

ONLINE SERVICE MARKET

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Bachelor of Science in Computer Science and Engineering.

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APPROVAL


This Internship titled “**Online Service Market**”, submitted by Md. Wasim Rana, Md. Tarikul Islam and Md. Shelim Sarker the Department of Computer Science and Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 4th May 2019.

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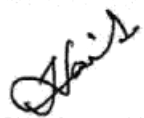
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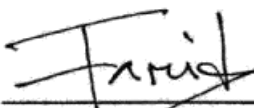
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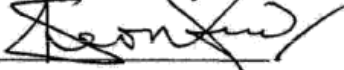
We hereby declare that, this project has been done by us under the supervision of **Ms. Samia Nawshin, Lecturer and Department of CSE Daffodil International University**. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

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ABSTRACT

This project is based on job giver and job seeker communication system. This project aims to create an easy, faster and smooth communication system between the job giver and job seeker. This project also offers some opportunities that will help both the job giver and the job seeker on their daily work purpose. So, for the better communication system we developed our project that will help the users a lot. This project will boost the confidence of the job giver in pricing issue, communicating and so on. Mostly job giver are not waste their valuable times to find job seeker person and a general public can do their skill basis job in their free time. Our project will bring a smart solution for them. Our projects recreate the whole system online but it will help the user's offline real life too. It will save time also job giver and job seeker mustn't have to worry about their communication problems. We ensure that in near future with the user's demand we will add more features for customer satisfaction.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

MUKTO is an amazing platform from where we can find your job according to your skill and also we can do our household services by other. It helps us in our emergency situation.

So, in a short note MUKTO is the home service marketplace that connects verified service providers on demand with the various customers. MUKTO offer a wide range of products and services to meet the daily needs of its customers at home.

If you want to find your favorite job then you will get it from this platform. From cooking to our family exercise all we can fix through this platform.

1.2 Motivation:

We spend our daily time on the internet for work, research, marketing, business, education and entertainment. Now all these commercial and social activities are connected to the internet. And now days without e-commerce, the world around the Internet is impossible and it is afraid to imagine us. Now people are more active in social network.

So we were thinking to make a platform where all the people can get all kind of home services like cooking and our family exercises all we can fix.

And also we was concern about out county unemployed people who has the creativity but do not able to find their job and also if any student or job holder also looking for a short time job. When people come a new place that time they have no idea about where they can get electrician, house helper, and where they can get all home service. So that time people can get confused that is the one more reason we are thinking for to create a platform where all people can get there services.

1.3 Objective:

We are creating a platform where all the family exorcises all we can fix and Job seeker person get their jobs. And provide the job to the job seeker.

- Get your home chef for short and long time.
- Get electrician, home tutor, home cleaner.
- Providing employment to the unemployment person.
- Promoting the brand.
- Getting the job in own choice area.

1.4 Expected Outcome:

MUKTO is one of the platforms to improve the county and also developed the county. For the through of this platform public can able to find their job to seating at home. And we can find people who work in the house. This platform improves the customer satisfaction and expectation. This system will reduce the harassment and give evaluation of your time.

- Customer can find easily their jobs.
- Easily posting their job.
- Able to chat with the admin for any help.
- Job can choice by own location.
- Reduce the Unemployment rate.

1.5 Report layout

Chapter 1: Introduction

This is an incomparable site from where we can find your job according to your skills and also we can shop and we can do your household services by other. It is helping us in our emergency situation. This platform is already view in live server by us and also running development to development the more things.

Chapter 2: Background

MUKTO is the household service marketplace there connects all the service providers with customer on demand and also offer to unemployed people for their skill basis job. Before made this platform we study about this. At first we study about people demand and the unemployed rate of skill full people and then learn about development requirement All the Study for educational motivation of the knowledge about internet of thing and create new invention.

Chapter 3: Requirement Specification

Now a day's every single people are everyday locking for some new their skill basis jobs and on the other hand some people are also looking for other people to do their own work. So we are trying to improve user interface active and tying to do user friendly interface for user.

Chapter 4: Design Specification

Design is the challenging part of MUKTO. We have tried to design this project with the user friendly and much attractable. We are used as usual tools like HTML5, CSS and JS is the design language of this shop.

Chapter 5: Implementation and testing

Implementation is the main part of this project that mean for MUKTO the main part is implementation and testing. At first create a PSD from adobe then make sure how can tools use to develop this platform means project. After all develop this platform and implementation it and testing is in many ways.

Chapter 6: Conclusion and future scope

This platform is the best model of providing household service and finding skills jobs. Have a plan to live this site in the market commercially bright of the future scope. It is also a good opportunity to make a good final impression and to end on the positive note.

CHAPTER 2

BACKGROUND

2.1 Introduction

MUKTO is a platform from where anyone can find their job according to their skills and we can do our household services by other. It helps us in our emergency or urgent situation.

So, in a note MUKTO is provide home service marketplace that connects verified service providers on demand with the various customers. MUKTO offer a wide range of products and services to call on the daily needs of its customers at home.

In that time all the people are so busy with their own job. That is why sometime they need some help at their house like cooking, fix the fan, fix the refrigerator, home tutor, Iron the cloth, house clean, home shifting and so on.

On the other hand in the country they have so many skillful person but they are not able to find any job or many people are looking for a part time job, many of them want a job temporary. So we are concern about all the people and make a platform to communicate the employee and employer.

2.2 Related works

We are actually constructing a totally different concept. There did not see any work like us. But yes Bangladesh has two marketplaces from where we can fix our home service as example sheba.xyz

Only we can fix your service from here but we won't be able to join as a freelancer or as a part time job holder. They have some people in their stock when we need something we just message them they are just fixing a amount of money and do our jobs.

But our one is totally different, we are also providing the same job but we are not fixing any amount or service charge and also we are not providing any employee. Job giver and job seeker can negotiate about time and money.

2.3 Comparative studies

The comparative method is often used in the early stages of the development is a branch of science. MUKTO helps us to get the service easily. We no need to go far from our house to get the service. Only we need a internet connection also we don't need any bank account to pay the service bill. Job giver and job seeker also feel comfortable to use the platform. There has a option to chatting with admin if anyone don't understand anything. And to thinking about customer query the admin panel are ready some videos. When any customer will not able to understand anything about the site. If the inform to the admin via message then admin send them instruction with videos. Sheba.xyz has much popularity and many professional features but MUKTO is much better than this here customer will be more satisfy.

Here customers can choice the employee according a short viva. Customers can negotiation about price. With the negotiation customer and employee they can fix date and time also. Job giver can give the job according the needed like full time, part time and temporary.

Employees can also work with the freedom. There has no any bounding and time limitation. Where if anyone will be the employee of sheba.xyz that time they have a limitation and time bounding.

2.4 Scope of the problem

The scope of study basically all of thing will be develop this site that mean all the opportunity to study this site will be developed. In order to create a better future opportunity this study must be clearly defined.

When a viewer visits this platform that time they can actually understanding and deliberate of this idea. In near future we update our system with the customer requirement with add or remove features.

We always believe one thing “Problem is the turning point of success if it can handle by a good driver(Tarikul Islam Hridoy)”

Finally say this service is the main part of the site gets it for a good result and better solution.

2.5 Challenges

Almost we successfully develop the project. It's now live, anyone can access this site. But honestly it was not an easy journey we faced a lot of problem to the begging state from now.

Some People including close friend de-motivate us but we were trying heard and grow our confident. Truly it's the biggest challenge of us.

- Customer log issues.
- Creating a Smooth and user-friendly platform.
- How much effectively and how many ways people able to post and find the job it were also a big challenge.
- To maintain the team work and responsibility.
- Different way to promotion other brand.

CHAPTER 3

REQUIREMENT SPECIFICATION

3.1 Business Process Modeling

First we divided the business process model in so 2 ways one is sing up and one is posting the job. If anyone wants to post a job they have to have an account. So before posting any job we need to sing up to the site.

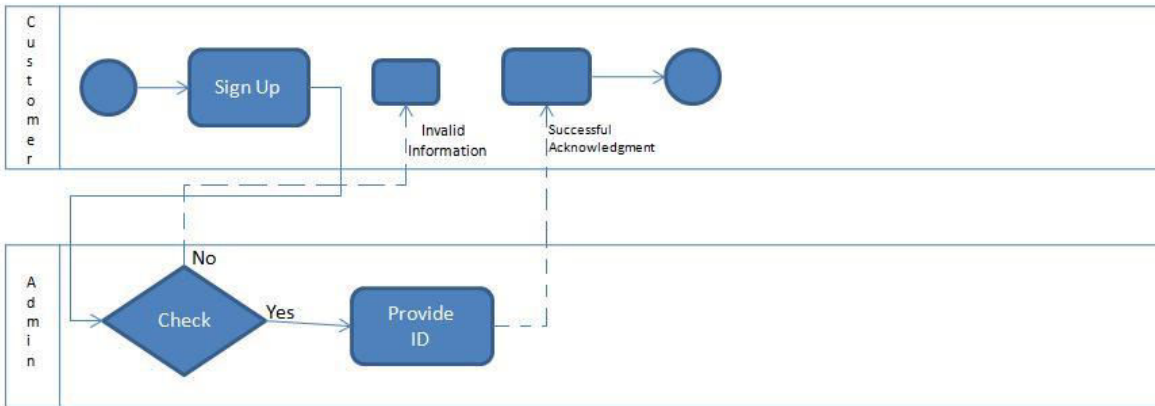


Figure 3.1: Business Process Model

Here now if any register person want to post a job. The business process Model will be like

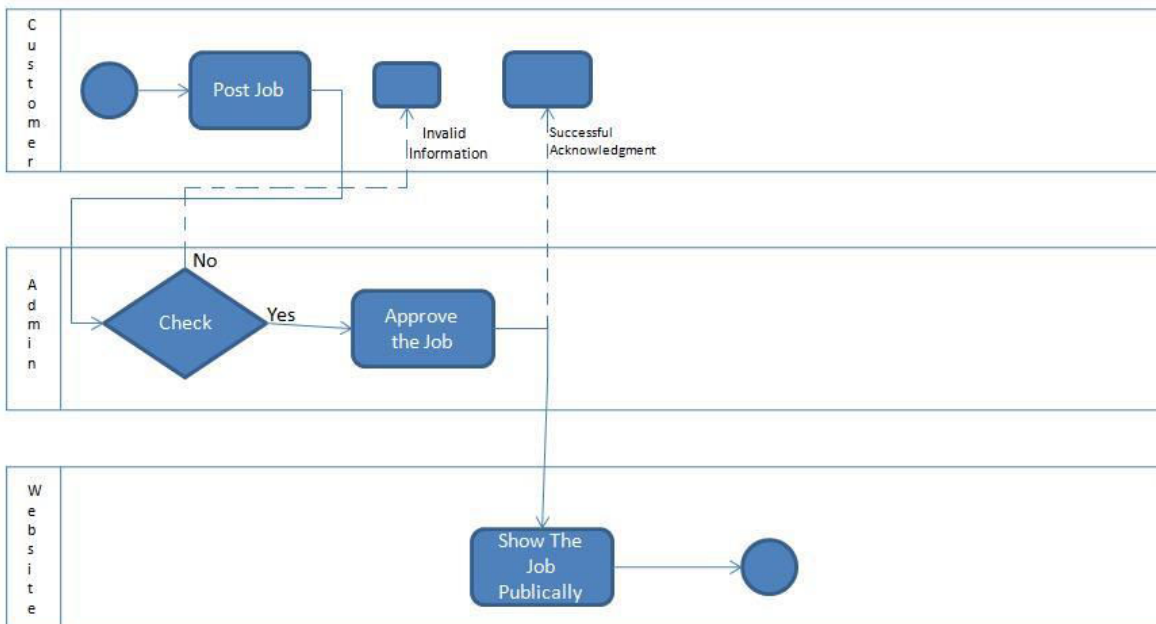


Figure 3.2: Business Process Model

Here is the final business process model to post and view the job in website.

