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Local Service Finder Platform with Provider Verification Booking and Review Systems

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ABSTRACT

The rapid growth of urbanization has significantly increased the demand for reliable, secure, and easily accessible local services such as electricians, plumbers, mechanics, and cleaning professionals. However, the absence of a centralized platform for identifying verified service providers often leads to trust issues, booking difficulties, and inconsistent service quality. To address these challenges, the Local Service Finder Platform with Provider Verification, Booking, and Review System has been developed as a web-based application that connects customers with authenticated local service providers through a secure and efficient digital environment. The application is developed using React.js for the frontend, Django Representational State Transfer (REST) Framework for the backend, and My Structured Query Language (MySQL) as the database management system. The platform supports three primary user roles: administrator, service provider, and customer. The administrator verifies and approves user and service provider registrations to ensure platform authenticity. Approved service providers can publish service details, pricing information, manage bookings, and review customer feedback. Customers can search available services, book verified providers, and submit ratings and reviews only after successful service completion, thereby preventing fraudulent feedback. A key feature of the platform is its automated quality assurance mechanism, where service providers receiving consistently poor ratings are permanently removed from the platform and restricted from re-registering, ensuring high service standards and user confidence. The system enhances transparency, reliability, and convenience while demonstrating the effective integration of modern frontend technologies, backend Application Programming Interfaces (APIs), and database management techniques to develop a scalable, secure, and user-centric full-stack web application.

Key words: Online Booking System, Review and Rating System, React.js, Django REST Framework, MySQL, REST API, Full-Stack Web Application, Quality Assurance.

1. INTRODUCTION

Location-based services rely on user geolocation, typically sourced through smart devices, to enable a wide range of services such as route guidance using google maps, location-based social networks, locator services (nearest restaurants, stores, and atm, etc.), and location-based content delivery (games, news, and weather updates, etc.). However, incentive-based lbs. (e.g., foursquare offers badges and mayorships, etc. As venue-dependent rewards [1], the bank of America gives location-activity tracking devices to employees and rewards them to improve productivity and reduce insurance cost [2]) can motivate users to provide false information regarding their location. For this reason, and others such as reliability and poor or compromised performance of devices, self-reported geolocation of user cannot be trusted without reservation.

As such, it is important and challenging to prove a user's physical presence at a specific location at a specific time with a secure, reliable, and

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resilient process. The covid-19 pandemic has disrupted the life and living pattern of everyone on this planet. To curb the spread of covid-19 several contact tracing mobile applications have been developed [3]. However, this may result in disclosure of sensitive location data to unintended users. Although some of the applications do promise not to disclose this sensitive information, lack of trust has hampered the adoption of these applications in many countries. One such example is the application developed by federal Australian government, which claimed that they don't collect user's location data from the mobile but rather use Bluetooth technology to sense whether users who have opted in have come within nine meters of one another.

Location proof systems provide a means for creating and sharing digitally signed meta-data that certify that a user was physically present at the claimed location at time instance [4]. In such systems, the proof of a user's location is generated in a secure manner, and an location-based services can validate the proof through the provide the services requested. Beyond lbs. location proof systems are playing an increasingly significant role in health care applications (safety, asset management, and operations monitoring) [5], vehicular ad hoc networks [8]. Smart parking systems, internet-of-things and supply chain management.

2. LITERATURE SURVEY

Bhandari et al. [6] developed a service marketplace that delivered a wide collection of services from a variety of service providers. Customers were able to make servicing appointments on this user-friendly website according to their schedule and convenience. Service, Marketplace, Website, Customer, Service Provider, Booking, Use Case, Database Design, State Chart. Karpe et al. [7] aimed to link service seekers with verified local professionals in areas like home services, education, personal care, and technical repair. The platform made it easy to find, book, and communicate for services. It featured an intuitive web interface built with modern technologies. Local Aid included key marketplace functions like category-based service navigation, provider profiles, user authentication, and secure booking. The system was built on a scalable architecture that drew from two-sided marketplace models, which helped ensure reliability and user trust. It focused on user experience through responsive design and features that promoted trust, such as service descriptions, ratings, and secure interactions.

