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# HelpHub: A Social Help and Community Support

Anurag Sharma, Rajkumar, Azad Kumar, Aryan Raj

Computer Science Ambalika Institute Lucknow, India

**Abstract:** *In today's digital era, individuals frequently encounter emergencies such as natural disasters, medical crises, accidents, and various social issues that require immediate assistance. However, there is often a lack of a centralized platform that effectively connects Non-Governmental Organizations (NGOs), volunteers, and donors with people in need.*

*This paper presents HelpHub, a MERN-based social help and community support platform designed to bridge this gap. The system enables users to register as volunteers or NGOs, create and manage help campaigns, and actively participate in social welfare activities through donations and volunteering.*

*HelpHub enhances coordination, transparency, and response efficiency in social assistance services by leveraging modern web technologies such as MongoDB, Express.js, React.js, and Node.js (MERN stack). The platform aims to streamline communication between stakeholders and ensure faster and more reliable delivery of assistance to those in need.*

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## I. INTRODUCTION

In modern society, emergencies and unexpected situations can occur at any time. People often require urgent assistance during natural disasters, accidents, health crises, and other social emergencies. Although many individuals and organizations are willing to help, the absence of a centralized system makes coordination inefficient and slow.

Traditional communication methods such as phone calls, social media platforms, and personal contacts often result in delayed responses and scattered information. This makes it difficult for volunteers and donors to quickly identify and respond to genuine help requests.

To address this issue, **the HelpHub platform is proposed** as a digital solution that connects people in need with volunteers, donors, and organizations that can provide assistance. The platform enables users to post help requests and allows others to respond efficiently.

By leveraging modern web technologies, HelpHub provides a secure, scalable, and user-friendly system that improves communication, coordination, and response time during emergencies.

## II. LITERATURE REVIEW

Various systems and platforms have been developed to facilitate community support and social assistance. Many organizations currently rely on social media platforms such as Facebook, WhatsApp, and Twitter to share information about emergency situations and help requests. Although these platforms help spread information quickly, they lack structured management and verification systems.

Several NGO-based websites and charity platforms allow users to donate money or resources to support humanitarian activities. However, these platforms often focus mainly on donations and do not provide real-time coordination between volunteers and people who require immediate assistance.

Research studies also highlight the importance of digital platforms that can connect communities during emergencies. Modern web technologies have made it possible to develop scalable and interactive systems that can manage large volumes of users and requests efficiently.

The MERN stack has become a popular technology stack for developing modern web applications because of its flexibility, performance, and scalability. It enables developers to create responsive and efficient platforms that can support real-time communication and data management.

Based on these studies, the HelpHub platform is proposed as a comprehensive solution that integrates modern web technologies to provide an efficient community support system



Several digital volunteer platforms have been developed to support community service activities. These platforms enable volunteers to register and participate in various social activities such as disaster relief, blood donation, and community development programs. However, many of these platforms focus only on specific services and do not provide a complete system that connects volunteers, donors, and people in need on a single platform.

Emergency response systems are designed to provide quick support during disasters such as floods, earthquakes, and accidents. These systems often use communication technologies to share information quickly. However, most emergency response systems are managed by government authorities and lack direct participation from community members and volunteers.

Some modern platforms provide location-based assistance where users can find help services nearby. These systems use GPS and mapping technologies to connect users with nearby service providers. While these systems are useful, they usually focus on commercial services rather than social help and volunteer coordination.

### III. METHODOLOGIES

The methodology of the HelpHub platform focuses on designing and developing a web-based system that connects people who need help with volunteers, donors, and organizations willing to provide support. The system is developed using modern web technologies that ensure scalability, security, and efficient communication between users. The overall methodology includes system design, technology selection, database management, and user interaction processes.

The system follows a client-server architecture where the frontend handles user interaction and the backend manages data processing and communication with the database. This approach ensures efficient data handling and provides a smooth user experience.

#### A. Tools

The development of the HelpHub platform uses several modern tools and technologies that support efficient web application development.

MongoDB is used as the database to store user information, help requests, volunteer responses, and communication records.

Express.js is used as a backend framework that handles server-side logic and API requests between the frontend and the database.

React.js is used to build a dynamic and responsive user interface that allows users to interact with the platform easily.

Node.js is used as the runtime environment that executes backend code and manages server operations.

Visual Studio Code is used as the primary development environment for writing and managing project code.

#### B. METHODS

The HelpHub system follows several methods to ensure efficient operation and user interaction.

Users register and login as Volunteer or NGO

NGOs create social campaigns (Food, Education, Health Environment, Water, etc)

Volunteers can join campaigns and offer help.

