

UNIVERSITI TEKNOLOGI MARA

HOMEAID: ON-DEMAND HOME SERVICE MOBILE APPLICATION

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ABSTRACT

Home service is very much needed for the homeowners in helping them to manage their house chores. However, it is difficult to find a single platform that has all listing of home services even when there is a lot on social media platforms, users will need to search and filter by themselves. The issue with the current platform is users cannot directly choose the service provider according to their budget as well as the difficulty in locating the service providers. The purpose of this project is to develop a mobile application to find home services in one single platform where users can easily find the service provided in their neighbourhood with the best price quotation instantly. The application provides two different features which are for the users to find services and service providers to promote their services. The objective is to identify user requirements, design and develop the HomeAid: On-Demand Home Service Mobile Application. The scope of this application will be focused on the homeowners and service providers that live in Padang Jawa. The methodology used is the Mobile Application Development Life cycle (MADLC) until the testing phase. The HomeAid mobile application provides in-app notifications, customer feedback, and the booking process. As for the service providers they can register their services and accept or reject bookings made by the users. The testing of this application is made using the system usability scale (SUS) which was answered by eight users. For future work, the project will provide a payment gateway instead of Cash on Delivery (COD) to improve the efficiency of the application as the users pay for the home services and create an admin system to make the service provider's application more reliable.

Keywords: Scheduling, Mobile Application Development Life Cycle (MADLC), Home Service, Service Providers.

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CHAPTER 1

INTRODUCTION

This chapter shows the project background, problems statements regarding the identified issues, project objectives, scope and limitation, and significance.

1.1 PROJECT BACKGROUND

People nowadays are preoccupied with their working environment, as they are busy with their commitments, and hectic routines can cause them to deviate from home life. According to RichardStep (n.d) marketing survey on “What’s frustrating about: house problem and chores” most of the respondents require help to solve their house problems as they are too busy with their working life. When people want help with little but important household chores, the issue arises when a qualified person is unavailable or reliable home service providers are difficult to locate. Since homeowners are unable to get help, they will attempt to do it themselves, which may be unsafe or harmful for individuals without expertise or ability. According to Rowe (2021), it is better for the homeowners to have a go in the small project like hanging art on the wall, patch a small hole and changing doorknob but leave certain job that are risky to the professional as the homeowners did not have the knowledge and they might make it worst if they try to do any difficult job like fixing roof by themselves.

A single mobile application creation can connect both users and home service providers in one application. This medium can allow both parties to communicate easily without other applications. In light of the preceding, our proposed system can be seen as a platform for home services, which can be the standard for organizing pricing without negotiating prices. To provide customers with happy and healthy home atmospheres, experts in various areas such as plumbing, painting, pet sitter, and home cleaning services are involved in the systems.

Platforms for on-demand services have emerged in recent years and have snowballed. Restaurant food delivery and taxi-style transportation are two examples (Roose 2014, Kokalitcheva 2015, MacMillan 2015, Shoot 2015, Watanabe 2016; Taylor, 2018). These services are on-demand in the sense that they are available whenever a customer requires them; they want it now and are hypersensitive to waits and delays of work. On-demand service platforms differ from scheduled service platforms because customers do not need to make appointments beforehand (Dowdle, 2015; Taylor, 2018).