NEEDSARA: A WEB BASED APPLICATION FOR HOME SERVICES-REVIEW PAPER

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Abstract- In this era of technology with increasing boom in E-commerce and fast lifestyle, there is huge demand of providing household services in offline mode through online interactions. Customers can use these online services platforms for requesting services like plumbing service, painting, disinfecting etc. Our web application will provide these services on the fingertips of the users. With web application platform, it is feasible to provide these services to user. This application solves many problems as it helps to provide jobs to blue collar workers who are looking for opportunities and for the user it will make the process hassle free. This platform can be used anywhere and anytime according to user convenience. Customer satisfaction, which is a major point, can only be achieved by providing quality services.

Index Terms- Brand awareness, Business, E-commerce platform, Online-to-Offline(O2O) Service Platform, Service Quality;

I. INTRODUCTION

Today's Market growth for mobile phones is increasing rapidly with the increase in number of users around the Globe. With this exponential increase in the number of customers, there is huge demand for multiple Mobile and Web applications [1].These apps serve a variety of uses for all type of problems and demands.

Web and mobile applications are the most effective way to approach customers. Using application is the trend now, so the developers always try to provide the best apps that makes our life comfortable. These applications can also be used to provide many offline services through online integrated service platforms.

Figure: - 1 Operation Flow of O2O

Online to offline, commonly abbreviated to O2O (In Figure: -1) [2], is a phrase that is used in digital marketing to describe systems enticing consumers within a digital environment to make purchases of goods or services from physical businesses. They have recently gained popularity by applying the convenience benefit of online services to offline reality.

The main idea behind developing this web application is to directly connect the customers with different service providers for fast and better service Quality. **The idea is to connects customer to service professionals**. With the rise in Nuclear families, Dual Career couples, the focus of customer is to spend quality time with their families whenever possible. Services at the doorstep at one click of the mouse is a welcoming change accepted by customers today.

The web app provides a platform to the customers to contact and interact with different service providers in order to fulfill their specific requirements. It is easy to use platform that provides the user an easy and convenient interaction between the users and service providers. The web application will increase the level of trust between the entities and will provide a vast opportunity to individual service providers. The demand here will be inversely proportional to the time taken and directly with the quality of the service [3]. A website with good system quality, information quality, and electronic service quality is a key to success in O2O integration.

A. *Existing System*

Urban Clap –
It is an app which is based on service marketplace that connects customer and service provider. The strategy of urban clap is to connect a greater number of customers to use their application. Urban clap provides services through their platform by deploying their own skilled professionals.
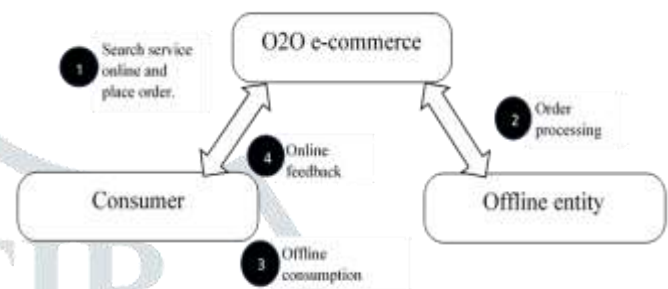
It takes more time to provide service to customers as their professionals are limited and need to travel to far places to provide services.
There is also a factor of overpricing and excessive visiting charges.

Justdial-
Justdial brings to you an all-new online shopping extravaganza where you can browse through a large number of categories and find a deal that is perfect for you. The Biggest

problem with the current system is that Location doesn't always get priority while surfing.

User Interface of the application is incompetent due to unwanted advertisements and bots.

B. *Proposed System*

Our system consists of two main parts: -
1. Service Providers
2. Users

With the help of O2O platform, our project provides services to customers from offline mode to online mode. Our site reduces barriers between service provider and customer and create an online platform for them to interact with the local workers at their ease.

This creates more opportunities for local service providers through our platform which helps them to connect with more customers effectively. The strategy of Needsara is to connect local service provider to customer which provides them additional job opportunity. It will save customer's time comparatively to all other existing platforms.