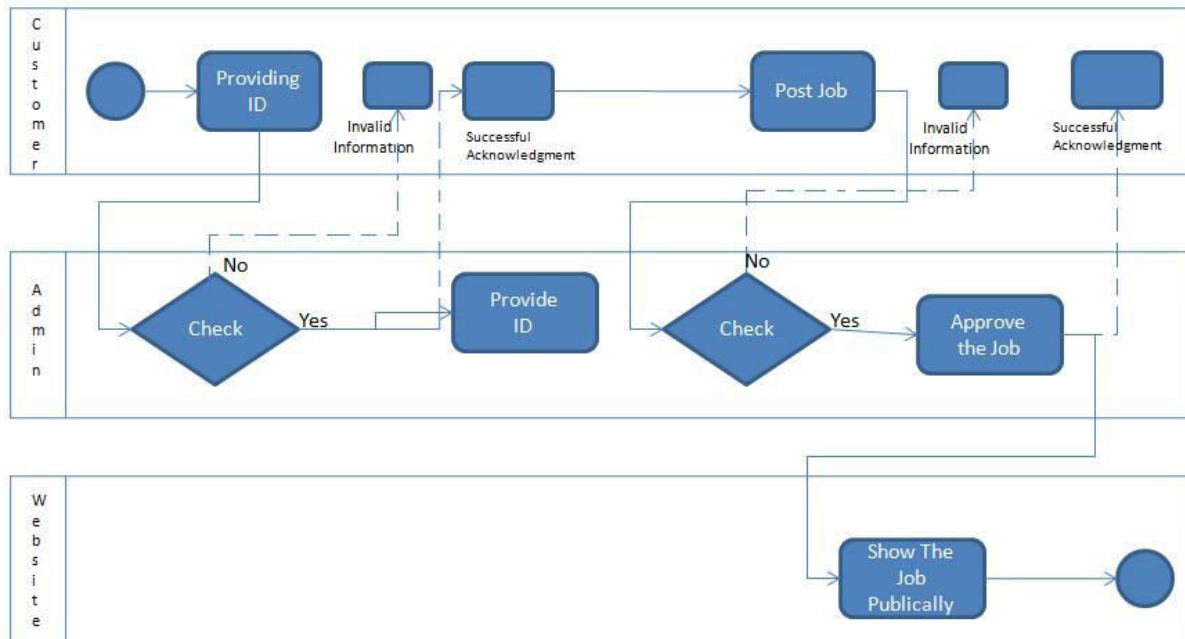


Figure 3.3: Business Process Model

Figure 3.3 show this figure how any registered customer can post the job and admin panel approve the job and the job show in the website.

3.2 Requirement collection and analysis

At the beginning of this project we thinking about the requirement collection which requirement we need must to show and which is optional we were thinking about job giver privacy so we don't show customer mobile number in publicly. If customer wants then they can able to show. We don't take any unwanted data from the customer. And we save customer requirement and in future we analysis the customer data and notify them in relative job.

3.3 Use case modeling and diagram

There have three main thing employed who give the job one is employee who apply for the job and admin who maintain the full scenario. There has so many tools but everyone will not get access in every tool. So in this use case diagram we can see who have access in which tools.

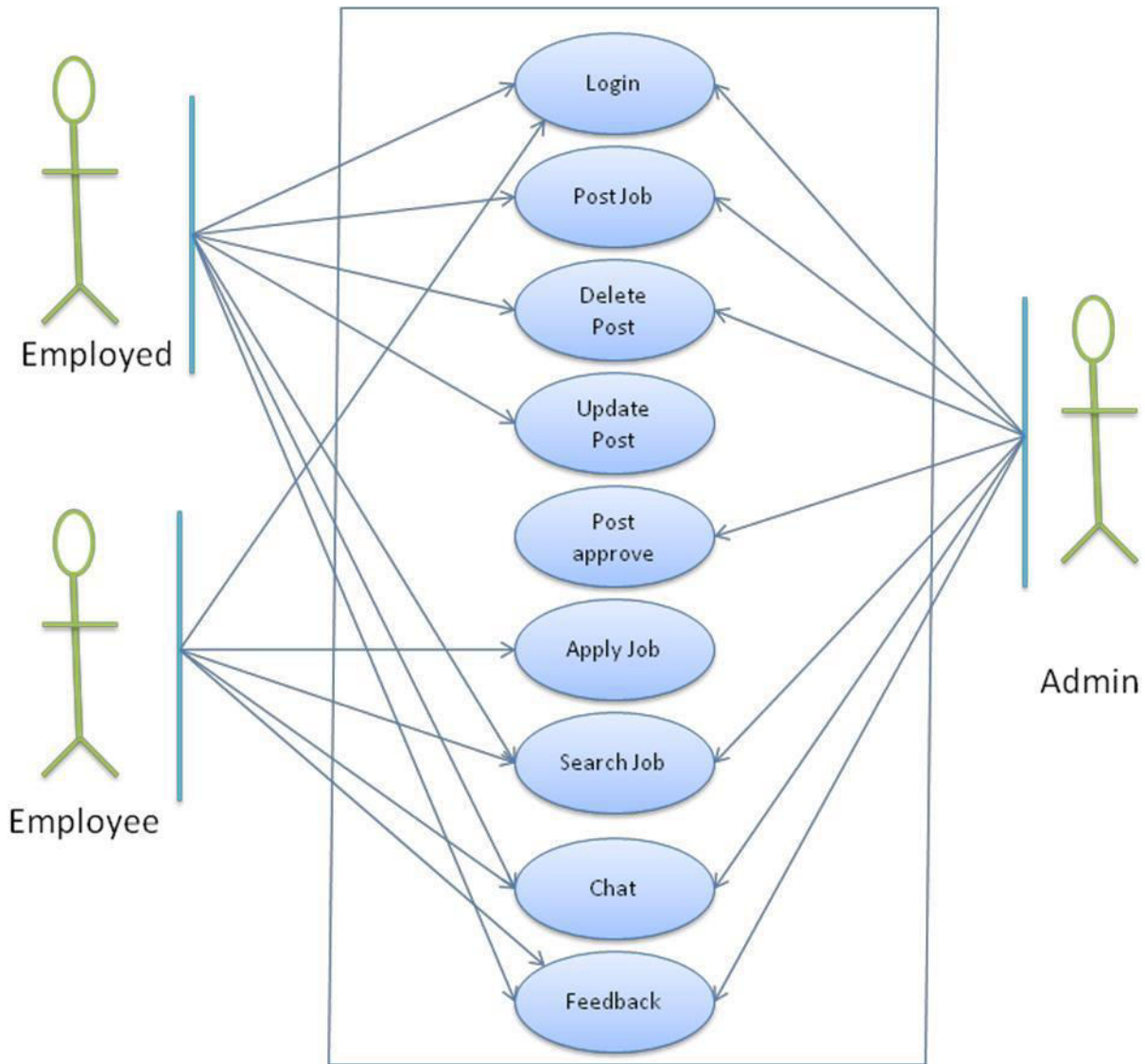


Figure 3.4: Use case model

Figure 3.4 show the use case diagram of the system provide in the final project. There have three

types of actor in this application here is employed, employee and admin. Employed can login the system and they can post job, edit job, delete job, upgrade the job and they can also search the job also give us feedback and for any help chatting with us.

Employee can search the job and apply for the job for any help they can chatting with us and also able to give us the feedback, login is not mandatory for them but if they want they can do.

3.4 Data Flow Diagram

Data flow diagram is the graphical representation of the ‘flow’ of data through an information system modeling it is flow data user to post the job and find the job and manage the relation.

Context Level Diagram

First Level DFD:

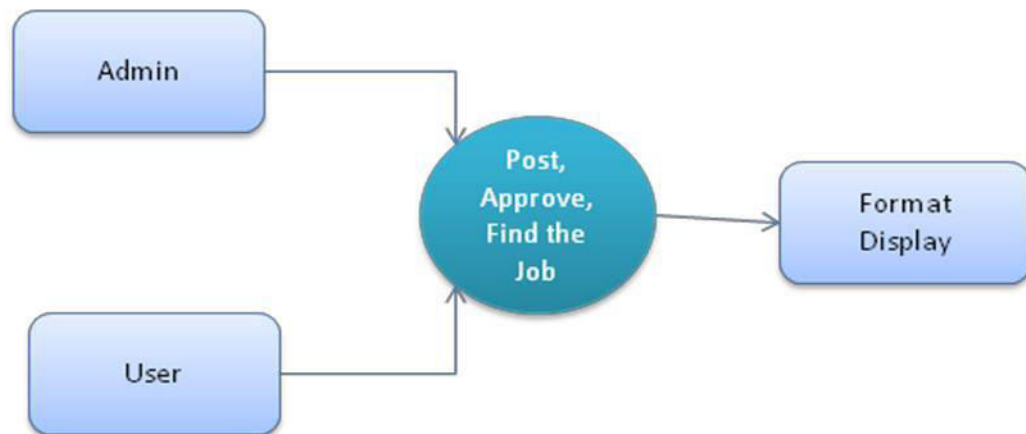


Figure 3.5: DFD 0(Data flow diagram first level)

Figure 3.5 show the first level data flow diagram that which is known as DFD0. Here users post the job and admin check the validity and give permeation to show the website.

Second Level DFD:

Second level data flow diagram is known as dfd1. Second level data flow diagram is the view of working process of a customer site. View all pages and post the jobs. Job givers sing up the website and then they provide the job information and descriptions.

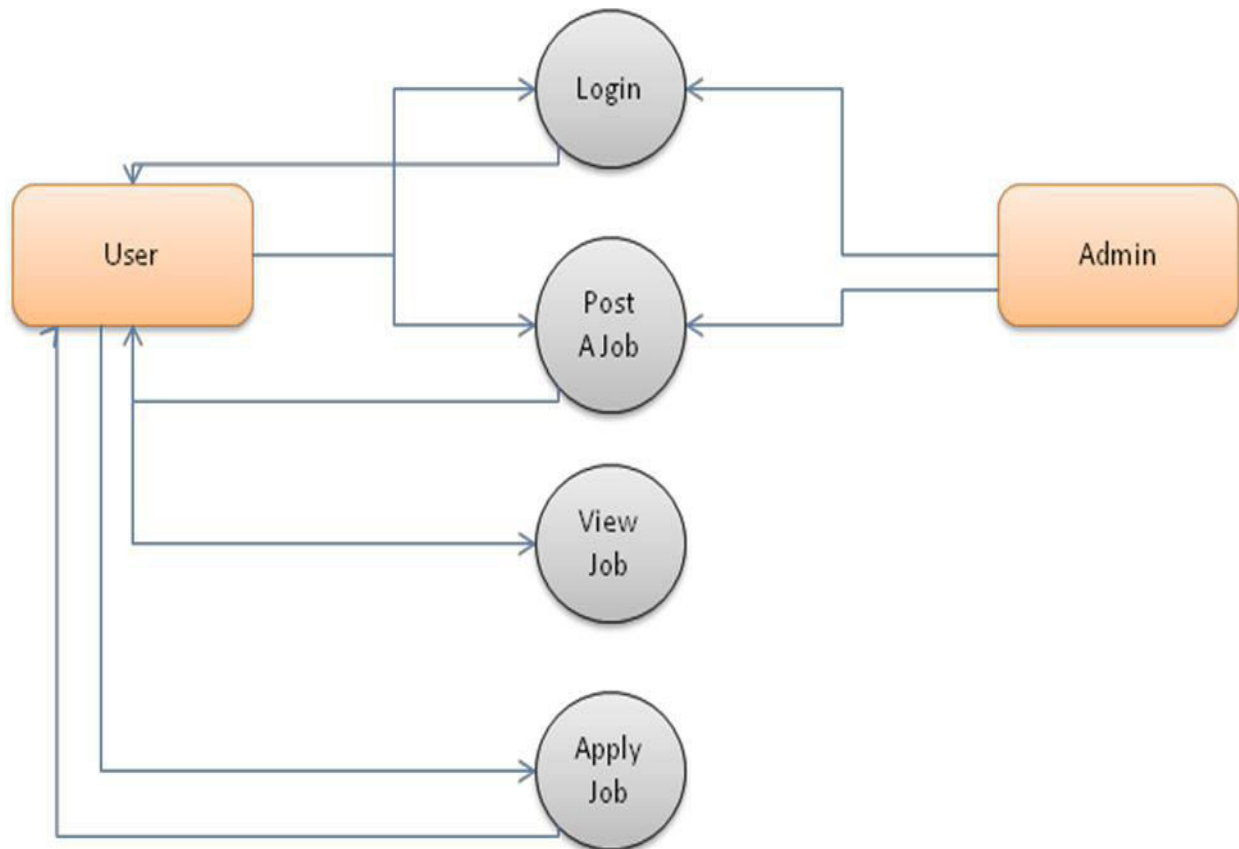


Figure 3.6: DFD 1(Data flow diagram second level)

