

Design and Evaluation of Home Service ePortal for Skilled Trades and Household Services

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Abstract: *The study aimed to design and evaluate a Home Service ePortal application, with the primary goal of improving the job matching process between Customers and skilled Home Service Workers. Rapid application development methodology and object-oriented analysis and design were utilized to ensure well-structured platform. The system was implemented using the Laravel framework, offering a user-friendly interface for service requests, job applications, feedback, and more. The evaluation conducted by users yielded highly positive results, with a general average rating of 4.6 out of 5. The ePortal's automated processes enhanced user experience and satisfaction, streamlining interactions and fostering seamless connections within the skilled trades and household services sector.*

Keywords: household services ePortal, object-oriented design, Laravel

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