Universiti Teknologi Mara

EzService : Freelance Service Finder Mobile Application

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Abstract

On-demand service app acts as an intermediary between customers and service providers. Users now can save a lot of time and effort instead of seeking the products themselves. This type of apps has given a new platform for businesses especially those who are doing freelancing services. They can easily market their work or service through this type of apps without costing a lot of money. Customers now can easily search for the services they need at the comfort of home by using only smartphones. Still, there are some lack of features in these apps that can give a full user experience while using these services. Location-based services use real-time data to provide information from a smartphone. It simply uses Global Positioning System (GPS) to track other person's location if they allowing the mobile devices to use the system. This project is to combine these two, services mobile app and location-based services to upgrade the system that already existed. EzService mobile application is an app that helps customers to search for freelance services provided by residents around Shah Alam, Selangor when they need them. It also can be used for service providers to market or advertise their services online. Service providers can easily create or delete an advertisement post whenever they want. This project aims at identifying user requirements for EzService mobile application, designing the EzService mobile application, and developing the EzService mobile application. This project will be using the android platform and the target user of this project would be the people in Shah Alam who uses a mobile application to seek freelance services and service freelancers who want to advertise their services. This project will be using Mobile Application Development Lifecycle (MADLC) approach in order to complete this task. The location-based services technique used in this project is will be GPS. For future development, this project is suggested to include the mobile payment gateway so that users can instantly pay when booking the services to varies the payment method instead of only through cash. In a conclusion, EzService mobile application can ease peoples around Shah Alam to find services and help service freelancers to market their services anytime without a hassle.

Keywords: Freelance services, on-demand services, Location-based services, Global Positioning System, Android, Mobile Application Development Lifecycle

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CHAPTER 1

INTRODUCTION

An outline of this project is given in this section. This chapter includes background information, problem statements, project priorities, scope and project significance.

1.1 Project Background

In order to remain competitive and financially stable, many people turn to seeking a second job or freelancing to balance their incomes and cover-living costs. With the rise of online jobs growing almost linearly along with the growth of global Internet usage today, it is almost easy for everyone to enter the freelance job market from their home comfort. Essentially, a freelance job is one where a person works for themselves, rather than for a company. While freelancers do take on contract work for companies and organizations, they are solely self-employed. The aim of this project is to develop a mobile application solely for all freelancers who are located within Shah Alam , Selangor to advertise their works and services through an application.

With the help of technological advancement and good internet connection, freelancing encourages work that can be done by freelancers from their preferred places and will serve as a platform for connecting job seekers to companies (Ahmed, 2015). Today, there are many online marketplaces to help promoting and creating a platform for freelancers to highlight their