Figure 3.6 show the second level data flow diagram that which is known as DFD1. Here users post the job and admin check the validity and give permeation to show the website. It is the view of working process of a customer site. View all pages and post the jobs.

3.5 ER Diagram

ER diagram is the model of entity relationship between employed, job and post the job. ER diagrams are related to data structure diagrams, which focus on relationships between entities instead of focusing on relationships between entities.

This diagram is often associated with data flow diagrams, which map the process or stream of system information.

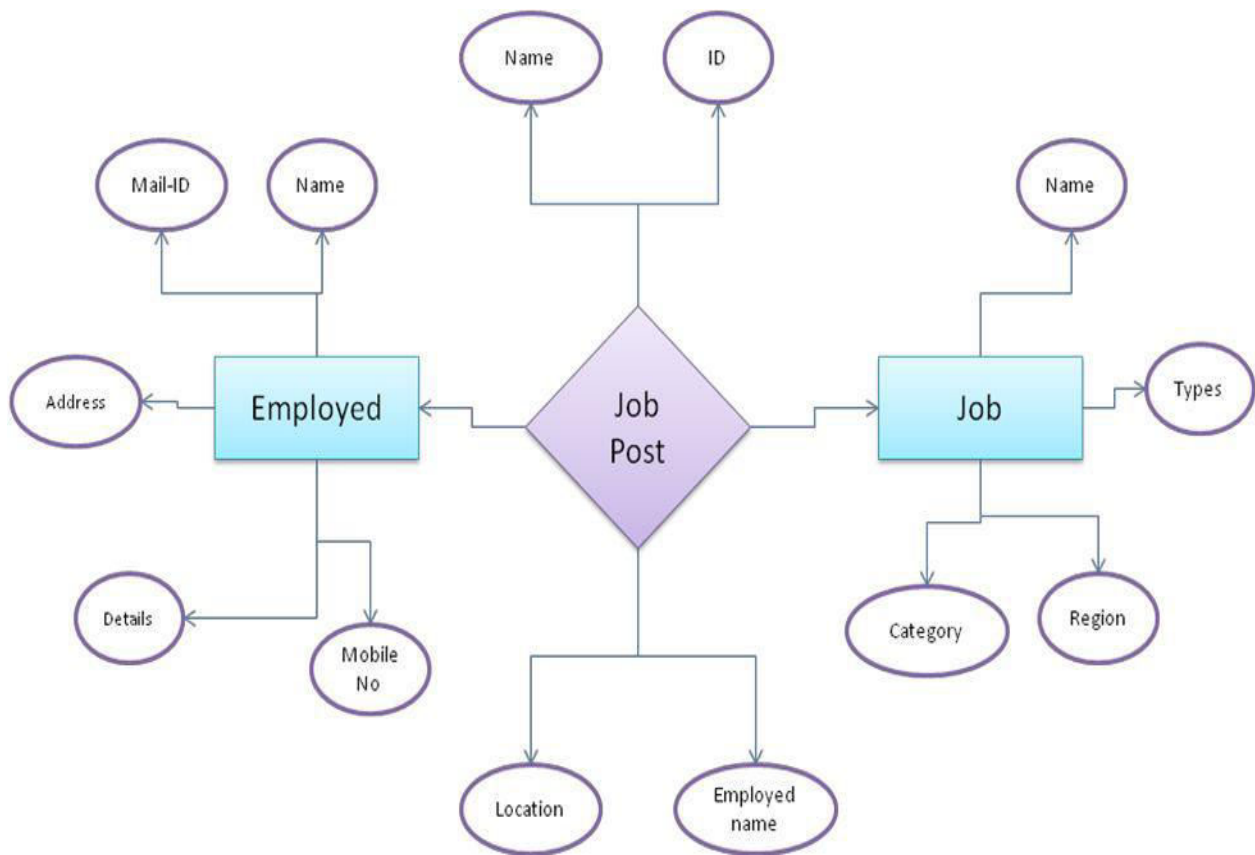


Figure 3.7: ER Diagram

Figure 3.7 shows the ER diagram for all of the information store formation on the database. This is the most important thing of any software development life cycle.

3.6 Design Requirement

This system will be used by the admin and general user. Here admin has two types one is super admin super admin can create admin to maintain the site.

- Super admin always create an admin account for a user.
- Admin will maintain the platform and user will post their job. And the job seeker will able to find the job at a time from one platform.
- System admin will create the basic tools and setup setting according to the customer or own requirement.
- Most of the case system admin will develop the platform user experience.
- System admin will give the authentication of user post and approve the post. And as needed admin can delete the post.

CHAPTER 4

DESIGN SPECIFICATION

4.1 Front-end Design

Front-end design is the exercise of converting all the programming data to the graphical user interface for the end user to view and interact with data through digital interaction using HTML, CSS and SASS.

4.1.1 HTML

We use HTML for create a web page layout of structure and yes it is also the basic level of web development. This is the technology for World Wide Web. We used HTML view the HTML page in our browser when we use this platform. We use it because it is easy to code. It's also cost effective even no need any cost.

4.1.2 CSS

We use CSS to define styles for our web page. Including the design, layout and variations in display for different device and also the screen size. CSS is the combines the document content with its style.

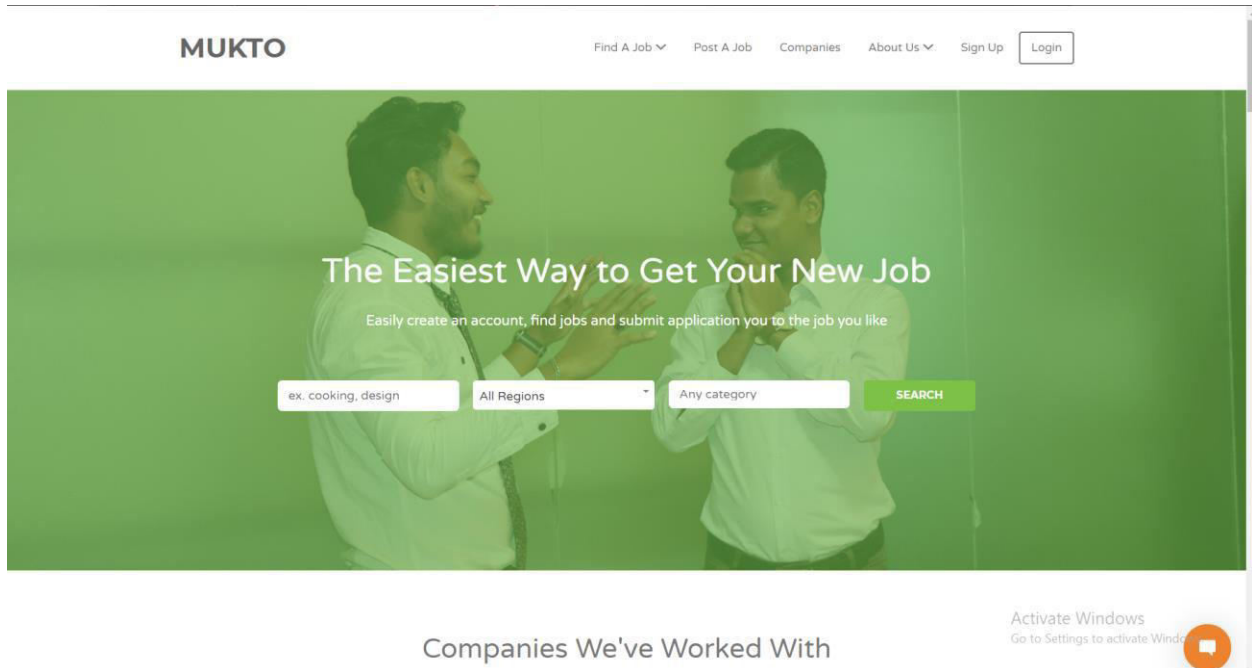


Figure 4.1: Front-end Design

4.1.3 jQuery:

jQuery is a fast, small, and feature rich JavaScript library. It works across many browsers like HTML Document Traversal and Manipulation, Event Handling, Animation, and Ajax which makes it much easier with an easy-to-use API. In the combination of versatility and extensibility, JavaScript has changed in a way that has written millions of JavaScript. We use it for

- Field verification.
- Pop-up window.
- Login/signup event.

Here is an example of pop-up window.

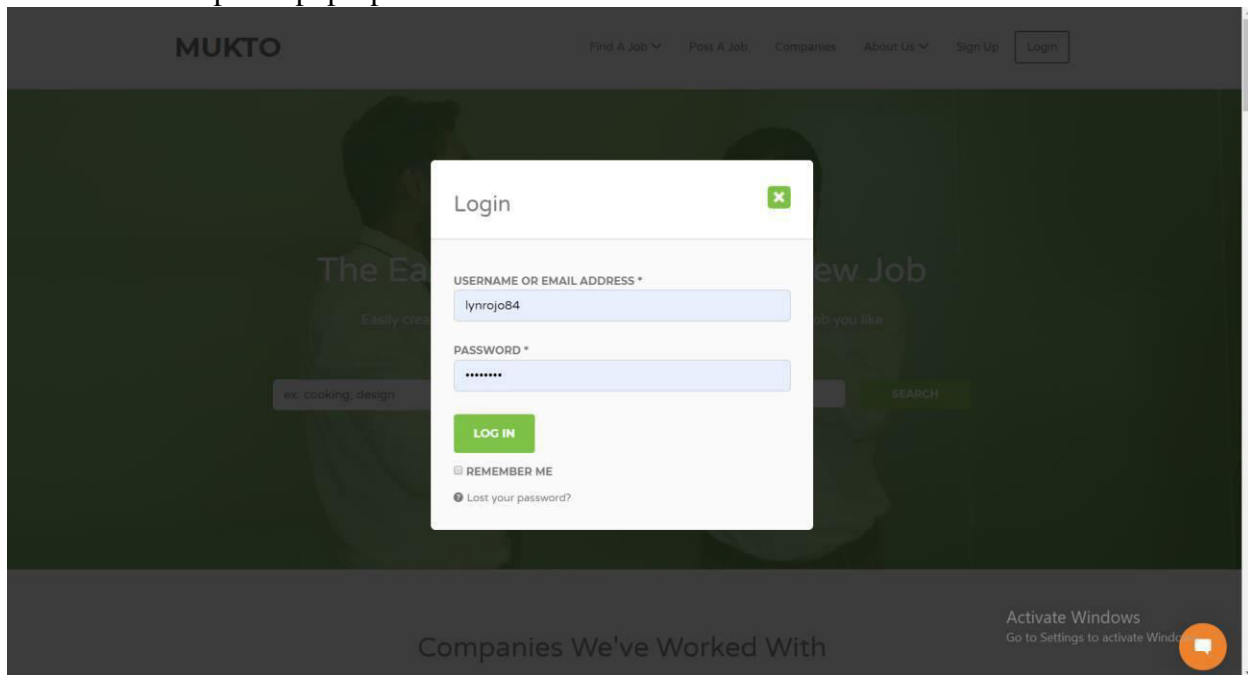


Figure 4.2: Pop-Up window

4.2 Back-end Design

Back end design is the highly handle of this platform site. It's the main part to manage the site. Only admin can use this one to handle the site and upgrade the site if needed.

