

A Freelance Career for Lower Class

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Abstract: In recent years, there is a lot of development in technology. Also, people have become busier and businesses as well as jobs have also shifted to internet. People have got less time and even some people who got enough time find it difficult to search someone to solve their common household problems. Additionally, it is very challenging for lower class to find a job that perfectly fits their skill set. In this article, our team has explained about a solution for these two major problems which is - "Kaamkarao.com". This is a web as well as an android application that allows every Indian to register as a client or a freelance employee. So, clients can easily get multiple options who can do their common household jobs and unemployed individuals can also get work from this application. The registered details are saved in Firebase Real-time Cloud Database after verification and then authorised person can access that account using contact number and password. There is also a Hindi language option available with application which will be helpful to anyone who do not know English. This article also shares details about survey carried out among different age groups, genders and classes of society and their problems in this regard.

Keywords: website, app, android, freelance, software.

1. Introduction

The past few years has drastically improved internet accessibility in every part of India. This has also lead to major changes in society as well as businesses. Nowadays, most of the Indians - whether it is a male or a female, a teenager or an adult, an employed or an unemployed, an upper-class individual or a lower-class individual - owns a mobile phone with internet connection. Therefore, most of the people surf online to find a solution to their problems. This has also created opportunities for businesses to make their presence online as well. Although, such changes have been very beneficial to society and created many job opportunities for well-educated individuals, there are still two major problems which need to addressed.

The first problem is that the less educated individuals are still unemployed. Most people who are less educated comes from lower-class of our society. Most of these people are skilled in doing jobs like electrician, plumber, servant, security guard, labour et cetera but unfortunately, they are unable to find correct path to become successful by doing such jobs. Moreover, it is very difficult for everyone to find work consistently by themselves in such categories. So, they are forced to work under a contractor or a businessman that do not pay them fairly and make them work like machines.

The second problem is that the working individuals are getting busier day by day. This makes it tough for them to spare some time and look for someone that takes care of their household problems. Some of the people do not even know proper way to find anyone who can do their household tasks (for example, housewives and teenagers). In such scenarios people end up wasting their time and money. Moreover, their problem is not solved with satisfaction and accuracy.

Our team has come up with a solution of these two problems which is - "Kaamkarao.com". This is a web as well as android application that has both English and Hindi languages support. The application requires registration as a worker or a client and their details are then stored in Firebase Real-time Cloud Database. Through our application, workers can easily find jobs which fits their skill set and they can also decide their charges and work timings. This is like a freelance job done by lower class of our society. On the other hand, clients can find so many options that can fulfil their requirements. In this way, they do not need to go anywhere and they can easily call someone to complete their task which fits their budget too. Clients can also provide ratings and feedback to workers about their satisfaction level. This will help workers to improve their performance and assist clients to filter out workers that do not possess proper skills.

2. Advantges

- 1) It provides an opportunity for lower class to find work based on their chosen skills, location and time.
- 2) Any individual does not need to beg for work from anyone as they can easily find best suited work for themselves.
- 3) It saves client's time and money as they can directly search for a worker in few clicks that fits their budget and requirements.
- 4) It also takes care of customer satisfaction as they can provide feedback and rating to workers and filter out workers in the same way.
- 5) It improves class and gender equality in society as people from any class, caste, or gender can register to get work from this application which will also be helpful in women empowerment as well.
- 6) Two language support - Hindi and English - provides ease of access of the application to every category of the society.

3. Survey and analysis

Our team has conducted a survey within their neighbourhood, family members and a group of - students, teachers and staff in Lovely Professional University. This survey includes verbal communication as well as google form in which several questions were asked to individuals of different age groups, classes and genders. Details of the survey are as follows –