Users can contact NGOs for collaboration

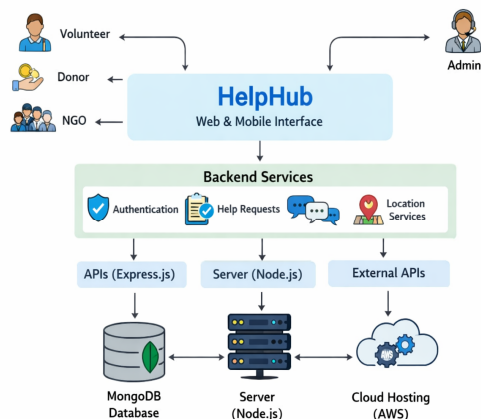
All data is stored securely in MongoDB

All user information, help requests, and responses are stored securely in the database for efficient retrieval and management.

Administrators can monitor activities on the platform to ensure proper functioning and prevent misuse of the system.

The above diagram represents the system architecture of the HelpHub platform.

It shows how different users such as volunteers, donors, NGOs, and administrators interact with the system through a web or mobile interface. The frontend of the platform is developed using React.js, which allows users to submit help requests and communicate with other users.



The backend services are implemented using Node.js and Express.js, which handle authentication, help request processing, and communication features. MongoDB is used as the database to store user information, help requests, and responses securely. The system can also integrate external APIs and cloud hosting services to improve scalability and performance.

Overall, this architecture ensures efficient communication between users, secure data management, and reliable community support services.

#### IV. RESULTS

The proposed HelpHub platform improves the efficiency of community support systems by providing a centralized platform for help requests and volunteer coordination. Users can quickly post requests for assistance and receive responses from volunteers or organizations willing to help.

The HelpHub platform successfully improves communication between NGOs, volunteers, and donors. It enables faster response to social needs, simplifies campaign management, and enhances transparency. The system allows real-time interaction and efficient coordination of social welfare activities.

##### A. Appointment Scheduling

The HelpHub platform provides an appointment scheduling feature that allows users to manage help requests efficiently. Users can select available time slots and confirm appointments with volunteers or organizations. This reduces delays in receiving assistance and improves coordination between helpers and individuals in need.

This feature helps reduce waiting time and improves coordination between the person requesting help and the NGO providing assistance. Once a request is scheduled, the system confirms the appointment and ensures that both parties are informed about the scheduled time. As a result, the appointment scheduling system improves service management, ensures timely support, and enhances the overall efficiency of the HelpHub platform.



### B. Real-Time Updates

The system provides real-time updates for help requests and responses. Users receive instant notifications whenever a volunteer accepts or responds to a request. This feature improves communication and ensures that information remains updated and accurate.



### C. User Experience Evaluation

The HelpHub platform focuses on providing a simple and user-friendly interface. The system is designed with easy navigation and responsive design to ensure a smooth user experience. User feedback indicates that the platform is easy to use and helps users quickly access the required services.



### D. Security and Access Control

Security is an important component of the HelpHub platform. The system uses secure authentication and role-based access control to protect user information. Only authorized users can access specific features, ensuring data protection and system reliability. Security and access control are essential components of the HelpHub NGO platform to protect user information and ensure that the system is used safely. The platform implements authentication mechanisms such as secure login and password protection so that only authorized users can access the system. Each user, whether a beneficiary, volunteer, or administrator, is provided with specific access rights according to their role in the platform. This role-based access control prevents unauthorized users from viewing or modifying sensitive data.

### E. Administrative Control

The platform provides administrative control that allows administrators to monitor system activities. Administrators can manage users, review help requests, and control platform operations. This ensures proper system management and prevents misuse of the platform.

#### F. Overall Performance

The HelpHub system demonstrates efficient overall performance in handling user requests and responses. The platform provides fast response times, reliable data management, and the ability to support multiple users simultaneously. This ensures smooth operation even during high user activity.

Overall performance refers to how effectively and efficiently the HelpHub NGO platform operates in providing support services to users and NGOs. The platform is designed to ensure smooth functionality, quick response time, and reliable communication between beneficiaries, volunteers, and NGO administrators. By integrating features such as appointment scheduling, real-time updates, and secure access control, the system improves coordination and reduces delays in providing help.

#### V. CONCLUSION

The HelpHub system demonstrates efficient overall performance in handling user requests and responses. The platform provides fast response times, reliable data management, and the ability to support multiple users simultaneously. This ensures smooth operation even during high user activity.

In conclusion, the HelpHub NGO platform provides an effective digital solution to connect people in need with NGOs and volunteers. The system simplifies the process of requesting and managing help through features such as appointment scheduling, real-time updates, and an easy-to-use interface. These features improve coordination between users and NGOs and help ensure that assistance is delivered in a timely and organized manner.

The platform also focuses on security and access control to protect user information and maintain trust within the system. By implementing proper authentication and role-based access, the platform ensures that only authorized users can access sensitive data. Additionally, the evaluation of user experience and system performance shows that the platform is reliable, efficient, and user-friendly.

The HelpHub platform successfully improves communication between NGOs, volunteers, and donors. It enables faster response to social needs, simplifies campaign management, and enhances transparency. The system allows real-time interaction and efficient coordination of social welfare activities.

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