4.2.1 PHP

PHP is the one of the best back end development sever script language. And also for the server scripting language it's the most powerful. We used it for the backend design and development for

web application. This is fully open source programming and task to generate dynamic web page.
We use for

- Database connection
- Function handling
- User verification
- Mailer.
- This is server side scripting language.
- It's an open source.
- Development of web application.
- It is light weight language.

4.2.2 My SQL

My SQL is the server site manage powerful database. It's called store room of a server. If we talk about or if we need a space for create a table for data flowing MySQL of the better thing.

- Creating database.
- Store and retrieve user data.
- Reliable and the powerful.
- Open source database.
- Data security.
- Data integrity.
- Low bandwidth.

4.3 Project Back-end:

Here (Figure 4.3) is the dashboard from where admin can able to control the full website. Admin can add any features. Admin can delete, approve, and block the job. Also can maintain the all pages comments and mailing issues.

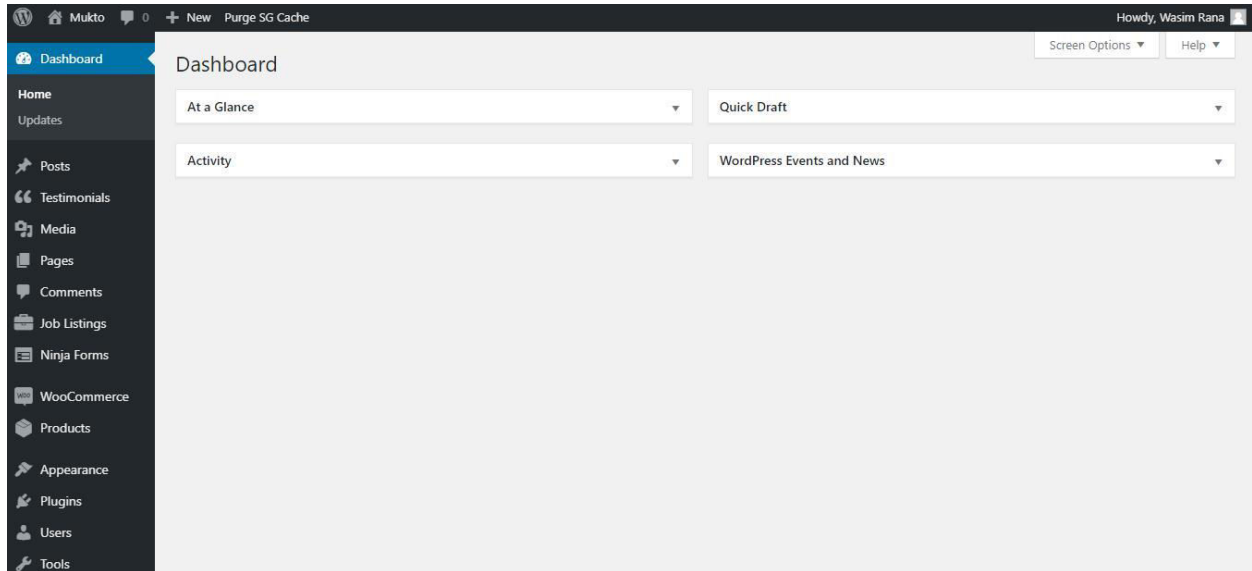


Figure 4.3: Dashboard

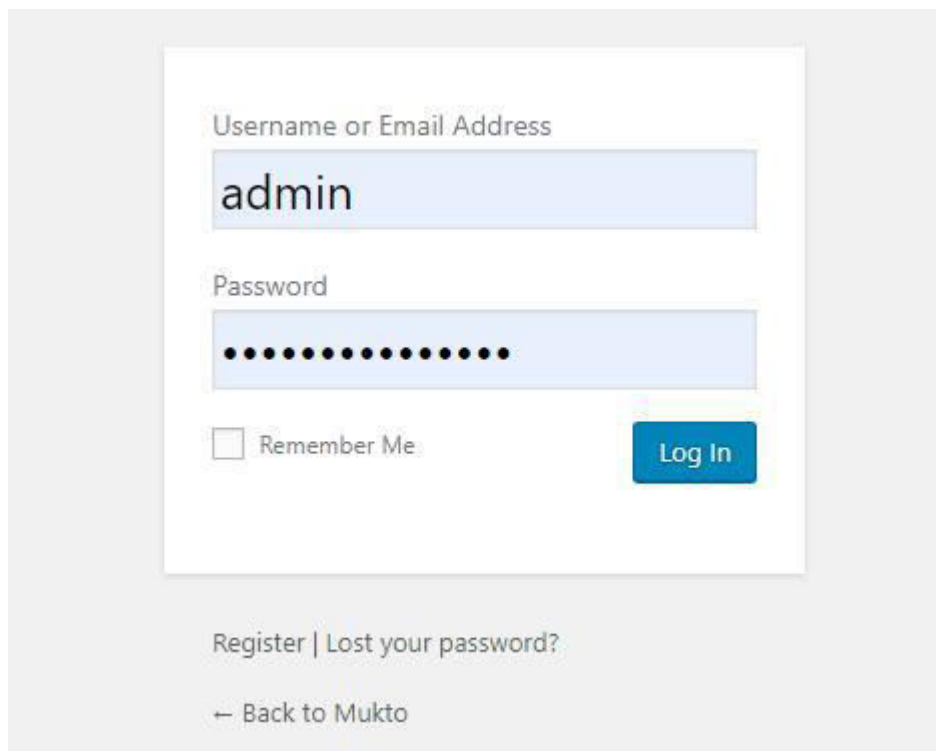


Figure 4.4: Admin Login Page

Figure 4.4 is the login page of admin. Before any action admin need login to the site. After this admin can show the all activity and able to control it.

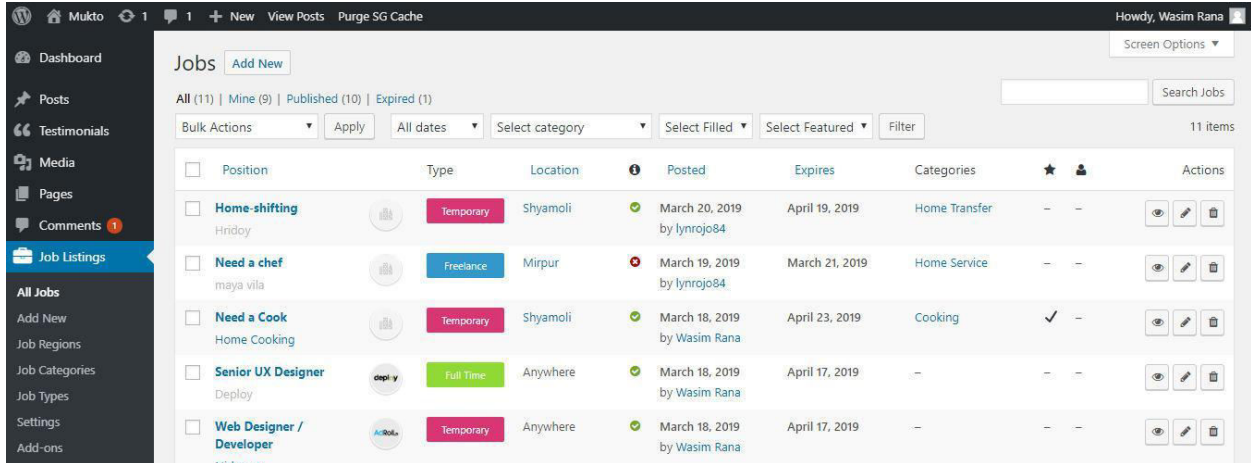


Figure 4.5: Job details page

Figure 4.5 show here from the back- end admin can see all the jobs. And job poetic date, categories, subject, types and all the job details.

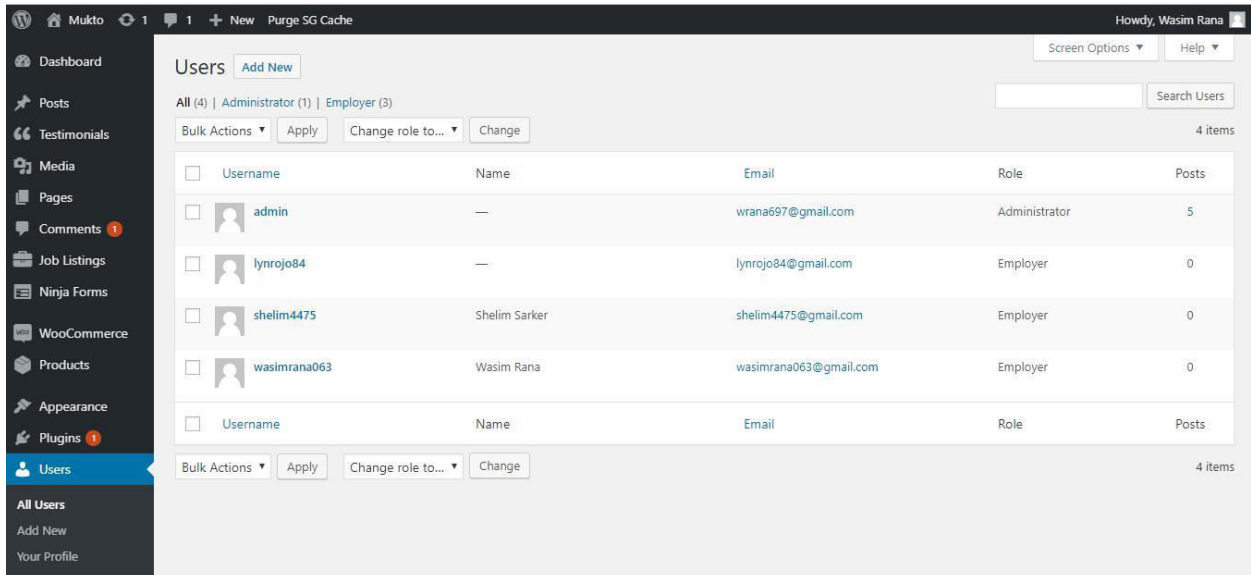


Figure 4.6: User Role

Figure 4.6 shows the user and admin their email, role and also how many posts their posting in the website. In backend dashboard show the user user-name, name, email, role and job post quantity.

