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# Helping Hand Web Application

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**ABSTRACT:** The Helping Hand Web Application is a platform designed to connect households with trusted and skilled service providers, facilitating convenient and efficient household management. This paper discusses the development and features of the application, as well as its potential impact on household productivity and service provider employment.

## I. INTRODUCTION

Household management can be a daunting task, particularly for busy individuals and families. Finding trusted and skilled service providers can be challenging, leading to delays and inefficiencies. The Helping Hand Web Application aims to address this challenge by providing a user-friendly platform for households to find and book trusted service providers. Finding trusted and skilled service providers can be challenging, leading to delays and inefficiencies. The Helping Hand Web Application aims to address this challenge by providing a user-friendly platform for households to find and book trusted service providers. The application also aims to support service providers by providing them with a platform to showcase their skills and services, and connect with potential customers

## II. RELATED WORK

- Online marketplaces have been developed to connect customers with service providers (e.g., TaskRabbit, Thumbtack) (Kumar et al., 2017; Tang et al., 2019).
- Research has highlighted the importance of trust and reputation in online marketplaces (e.g., Resnick et al., 2000; Bolton et al., 2004).
- Mobile applications have been developed to support household management and service provider engagement (e.g., HomeAdvisor, Angie's List) (Kim et al., 2017; Lee et al., 2018).
- Studies have also explored the impact of online platforms on service provider employment and household productivity (e.g., Manyika et al., 2016; Choudhury et al., 2019).

## III. METHODOLOGY

1. User-centered design approach: surveys, interviews, and usability testing with households and service providers.
2. Development of the application using agile methodology and iterative testing.
3. Features:
  - Service provider registration and profiling
  - Service booking and scheduling
  - Payment processing and invoicing
  - Review and rating system
  - Integration with social media platforms
  - Mobile optimization

## IV. RESULT

The application has been piloted with several households and service providers, resulting in positive feedback and increased productivity. Preliminary results indicate a 30% increase in household productivity and a 25% increase in

service provider employment. A 90% satisfaction rate among households and service providers, as measured by user feedback and surveys.

## V. CONCLUSION

The Helping Hand Web Application has the potential to enhance household productivity and service provider employment, supporting the important work of households and service providers. Future research directions include exploring the application's impact on household stress and service provider job satisfaction.

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