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An All-in-One Different Delivery and Services Solution

Vilakshan Mishra[1], Richa Sharma[2], Ravi Johari[3], Anurag Kumar[4], Gaurav Dhakarey[5], Garvit Goel[6]
[1, 2, 3, 4, 5, 6]*Department of Information Technology, Babu Banarasi Das Institute Of Technology And Management, Lucknow*

Abstract: We have seen that business can be done amid lockdowns and curfew restrictions. The pandemic having a lot of negative impact on almost everyone has a silver lining, which is the digital age. India could not have been more digital than it has been in the past one year from online grocery shopping to food delivery and the WFH culture is sure to promote people from ordering things from the comfort of their homes. In coming times the restrictions will become preferred choices and our average shopkeeper needs to be more tech savvy but it is next to impossible for every shop to go digital the way things are. In order to meet the requirements of the time we have proposed a solution in the form of a mobile application which will provide users to order food and services from the comfort of their homes.
Keywords: COVID-19, coronavirus, Android Development, Mobile App Development, Digitalization

I. INTRODUCTION

Advent of the novel coronavirus in India led to a nationwide lockdown which led to loss of jobs and high scale unemployment. Labour Migration was also no less than a huge refugee crisis among others. Looking at the situation and analysing how the situation can be improved and how businesses survived this recession. This paper deals with various aspects of the Indian Economy and how businesses dealt with the pandemic and survived the successive waves of the pandemic. We look upon a solution about how we can actually deal with his pandemic hit economy and in the process create a user base for sinking businesses.

A. Implementation Approach

It has been built using XML and Java is used for the backend, and FireBase is used as a database to store information about users and products.

1) Requirement Gathering and Brainstorming Ideas
2) Creating a Workflow
3) Defining stakeholders
4) Developing the Front End
5) Wrapping up the Back end.

B. Practical Implications

A mobile based application that will provide delivery and other services using a unique 'India First' model and help unemployed people in these tough times togain income and generate employment as well as help sinking businesses train and improve efficiency of their employees through use of latest technology and get more customers. By this application, we will provide employment to the middle- and lower-class people, those who lost their jobs during the pandemic or those who want to work part time.

The idea behind this is the growing rate at which all businesses are entering technology. This is the contribution to new and small scale businesses as an intermediate process application which serves the purpose of connecting two terminals i.e. source and destination by providing dispatch services and providing doorstep services

The application will have three modules: - User, Delivery or Service Professional, Administrator. Users will be able to order groceries, confectionery and medicines which will be delivered by the delivery executive. Also the user will be able to post requirements to avail different services.But many startups have already been doing it so what's different here is the Priority based delivery. The professionals at times require items not available at the customers house the delivery executives will come in handy to quickly deliver the required items.The application also has very light requirements so will be easy to use and will have a huge range of devices to work upon. Thus being user friendly and also widely accessible.As we know the more the range the better the impact is.

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II. WORKING

It has been built using XML for Front End and Java is used for the backend, and FireBase is used as a cloud database to store information about users and delivery cum services professionals. The complete structure of the system, its design and planning, working and conception, will be outlined in distinct sections. A Waterfall Model Approach to Software Engineering was undertaken, and hence the steps are detailed similarly. First, we shall deal with the analysis and planning part of the Software Development Life Cycle (SDLC). Then we go on to explain the technical Architecture and Methodology adopted in building the system..

III. LITERATURE REVIEW

As we know, due to COVID-19 every country is facing the problem of unemployment. Generating jobs at local levels and providing market to the products manufactured at a low level can solve this problem at a large level. Also, we know that E-commerce has helped a lot in dealing with goods and services through the internet and electronic media. It also has helped to generate jobs, providing jobs and the market. The Android application is a similar idea somewhat like a delivery application but for local products.The existing system is purely based on apps which deliver food and some of them provide services but number of services providing professionals is very low and the process of recruitment if new professionals at a large scale can be tiresome and time taking.This application gives anyone the freedom to become a delivery person and work according to their limits.People can find local jobs as well as can order anything they want.The application will just connect the customer and the service provider with each other.By this application we will provide delivery services to those people who have lost their jobs in this pandemic.

IV. RESEARCH METHODOLOGY

A. Research-Survey Instrument

This study is based on primary data collected by the research method. The survey instrument was a questionnaire that consisted of four sections: profile of the business owner, the business background,impact of the pandemic on business,surge in business due to digital presence.Also a separate questionnaire for service persons was also designed where they were asked questions pertaining to their problems and the grievance redressals done during the lockdown.Information was also gathered from delivery professionals working in companies following similar patterns.A survey was also organized to check the willingness of people to order the items online post pandemic.Random people were asked about the common problems related to lockdowns and the most feasible solutions they could think of about how they could offer services amid the restrictions. What has become clear over this incredibly turbulent period is that companies that had been making savvy digital investments pre-COVID-19 were the most resilient and best placed to weather the storm. Furthermore, we are seeing evidence that trends (cloud, digital collaboration, analytics) that were happening in the market have now accelerated and that technology investment decisions are front of mind. As lockdowns were imposed on the whole nation and businesses were closed down there was a huge dip in the economy. However some of them that had a digital base were able to sustain less damage compared to those who did not have an online base. Restaurants were able to deliver food through applications like Zomato Swiggy etc. There was a huge impact upon the whole education industry as well as coaching schools and colleges all were not able to effectively switch and conduct online classes. Moreover the digitized edutech startups sawgrowing traffic and landmark growth when offline coaching institutes suffered a lot.