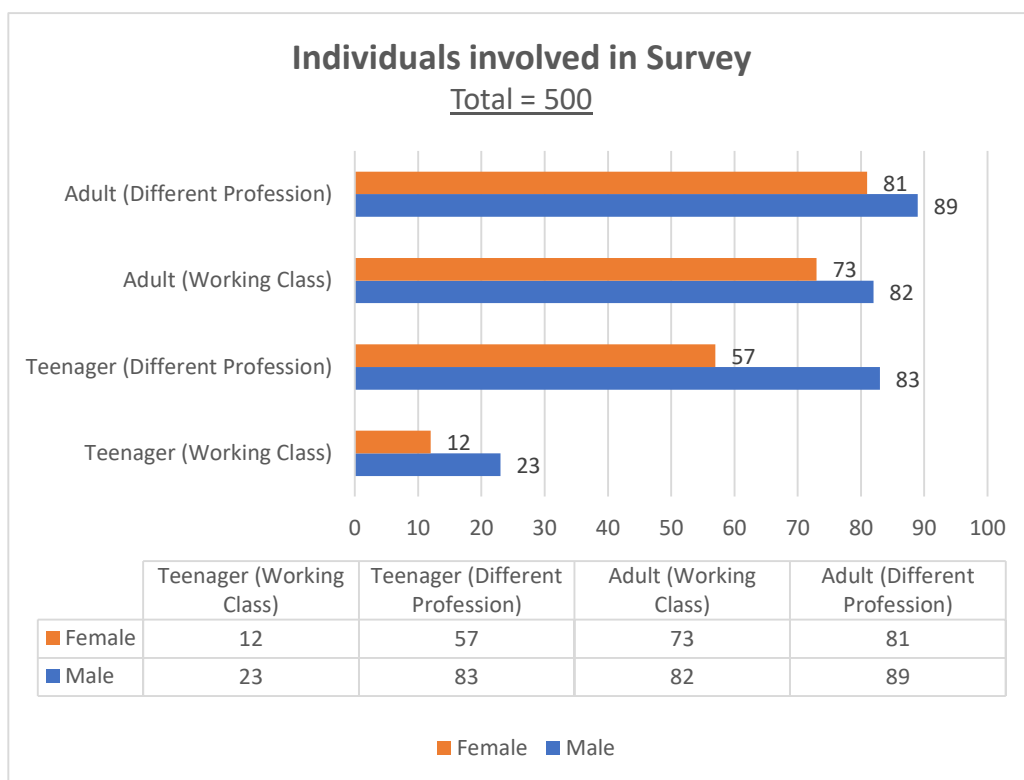


Figure 1: Total number of individuals involved in survey

Our team has analysed the data collected through survey and figured out that -

- 1) Most of the workers are fed up of begging for jobs from contractors and businessmen.
- 2) Most of the workers want to work on their own.
- 3) Most of the workers have a smart phone with internet connection.
- 4) Most of the people find it difficult to search for a worker that can achieve their satisfaction level. Workers sometimes do not come on time or they do not work with perfection.
- 5) Most of the housewives have smart phone but they only know Hindi language. So, they cannot use an application which has English language support only.
- 6) There is always a demand for skilled workers in society but people do not know how to find them.
- 7) Female workers in working class find it hard to find a job if they are talented enough.

4. System Description

Kaamkarao.com android application is not just a single app, rather there are two apps - one for clients and another for workers. These two are Native Android Applications developed using Java Programming Language.

Kaamkarao.com web application is a single web-app for both clients and workers but its backend is divided into two modules – Client App and Worker App. This web application can be accessed through any web browser.

Kaamkarao.com web and android applications work in the same way and all of them supports both Hindi and English languages which could be chosen any time while using the applications. These are also connected to same Firebase Real-time Cloud Database where client's and worker's details are stored.