It will also minimize the cost and reduce the problem of overpricing. It also saves time of customers as it connects local service provider which are at nearby locations from the actual visiting address instead of hiring company workers that travels. So, they provide fast service in less time.
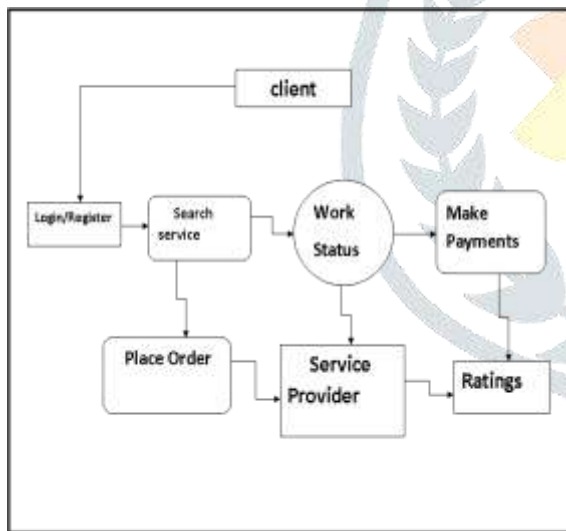
II. DATA FLOW DIAGRAM

Fig: Data Flow Diagram

Dataflow shown in the above figure have some steps. The client will register and then login to the system. They can then search for the services according to their needs, and then can place order based on their needs. They can check the status of their request at any time during the process.

The order requests will be forwarded to the provider at the same time. When the service request is complete, then the user can rate their experience accordingly. Provider can also access the ratings for future improvement.
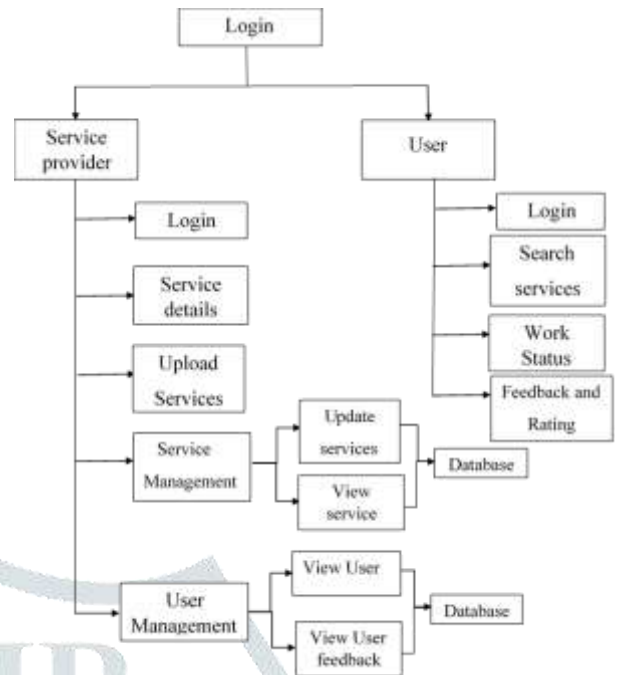
III. FLOWCHART

Fig: Methodology

From the flow chart we can see the basic flow of the information in the system. There are two entities in the system; first of all, the user and the provider have to register in the system using some unique credentials. Then it can be fairly divided in to two parts shown below:

Service providers side-
First, the service provider has to login in the system, then the provider can update their profile by adding their services and other details which will then be stored in the database of the system.

They can manage the services by examining services that requested and improving on the basis of feedbacks received from the customer end.

User's side-
Same goes with the user profile after logging in the system they will update their profile and then can search the services that they required.

User can then request some particular services that are needed by them. They can check the status of their request any time during the process. After the completion of the request of the user he/she can provide some feedbacks depending on the experience.

Admin can login to manage the website and solving the problems of mismanagement of the users. Admin can also view the requests and feedback of the customers and update them on the database system for better functionality of the system.

Advantages: -
It will create new opportunities for the local service providers.
It will help Locals to grow their business and connect with more customers.
It promotes Local for Vocal Initiative taken by our Government.

It helps in Connecting Local Service providers with Customers with ease.
It will reduce the Time consumption of Service Delivery.
Improves Service Assurance.

Future Scope: -

For our future scope we will improve our User Interface/User Experience.
Including of payment modes and separate Cloud space for Billing and payment history.
Broaden the number of service providers on the basis of their location.
Real time service provider tracking will be available for the customers.
Service and Security policies will be updated.

IV. CONCLUSION

In Modern era, almost everyone is engaged with mobile applications using internet. Services can be provided by the use of internet too. The proposed system can be used to get these services instantly by through online platform. This project is a web application-based platform in which it provides household services to customers in short time by providing a communication channel between the service provider and the user/customer. Household services like plumbing, painting, repairing electronics appliances such as AC or refrigerator etc., are some of the services that can be provided with the help of the platform. It is offline to online service platform in which service provider give offline services to customers through online platform.

If customer want a service, they can access the web application and book a service according to their needs and category. The service request would go to service prover's side and they will decide whether to accept or deny the service request.

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