Pooja et al. [8] examined variables, methods, and theoretical perspectives of online review credibility research using 69 empirical research papers shortlisted through a multi-stage selection process. They identified five broad groups of antecedents: source characteristics, review characteristics, consumer characteristics, interpersonal determinants in the social media platform, and product type. Further, they identified research issues and proposed directions for future research. This study contributed to existing knowledge in management research by providing a holistic understanding of the "online review credibility" construct and helped explain what factors led to consumers' belief in the credibility of online reviews. Seutter et al. [9] developed and evaluated a taxonomy for information search and processing in online review systems. Based on a sample of 65 review systems drawn from a variety of online platform environments, their taxonomy presented 50 distinct characteristics alongside the knowledge status quo of the features currently implemented. The study enabled both scholars and practitioners to better understand, compare, and further analyze the potential effects that specific design features, and their combinations, had on information overload, and use these features

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accordingly to improve online review systems for consumers.

Geethalakshmi et al. [10] aimed to transform the household service industry by automating manual service booking processes and offering a scalable, user-centric digital platform. This study detailed the dual-portal architecture catering to service seekers and administrators, integrating features such as real-time appointment scheduling, service provider verification, and review systems. Built with modern technologies like React.js and Node.js, the platform ensured efficiency, scalability, and security. Future enhancements, including AI recommendations and IoT integration, positioned this platform as a revolutionary solution for household services. Sivagami et al. [11] aimed to address these challenges by providing a user-friendly interface that allowed users to search for a wide range of local services based on their specific requirements. The system utilized advanced search algorithms and filters to deliver accurate and relevant results, ensuring that users could easily find the services they needed. Furthermore, LSSEMS offered integrated management tools for service providers, enabling them to showcase their offerings, manage their online presence, and communicate with potential customers. Through the system, service providers could create detailed profiles, update their business information, and respond to customer inquiries, thereby improving their visibility and establishing stronger connections with their target audience.

Setty et al. [12] linked consumers with service providers and managed payment and billing transactions, which made the payment process easier for customers. The rising number of marketing campaigns was a trend that contributed to market growth. Additionally, the service helped connect users with a large number of service providers and their work in just one click. Home services gained popularity as a result of their time-saving capabilities that helped consumers access needed services from the comfort of their homes with just one click, thereby saving both time and money. The global online on-demand home services market could be segmented into type, services, and geography. Saveljeva et al. [13] addressed these gaps by conducting a systematic literature review to explore and synthesize existing definitions of digital trust and identify the fundamental factors that shaped it. A total of 86 relevant sources were analyzed, revealing that digital trust was typically conceptualized as confidence in people, processes, and technology aimed at ensuring a secure digital environment, with data protection and privacy playing critical roles. Through thematic analysis, “openness” emerged as an additional factor complementing previously established elements of the integrative model of organizational trust, such as ability, benevolence, and integrity. Based on 42 definitions, the authors developed a new holistic definition of digital trust. They evaluated its content validity, confirming its alignment with the essential factors shaping the essence of digital trust.

Singh et al. [14] provided the design and development of an online service booking platform with payment integration. The platform was designed to enable users to book and pay for services such as plumbing and electrical services online from the comfort of their homes. The system used HTML, CSS, and PHP to create an intuitive user interface, along with a secure payment gateway for online transactions. The platform was designed to provide better user experience and was developed for both mobile and desktop devices. The study concluded by providing a set of recommendations for future development of the platform and discussed the potential benefits and challenges of online service booking platforms. Tambe et al. [15] developed a

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system that provided a variety of services like plumbers, movers and packers, and repair person services at users' doorsteps in just one click. A generic platform providing two-way communication between service providers and service receivers eliminated the exhausting effort of searching for suitable service providers and ensured intended jobs for service providers. A feedback-based rating system improved the skills of service providers, and service receivers eventually received better service. The system enabled real-time tracking of technicians based on geo-location to provide faster service.

3. PROPOSED METHODOLOGY

This research is a web-based application designed to simplify the process of finding and accessing reliable local services. As shown as fig. 1 The system provides a centralized digital platform where users can explore available services, book verified service providers, and share feedback based on their service experience. It incorporates a role-based architecture involving administrators, service providers, and users, ensuring controlled access and proper system governance. The platform uses a React.js frontend to deliver a responsive and user-friendly interface, while the backend is implemented using Django REST Framework to manage business logic and API communication. A MySQL database is employed for efficient storage and retrieval of user data, service details, bookings, and ratings. Provider verification and feedback-based monitoring help maintain service quality and user trust. The system enhances transparency, efficiency, and reliability in local service management.