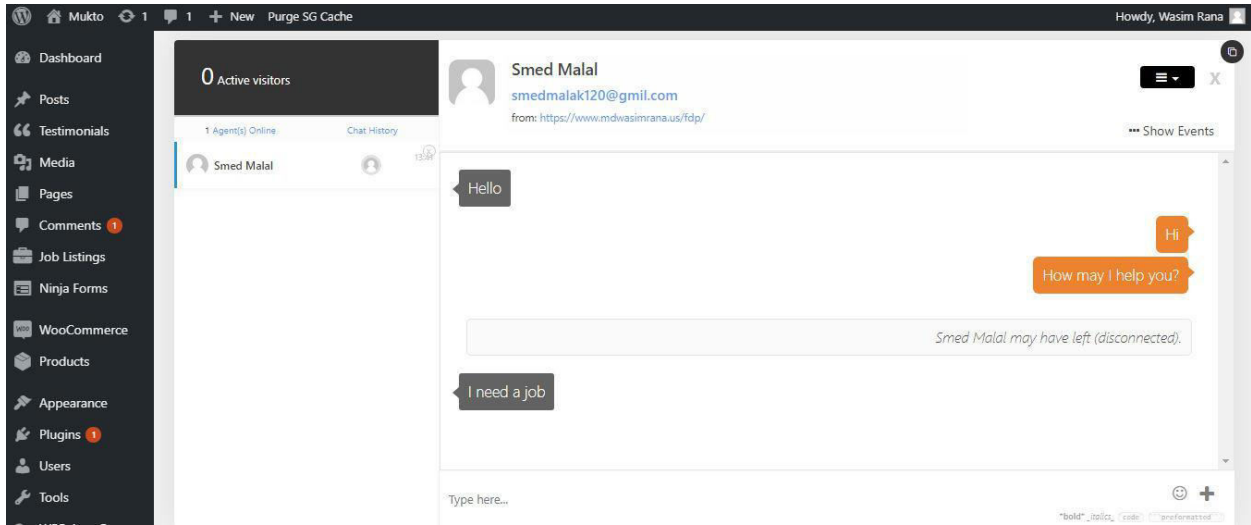


Figure 4.7: Admin Messaging

Figure 4.7 shows when users chatting with admin for any help from here in backend admin will show how the message and admin can continue the conversation. If many message request come on then admin can get the notification in back end.

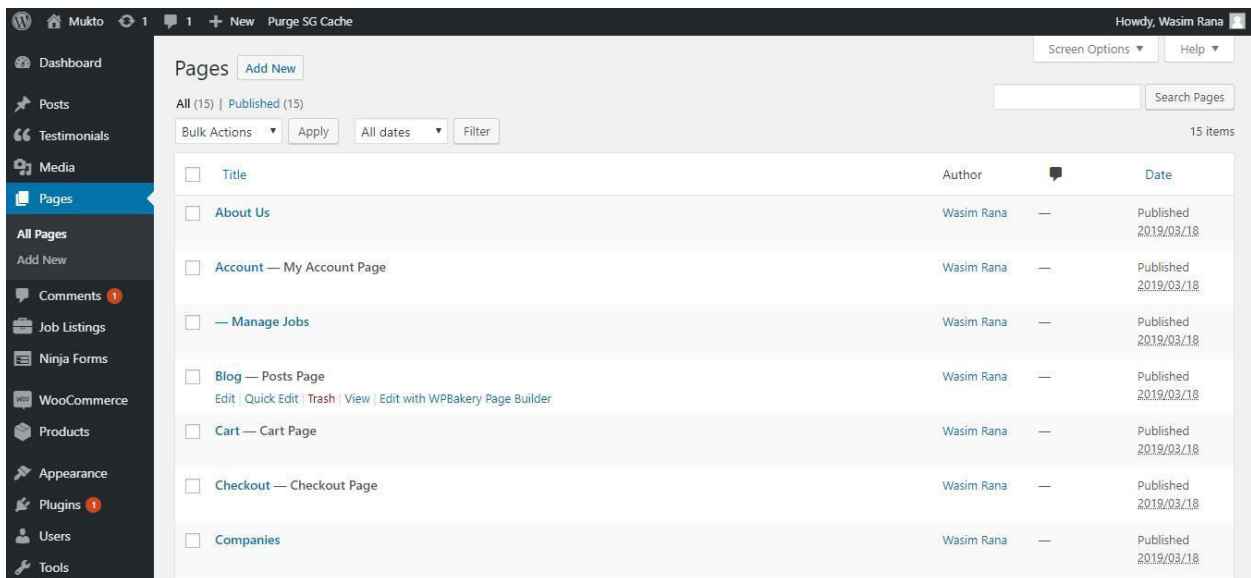


Figure 4.8: All Pages

CHAPTER 5

IMPLEMENTATION AND TESTING

5.1 Implementation of Database

MySQL is a software used to create databases, store and get data when requested. WordPress uses MySQL as its database management system. MySQL is also open source software, just like WordPress and works best with other popular open source software, such as Apache web server, PHP, and Linux operating system.

Databases have tables which are like sections or cabinets in your database system. Each table has columns and information is stored as rows. Each row has a field for each column in the table.

We have developed the project in a live server so there is a built in MySQL feature to create the Database for us. You can create the database automatically or manually through FTP. To implement the database in the live server you need to do the following...

- In the cPanel under Database you see MySQL database and click on create new database.
- Put a unique name for your database.
- After you created the database you will see section called user.
- Create a MySQL user named related to your database providing the password you wish and it must be strong enough.
- Assign the MySQL user to your newly created MySQL database.
- Select All privileges for the MySQL user to grant permission for CRUD (Create, Read, Update, Delete).
- Finally, under public html find the wp-config.php file and update the database username and password according to the MySQL database you created.

Once all the above are made you are good to move forward for the live project. Now the MySQL user can do CRUD operations in the database.

5.2 Implementation of front-end design

Front-end design is the exercise of converting all the programming data to the graphical user interface for the end user to view and interact with data through digital interaction using HTML, CSS and SASS. Front-end design is the most creative thing because end user will not able to show the code part they are showing only the user interface. So when the graphical user interface

will be suitable and easier to the user that time user will be attracting on this platform and using it.

5.2.1 Home Page

Each and every home page is representing the work. Because when any using any attractive opening page in our site that time people will do interest to check the site and visit the every stage of the platform.

To this homepage there have all the option like post job, find job, sing up, sing in, search job, massaging and all the feature have in our project opening page.

- Home page is the main index of the site and represent total category.
- Sing up and login represent the login part.
- Category wise job search option.
- Location wise job search option.
- Show the entire available job with details.

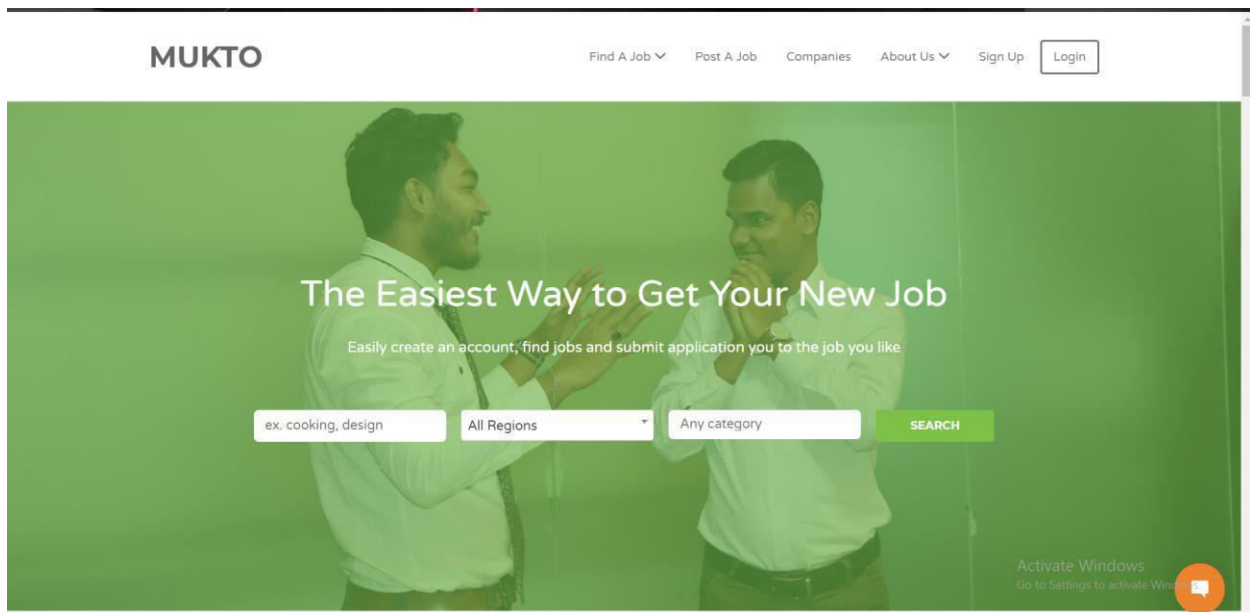


Figure 5.1: Home Page

5.2.2 Companies we've work with

This is a scrolling home page so if we scroll the page we can see how many company join with us mean daily basis how many company post their job in our platform.

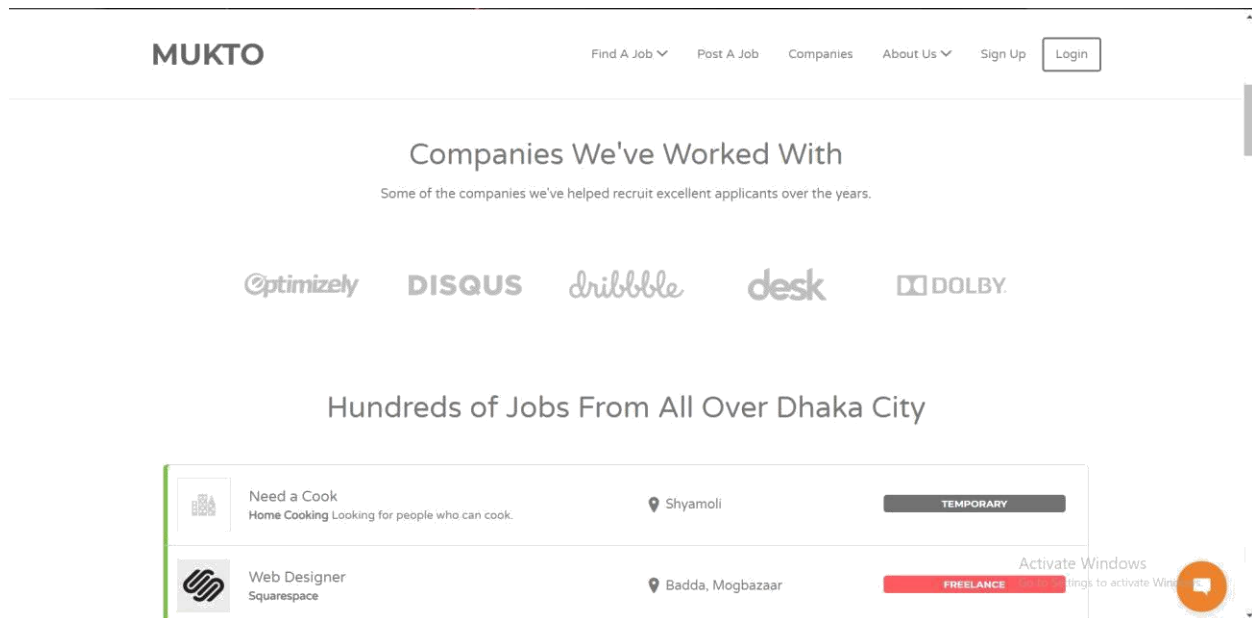


Figure 5.2: Company work with.

5.2.3 Available Jobs

If we scroll more we can see the available job.