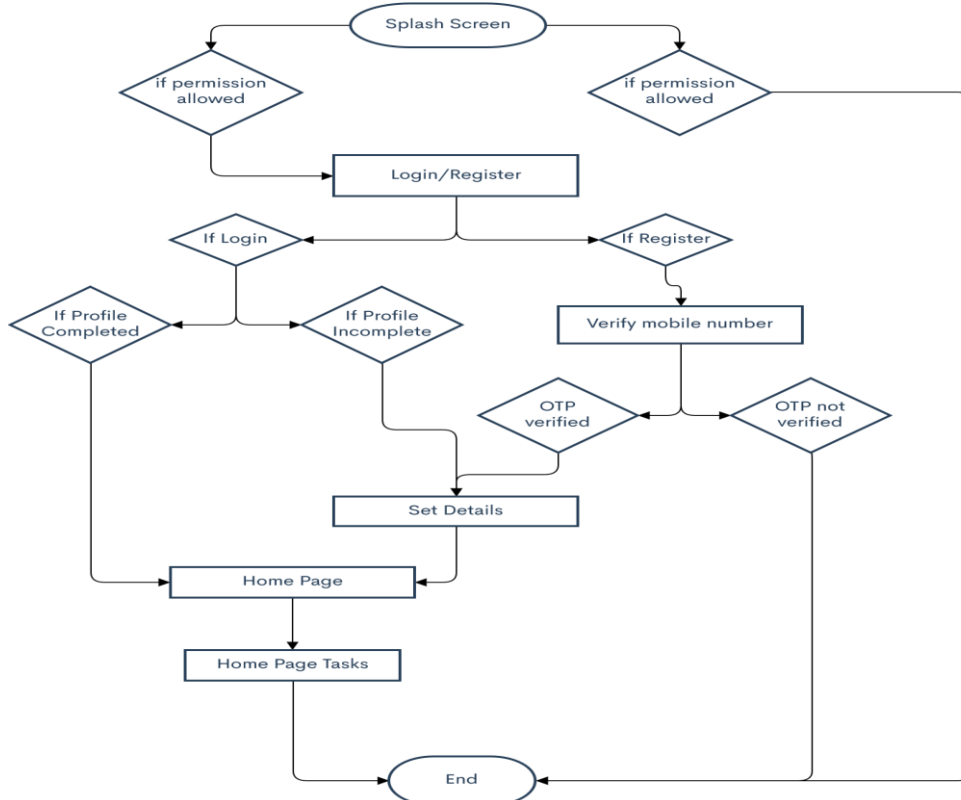


Figure 2: Flow chart of application

4.1 Client App

- In Kaamkarao.com client app, a register screen pops up when the app is opened. Here, client can fill details to be registered and verify mobile number with a One-Time Password (OTP).
- After successful verification, client will be taken to home screen.
- If the client is already registered, then he/she can click log in button (provided at the bottom of registration page) to directly move to login screen where it can verify mobile number and password and then jump to their home screen.
- From the home screen, client can perform various operations like checking or updating personal details, checking history of services taken, providing rating and feedback to workers, searching for new worker or filtering out workers and checking the “About” section to know details about developers of that app.
- The updated details, history of services taken, ratings and feedbacks are also stored in the same Firebase Database.
- If the client wants to get a service from a worker, then its contact details will be reflected on the screen by just one tap. The filter functionality works in 3 ways - filter by skills, filter by city, filter by rating - clients can choose any of the filters to help themselves.
- Then, client can directly interact with worker on call and specify the task or schedule a visit at the concerned location specified by client.
- After the task is completed, the same records will be stored in database and client can also provide rating and feedback about the worker.

4.2 Worker App

- a) In Kaamkara.com worker app, a register screen pops up when the app is opened. Here, worker needs to fill its personal details, mobile number and skills.
- b) After that, the mobile number is verified using One Time Password (OTP). After successful verification, worker can access home screen.
- c) If the worker is already registered, then he/she can click the log in button (provided at the bottom of registration page) and directly jump to login screen where it can verify mobile number and password and move to home screen.
- d) From the home screen, worker can perform tasks like checking or updating personal details, adding or removing a skill, setting availability date and time, checking history of work done in past, or accessing the "About" section to check details about developers of that app.
- e) All the details entered by the worker will be shared with clients on demand which will be helpful for the registered worker to get new work and earn money.
- f) Clients will directly interact with workers over a phone call or an email to hire them for specific period.

5. Conclusion

Every person in a developing country faces issues like unemployment, dissatisfaction, time management and language problem at some point of time because sometime people are unable to cope up with the changes and advancements in the society. Our team has tried our best to understand and solve this problem in society by the means of technology. As there are a lot of technological advancements in our country, we can make best use of it in every aspect of society. We can turn every misfortunate into an opportunity by just creating a simple network among different needs, just like Kaamkara.com has created a link between client and worker. Using technology, we can easily fulfil demands of customer by telling them correct source. In this way, we can decrease unemployment, save time and increase satisfaction level among people.

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