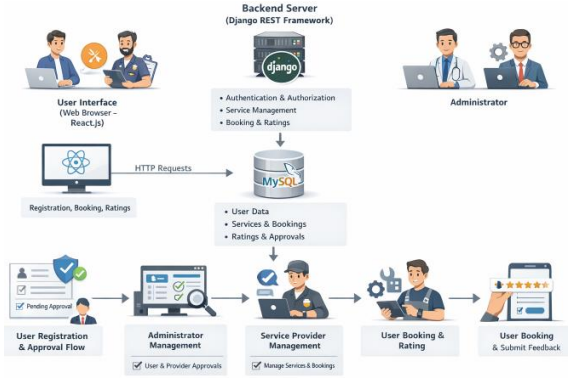


Fig. 1: Proposed system architecture for local service finder platform.

User Interface (Web Browser – React.js): Users, service providers, and administrators interact with the system through a browser-based interface developed using React.js. The interface enables smooth navigation for registration, login, role-based dashboards, service viewing, booking, and rating submission. React components and routing provide a responsive and interactive user experience. All user actions are converted into secure Hypertext Transform Protocol (HTTP) requests and forwarded to the backend server for processing.

Backend Server (Django REST Framework): The Django REST Framework backend handles all incoming requests from the frontend and executes the core business logic. It manages authentication, role verification, admin approval workflows, service management, booking operations, and rating validation. This layer ensures secure communication, proper access control, and data integrity across the system.

Database Layer (MySQL): The MySQL database stores all system-related data in a structured relational format. It maintains records of users, service providers, approval status, services offered, bookings, ratings, and blocked providers. Efficient SQL queries ensure accurate data storage, fast retrieval, and consistency across multiple system operations.

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User Registration and Approval Flow: Users and service providers submit registration details through the frontend interface, which are validated and stored in the database with a pending approval status. This mechanism prevents unauthorized access to the platform. The administrator verifies registration details and approves valid accounts before allowing full system access.

Administrator Management Module: The administrator manages the entire platform through secured administrative controls. Admin responsibilities include approving users and service providers, monitoring platform activity, and ensuring system credibility. This module plays a crucial role in maintaining trust and authenticity within the platform.

Service Provider Management Module: Approved service providers can access their dashboard to manage profile details, add services with pricing and descriptions, view received bookings, and monitor ratings and feedback from users. This module allows providers to efficiently manage their services and improve performance based on user feedback.

User Service Booking and Rating Module: Approved users can browse available service providers, view service details, and book services through the platform. After availing the service, users can submit ratings and feedback, which are securely stored and analyzed. Ratings are permitted only after booking to maintain fairness and reliability.

End-to-End Operational Flow: The system follows a structured end-to-end flow from the React.js frontend to the Django backend and MySQL database. Each request undergoes authentication, validation, processing, and secure storage. Role-based access control and automated monitoring mechanisms ensure system reliability, transparency, and scalability.

4. RESULTS AND DISCUSSION

The Results and Description section presents the operational outcomes of the Local Service Finder platform after successful implementation and testing. The developed system demonstrates the effective integration of the React.js frontend, Django REST backend, and MySQL database to provide a seamless service marketplace. Different user roles such as admin, service provider, and user interact with the platform through dedicated dashboards and controlled workflows. The results show that users can easily browse services, book providers, and submit ratings, while administrators manage approvals and system integrity.

Fig. 2 displays the list of registered service providers available on the Local Service Finder platform. It presents essential details such as provider name, email address, mobile number, and approval status in a clear tabular format. The administrator can easily verify whether providers are approved and monitor their registration status. This page helps ensure that only verified and trusted service providers remain active on the platform.

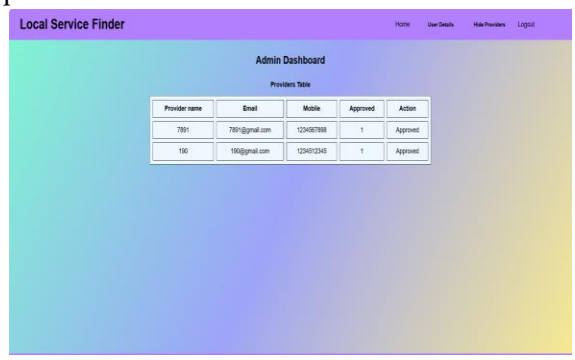


Fig. 2: Admin-Service provider approval page.