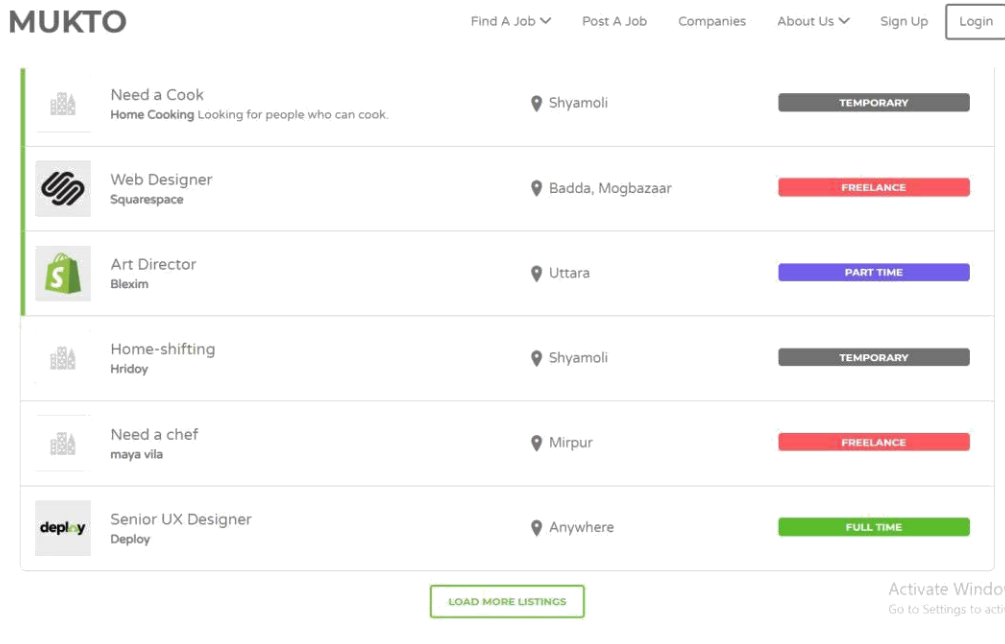


Figure 5.3: Available Job

5.2.4 Sing up page for User:

When any employed that mean any job giver want to post a job that time they must need to login in this site that mean need to create an account. Here is the login page

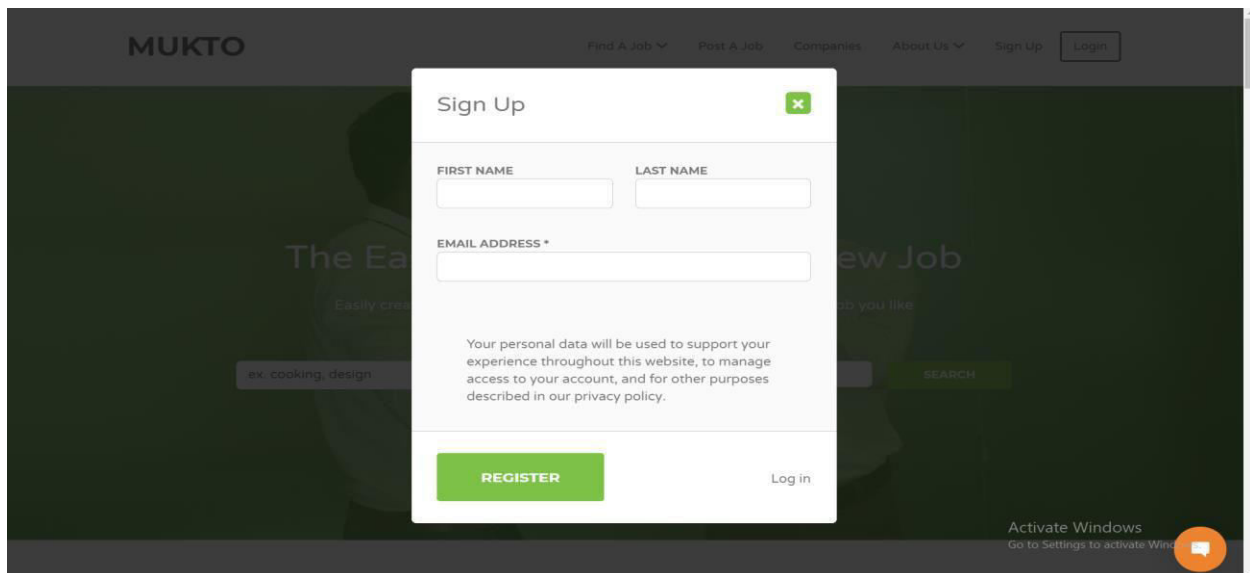
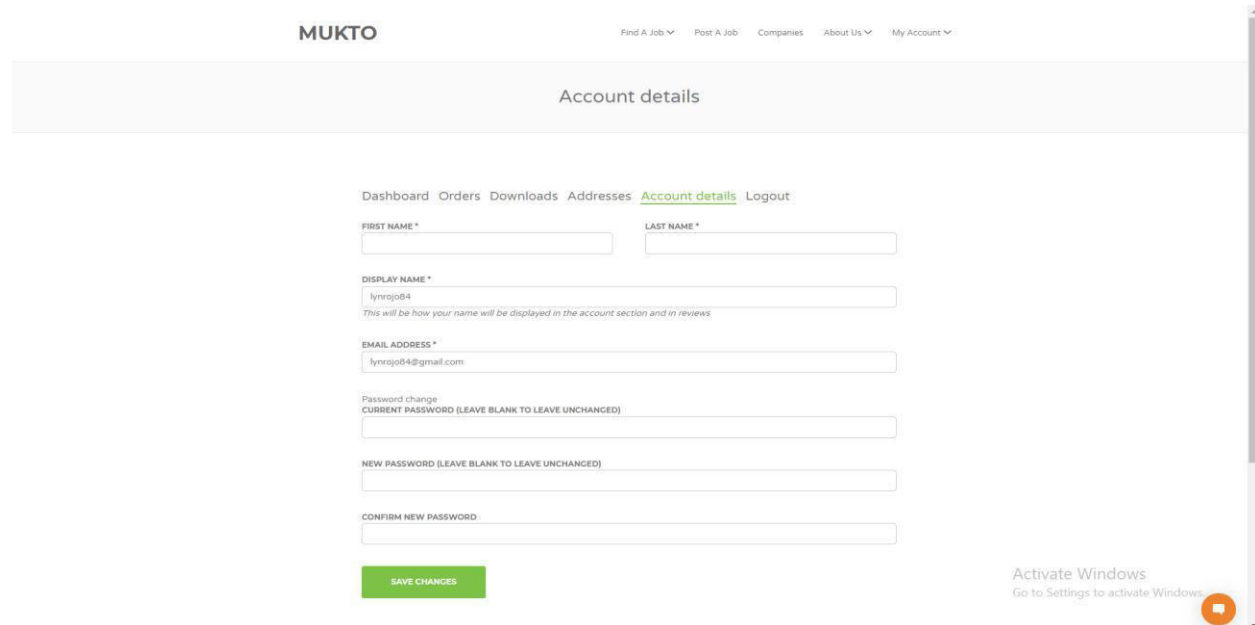


Figure 5.4: Create Account

5.2.5 Changing Password

We only take name and email address. After registration we provide a user ID and Password to their email address. In next if user want the can reset/change their password. From here they can reset their password.



The screenshot shows the 'Account details' page on the MUKTO website. The page has a navigation bar with 'MUKTO' on the left and 'Find A Job', 'Post A Job', 'Companies', 'About Us', and 'My Account' on the right. Below the navigation bar is a breadcrumb trail: 'Dashboard > Orders > Downloads > Addresses > Account details > Logout'. The main content area contains a form for changing the password. The form has the following fields: 'FIRST NAME *' (empty), 'LAST NAME *' (empty), 'DISPLAY NAME *' (filled with 'lytrojo04', with a note below: 'This will be how your name will be displayed in the account section and in reviews'), 'EMAIL ADDRESS *' (filled with 'lytrojo04@gmail.com'), 'CURRENT PASSWORD (LEAVE BLANK TO LEAVE UNCHANGED)' (empty), 'NEW PASSWORD (LEAVE BLANK TO LEAVE UNCHANGED)' (empty), and 'CONFIRM NEW PASSWORD' (empty). A green 'SAVE CHANGES' button is at the bottom of the form. On the right side of the page, there is a Windows watermark: 'Activate Windows Go to Settings to activate Windows' with a small orange square icon.

Figure 5.5: Change User Password

5.2.6 Login Page

If anyone have any account the can login from this site.

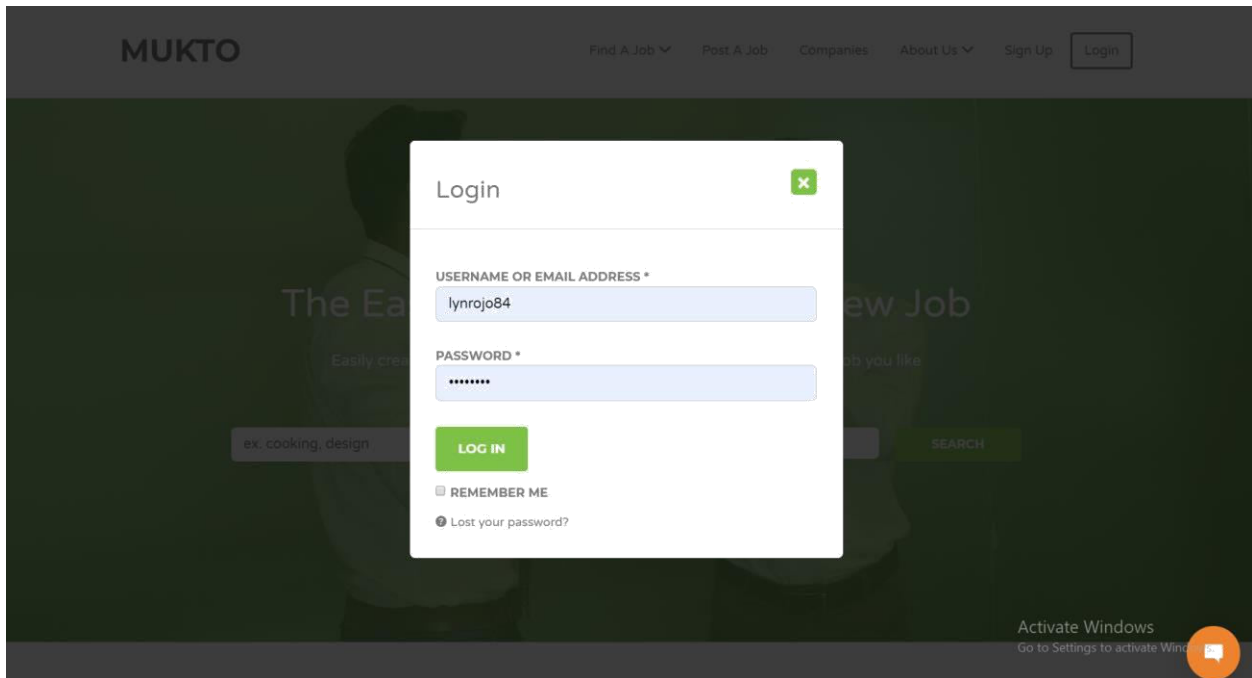


Figure 5.6: Login Page

5.2.7 Manage Jobs

There have an option to manage their posting job they can edit they can delete and so on.

