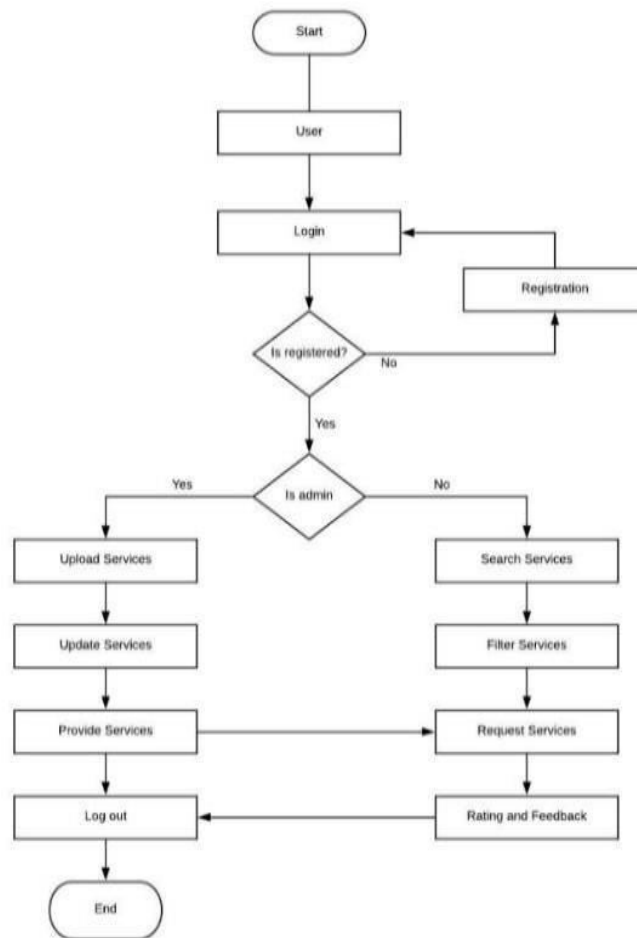


Fig.2.Flow chart

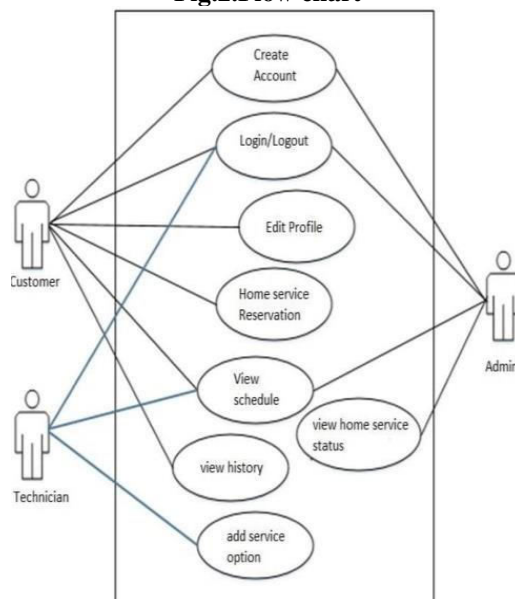


Fig.3.Use case diagram

V.FUTURE ENHANCEMENTS

The On-Demand Home Service Provider System that facilitate direct connections between service providers and customers for quick service include the integration of AI-driven recommendation engines for personalized service suggestions, IoT devices for smart home services, AR technology for remote assistance, predictive maintenance solutions, blockchain for secure transactions, voice-activated services, green service capabilities, VR home tours, subscription-based service models and advanced data analytics tools. The goal of these improvements is to optimize service delivery, improve customer experience and streamline operations in the home services industry. Utilizing cutting-edge technology and innovative features, the system can further improve efficiency, transparency and convenience for both service providers and customers, setting a new standard for excellence and innovation in the evolving on-demand home service landscape.

VI.CONCLUSION

The conclusion for the on-demand home service provider system, which connects service providers directly with customers for fast service, highlights the system's transformative impact on the home service industry. By enabling direct interactions between service providers and customers through a digital platform, the system increases convenience, efficiency, transparency and confidence in accessing home services. It uses advanced technology features such as real-time tracking, secure payment processing and instant notifications to ensure a seamless and secure experience for both parties. This innovative approach not only streamlines the service delivery process, but also creates new business opportunities for service providers and sets a precedent for future service delivery models. Overall, this system represents a significant advance in the industry, reshaping the dynamics of home services and paving the way for future more customer-centric and technology-driven solutions.

REFERENCES

- [1]. Lee, I., Park, H., Park, K., & Kim, S. (2006, May 25). Developments and Performance Evaluation of Digital-Home Service Delivery & Management Systems. <https://doi.org/10.1109/icniconsmecl.2006.79>
- [2]. N. M. Indravasan, Adarsh G, Shruthi C, Shanthi K, "An Online System for Household Services" International Journal of Engineering Research & Technology (IJERT), ISSN: 2278-0181, May 2018.
- [3].Shahrzad Shahriari, Mohammadreza Shahriari, Saeid gheiji. " Ecommerce And It Impactson Global Trend And Market" International Journal of Research Granthaalayah. Vol.3 (Iss.4): April 2015.
- [4].Bo Zhang, Ruihan Yong, Meizi Li, Jianguo Pan, Jifeng Huanglaa," A Hybrid Trust Evaluation Framework for E-commerce in Online Social Network: " 2169-3536, IEEE. Translations and content mining are permitted for academic research, 2016.
- [5].Chenggang Zhen, Peng Cheng. "Construction of campus trading platform based on third-party online payment" 2nd International Conference on Industrial and Information Systems, IEEE, 2010.
- [6].Sujit Kumar Basak, Irene Govender. "Examining the Impact of Privacy, Security, and Trust on the TAM and TTF Models for Ecommerce Consumers: A Pilot Study", IEEE, 2009.
- [7].Cal Yrnn-ping, WANG Yu-ying, "Simple Said about Online Payment Risks and Preventive Measure", China located International Conference on Information Systems for Crisis Response and Management, IEEE, 2010.
- [8].Dejan Kovachev and Ralf Klamadriano, "Beyond the Client Server Architectures: A Survey of Mobile Cloud Techniques", workshop on mobile computing in 2011.
- [9].Teddy Mantoro, Admir Milišić, Media A. Ayu, Online Payment Procedure Involving Mobile Phone Network Infrastructure and Devices " , IEEE, 2010.
- [10].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).
- [11].Dipak Kumar Singh, "Online based home services, its use and implication" on July 2014.
- [12].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.



- [13].An online system for household service by N. M. Indravasan, Adarsh G. Shrushti C. Shanthi K. and Dadapeer was written in the International Journal of Technology and Engineering. on 24 April 2018.
- [14].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.
- [15].Cong Yin, "An empirical study on users' online payment behaviour of tourism website", IEEE 12th International Conference on e-Business Engineering, 2015.
- [16].T Bhuvaneswari, KP Keerthana, "Image Segmentation Based on Dilation and Erosion to Reduce Background Noise", International Journal of Modern Trends in Engineering and Science, Volume 3, Pages 245-250, 2016.



Impact Factor: 8.379



INTERNATIONAL JOURNAL OF INNOVATIVE RESEARCH

IN COMPUTER & COMMUNICATION ENGINEERING

 9940 572 462  6381 907 438  ijircce@gmail.com



www.ijircce.com

Scan to save the contact details