Fig. 3 enables approved service providers to register the services they offer on the Local Service Finder platform. Providers can enter service details such as service name, price, and a brief description through a simple input form. The submitted information is stored securely and made visible to users for service booking. This page helps providers expand their service listings

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and improves discoverability for customers searching for local services.

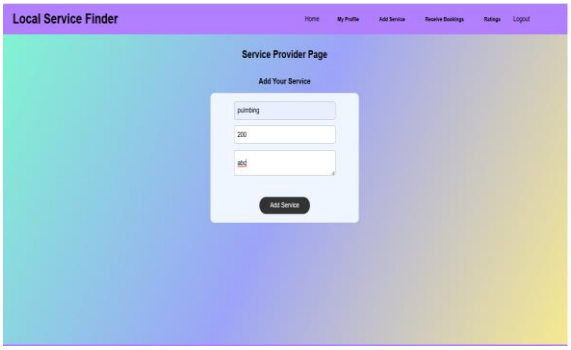


Fig. 3: Service provider adds service page.

Fig. 4 allows service providers to view service requests submitted by users on the Local Service Finder platform. It displays booking details such as customer name, selected service, and price in a clear tabular format. Service providers can track incoming requests and prepare to deliver services accordingly. This page helps streamline service management and ensures transparency between users and providers.

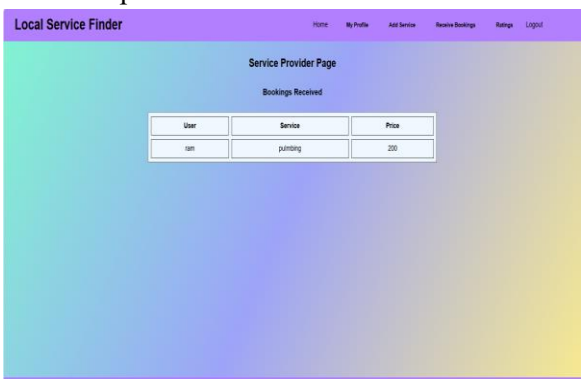


Fig. 4: Bookings received page.

Fig. 5 allows users to browse available service providers along with the services they offer and corresponding prices. It presents service details in a clear tabular format, enabling easy comparison and selection. Users can book a service directly using the Book option, with confirmation displayed after successful booking. This page simplifies service discovery and booking while enhancing user convenience and transparency.

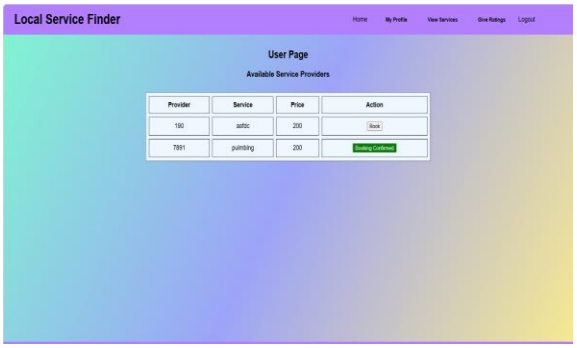


Fig. 5: Available service provider's page.

5. CONCLUSION AND FUTURE SCOPE

This research successfully delivers a secure and efficient solution for connecting users with verified local service providers. The implementation of role-based access control and admin approval workflows ensures authenticity and prevents unauthorized usage. The use of React.js enables a responsive and smooth user interface, while Django REST Framework ensures structured request handling and reliable backend processing. MySQL provides efficient data storage and fast retrieval of user, service, booking, and rating records. Performance is improved through optimized API communication, normalized database design, and efficient SQL queries, resulting in faster response times during service browsing and booking operations. In the future, the platform can be enhanced by integrating real-time notifications for bookings and service updates. Advanced analytics and recommendation systems can be added to suggest services based on user preferences and ratings. Mobile application support can improve accessibility for a wider user base. Integration of online payment gateways can further enhance service booking convenience.

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