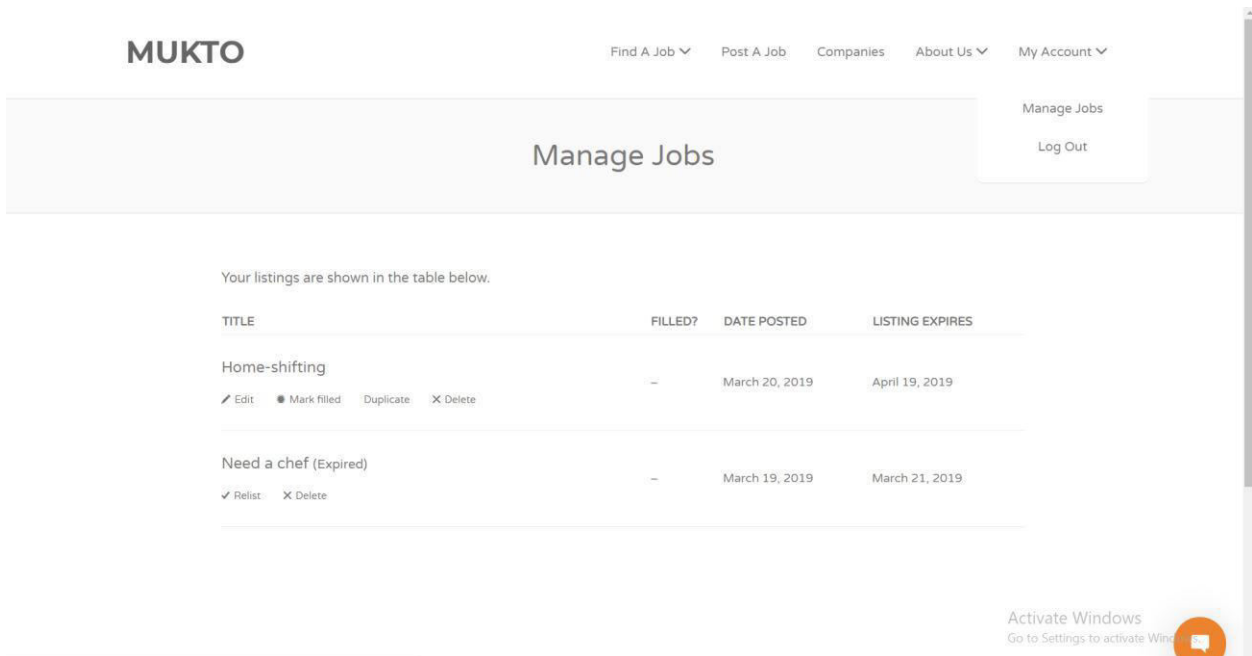


Figure 5.7: Manage Jobs

5.2.8 Site Details

User can see how many jobs have in this site, how many company join with this site and can able to see how many member do have.

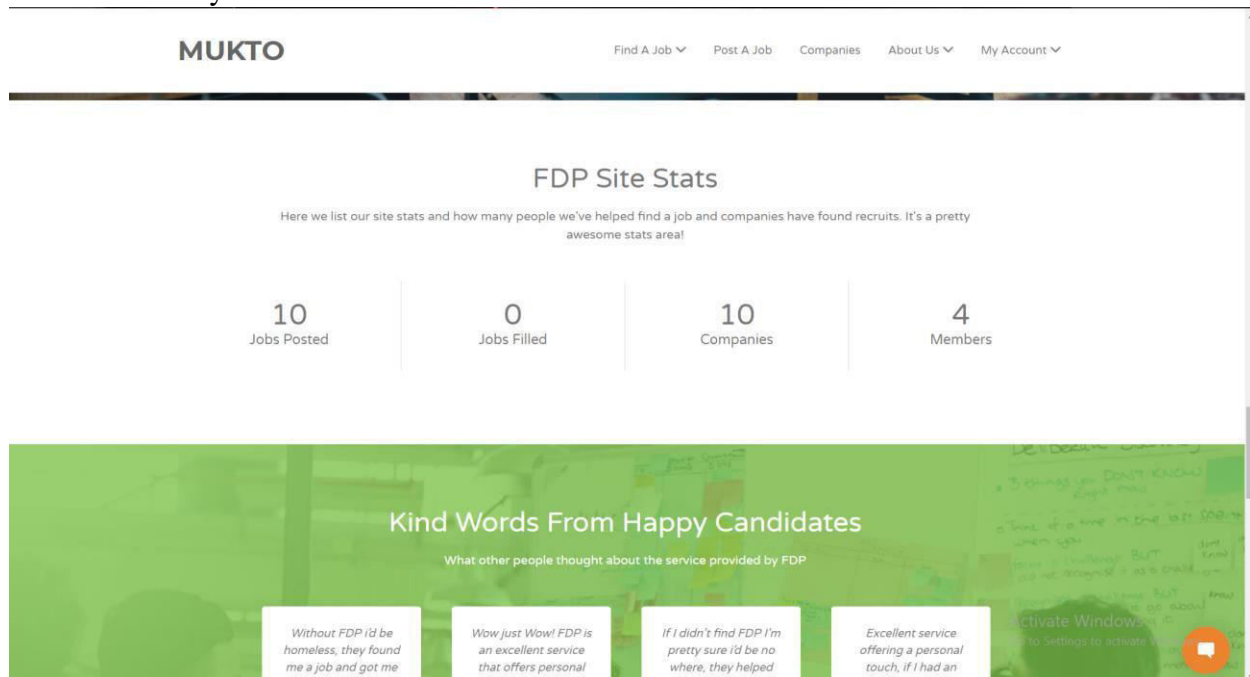


Figure 5.8: Site Details

5.2.9: Communications

User can connect with us in any social network and if needed contact with us.

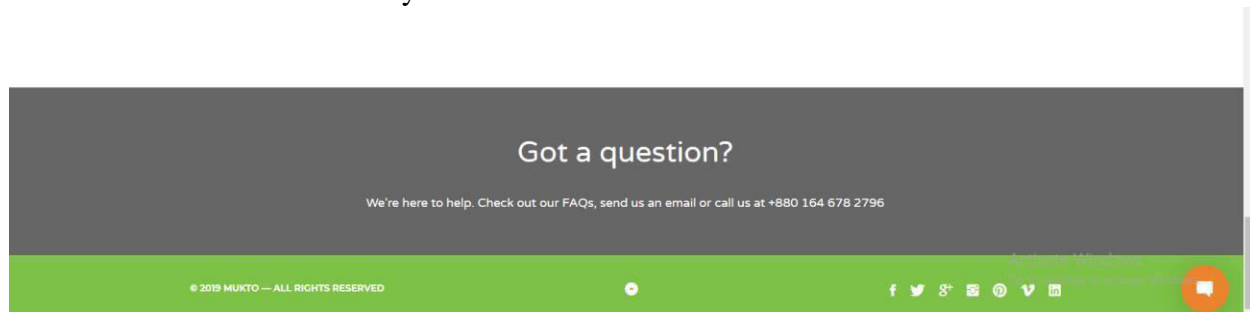


Figure 5.9: Different Communication Network

5.2.10 Post a job

From here employed can post their job.

MUKTO Find A Job ▾ Post A Job Companies About Us ▾ My Account ▾

Post a Job

YOUR ACCOUNT
You are currently signed in as lynrojo84 [SIGN OUT](#)

JOB TITLE
e.g. "Cooking, Home shifting"

LOCATION (OPTIONAL)
e.g. "Shyamoli"
Leave this blank if the location is not important

APPLICATION EMAIL/URL
lynrojo84@gmail.com

JOB REGION
Select Region ▾

JOB TYPE
Full Time ▾

JOB CATEGORY
Choose a category ...

FEATURED IMAGE (OPTIONAL)
[CHOOSE IMAGE](#)
Used for the Job Spotlight display

DESCRIPTION
B I [List] [Link] [Image] [Undo] [Redo]

Company Details

COMPANY/EMPLOYER NAME
Hridoy

TAGLINE (OPTIONAL)
Briefly describe your company

DESCRIPTION (OPTIONAL)
B I [List] [Link] [Image] [Undo] [Redo]

LOGO (OPTIONAL)
[CHOOSE IMAGE](#)
Maximum file size: 128 MB

[PREVIEW](#)

Activate Windows
Go to Settings to activate Windows

Activate Windows
Go to Settings to activate Windows

Figure 5.10: Job Post

5.2.11 Manage Category

People can search the job category wise.

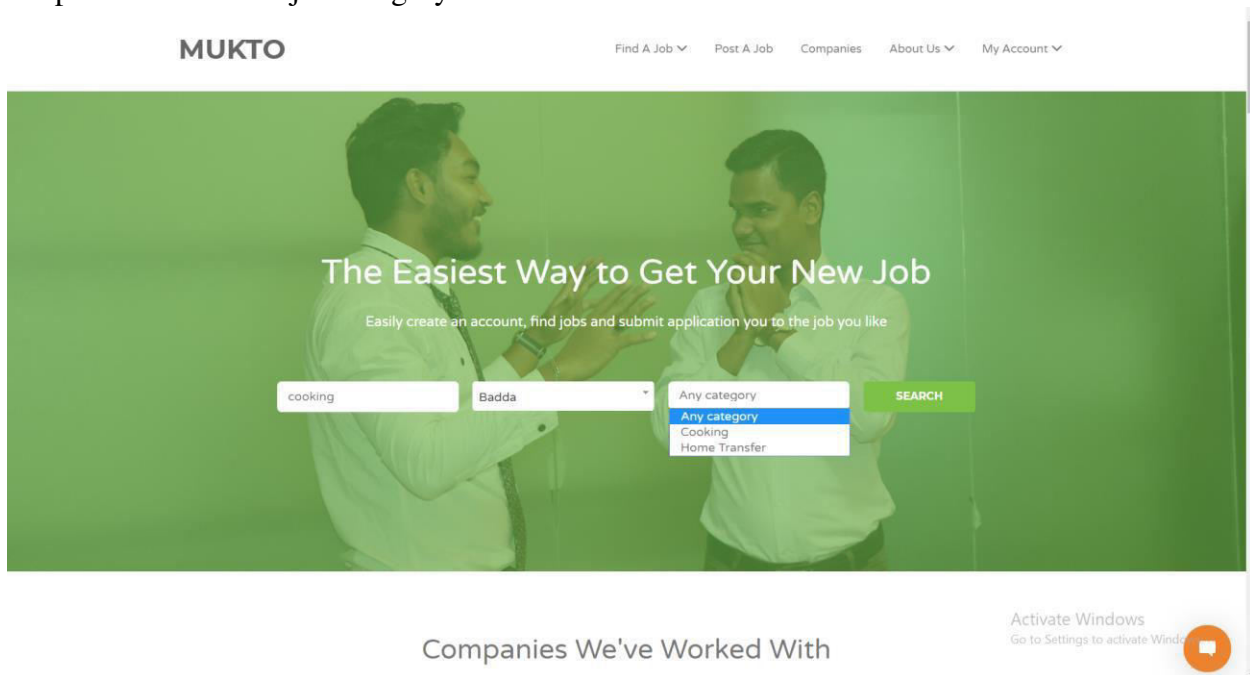


Figure 5.11: Manage Category

5.2.12 Manage Location

User can able to search the job location wise.

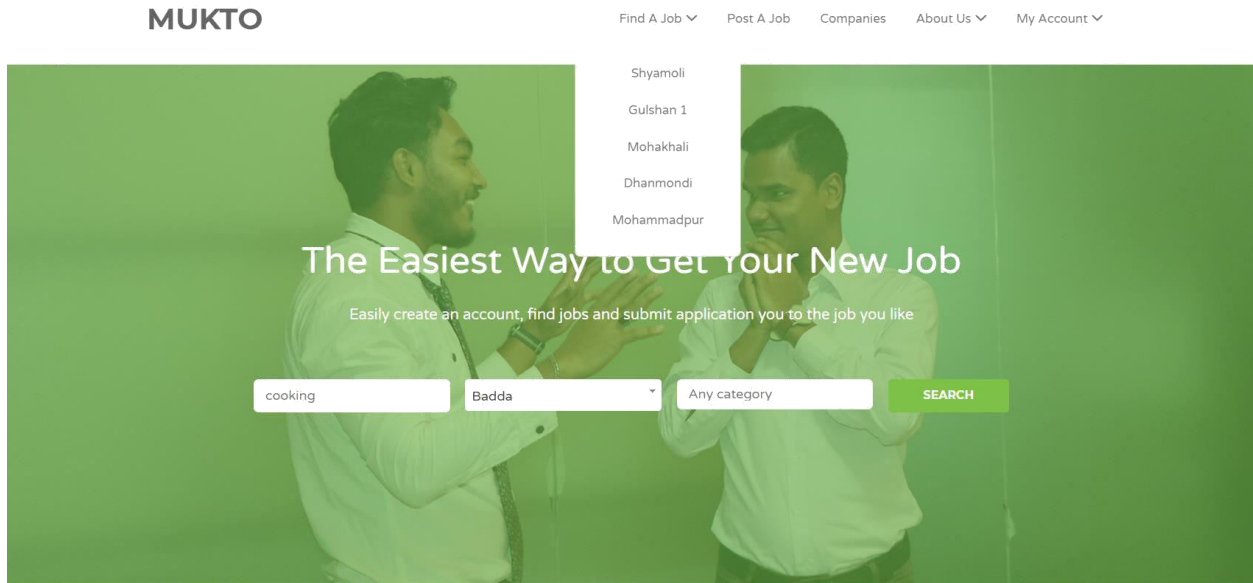


Figure 5.12: Manage Location

5.2.13 Job Posting companies

Also can able to find job according to the company wise.

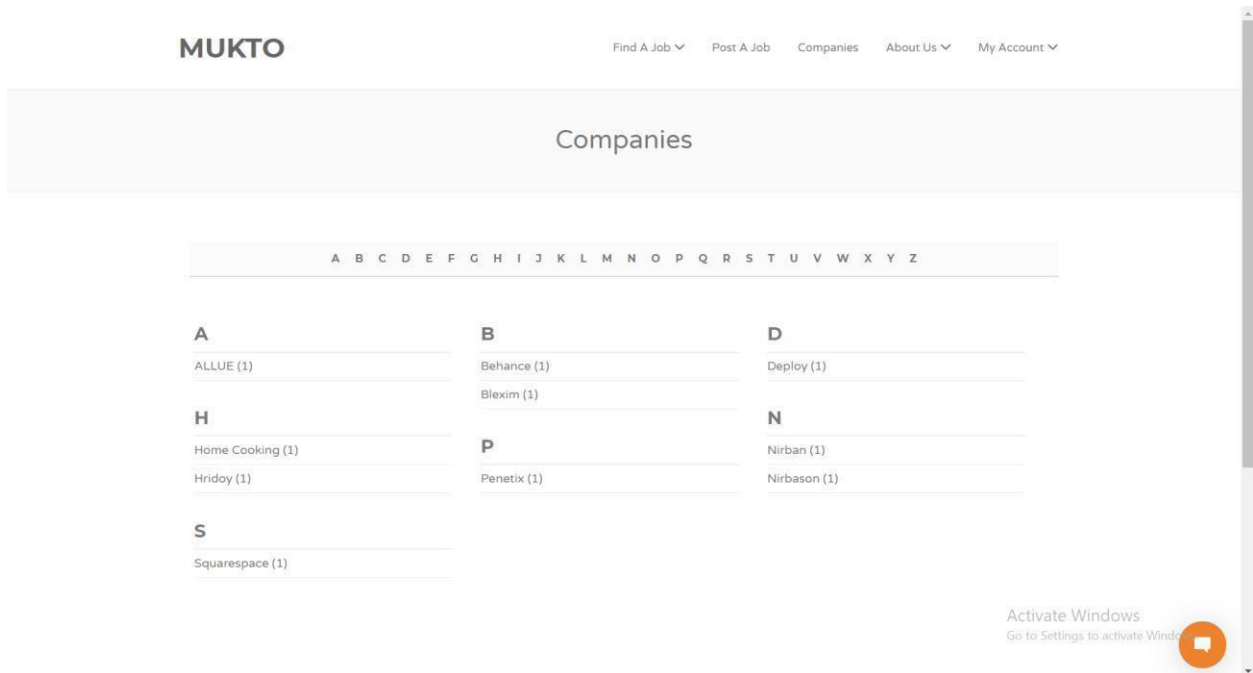


Figure 5.13: Job Posting Companies

5.2.14 live chatting

For any help user can directly chatting with us for this chat you don't have need any account so we can help you if you do not have any account.

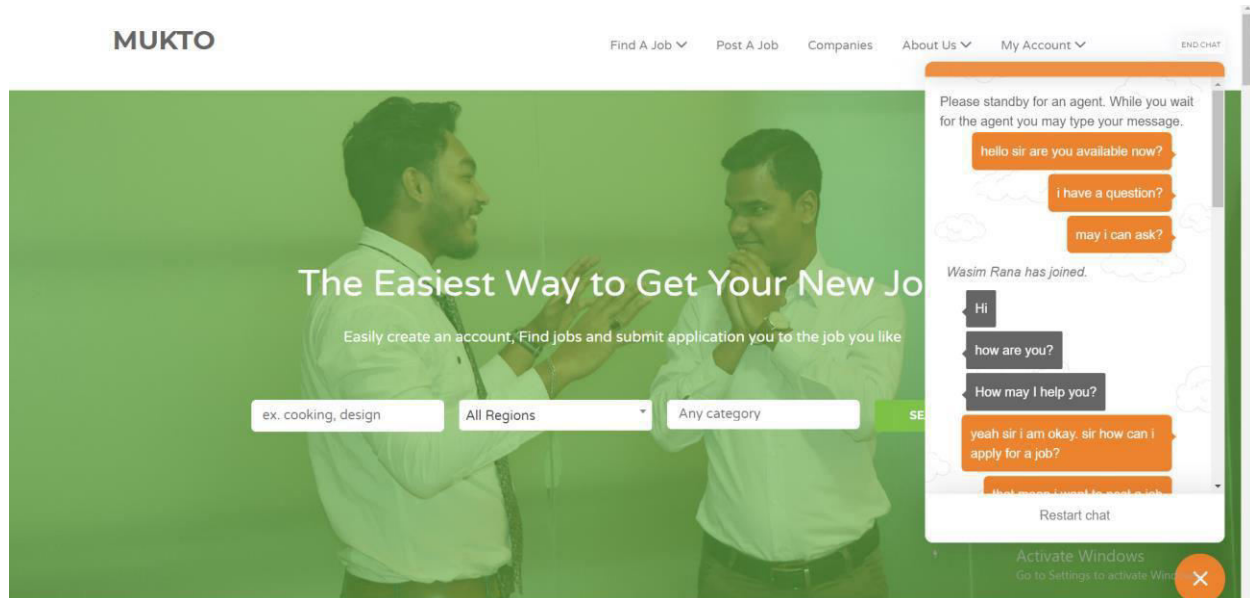


Figure 5.14: Live Chatting

5.2.15 Logout

Figure 5.15 means that user security purposes the can also log out from this site.

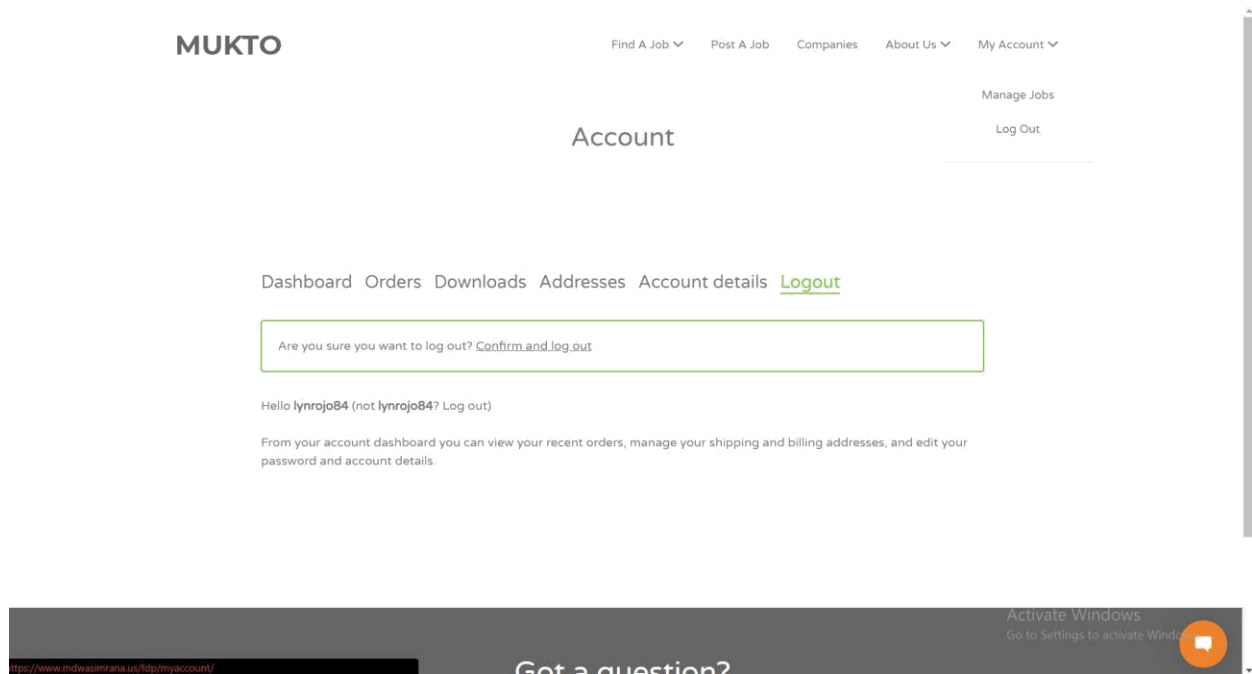


Figure 5.15: For Logout

5.3 Implementation and Interaction

Into MUKTO site we are implement inactive UI for easy and better user experience. Many cases we are using interactive icon rather than text. Admin can delete, approve, and block the job. And they can update the database and browser database and also can maintain the all pages comments and mailing issues. Every single database can be created with multiple rules and different kinds of values. We are trying to done every works very easily and the interaction between system and this application is much fast. All the functionalities is comfortable for an admin to handle the all category of management system.

5.4 Testing Implementation

Implementation testing generally refers to the process of testing implementations of technology specifications. This process is the technical method of test software requirement. If we failed this implementation cannot develop another feature add.

CHAPTER 6

CONCLUSION AND FUTURE SCOPE

6.1 Discussion and Conclusion

MUKTO is the platform from where we can find your job according to your skill and also we can do our household services by other. It helps us in our emergency situation.

So, this is the thing MUKTO is the home service marketplace that connects verified service providers on demand with the various customers. MUKTO offer a wide range of products and services to meet the daily needs of its customers at home.

Finally we can say if this platform will helps all of the people of the country. It will reduce the unemployment. And it's give the flexibility to the people. If people use this platform it's reduce the unemployment and another hand it's reduce the harassment of peoples.

6.2 Scope for Further Development

Now it's work good. But we have a plan to develop this project. In future if we use Artificial intelligence in our chatting system than it will be reduce our time and cost also. In future if any employee can register in our site we notify them their skill wise jobs.

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