V. DISCUSSION AND RESULTS

The economic impact of the 2020 coronavirus pandemic in India has been largely disruptive. India's growth in the fourth quarter of the fiscal year 2020 went down to 3.1% according to the Ministry of Statistics. The Chief Economic Adviser to the Government of India said that this drop is mainly due to the coronavirus pandemic effect on the Indian economy. Notably India had also been witnessing a pre-pandemic slowdown, and according to the World Bank, the current pandemic has "magnified pre-existing risks to India's economic outlook. Major companies in India such as Larsen & Toubro, Bharat Forge, UltraTech Cement, Grasim Industries, Aditya Birla Group, BHEL and Tata Motors have temporarily suspended or significantly reduced operations. Young startups have been impacted as funding has fallen. Fast-moving consumer goods companies in the country have significantly reduced operations and are focusing on essentials. Stock markets in India posted their worst losses in history on 23 March 2020. However, on 25 March, one day after a complete 21-day lockdown was announced by the Prime Minister, SENSEX and NIFTY posted their biggest gains in 11 years.

The effect of COVID- 19 was devastating on Indian economy. Many people lost their jobs and livelihood because India went into nationwide curfew for 2 months straight. In addition to this, even the government was badly affected as well as there were no funds with the government as everything was closed.

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It became so bad that at many places, the government was not even able to pay income of government employees on time. Many teachers were not paid for more than two months. When the Covid-19 pandemic spread rapidly in early 2020, businesses across sectors had to respond quickly. Some began remote working while others had to continue operating with full or reduced staffing on site. Others had to close down operations altogether. Whichever category a business fell into, the pandemic created many occupational safety and health risks. As time moved on, some organisations were able to welcome staff back into workplaces, while ensuring they could provide a safe and healthy working environment. However, the pandemic has continued to spread in parts of the world and management of Covid-related risks – and recovery – continues to be a high priority for employers. The application thus developed,will have three modules the Adim,The Service Professional and The Customer.This application will provide employment to people and will help in equitable development of businesses.It will help sinking businesses regain their customer base which has long been lost due to the curfew and other restrictions.Thus we will be able to generate employment which will be easy to implement and scalable which we believe is the main aim of developing this application. A lot of people who have lost their jobs will find new employment opportunities through this app and many businesses who are struggling to survive will find new customer base and will thrive thus promoting new entrepreneurs to crop seeing high amount of demand created by this app.

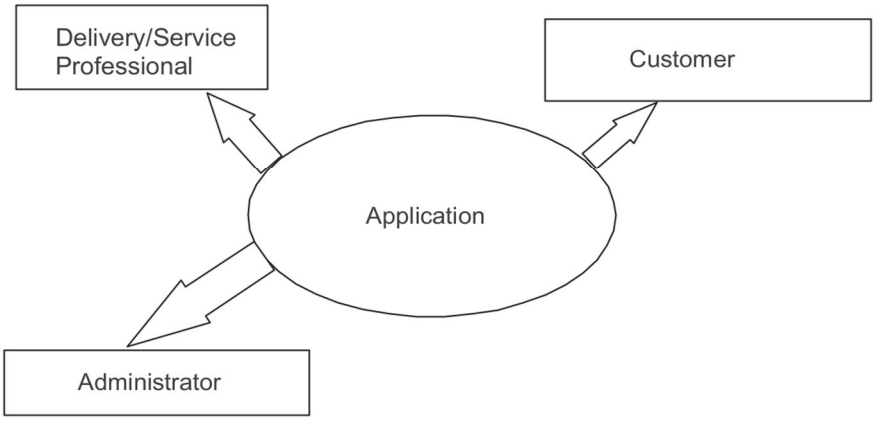

Fig 1 First Level DFD

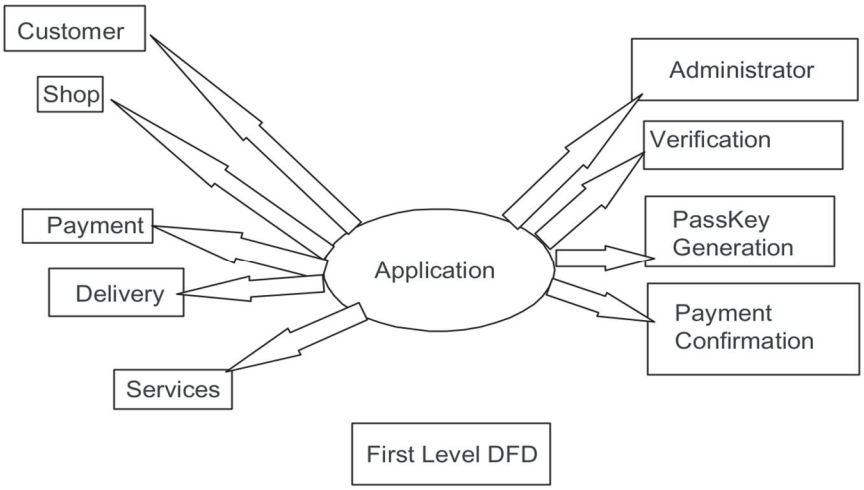

Fig 2 Second Level DFD

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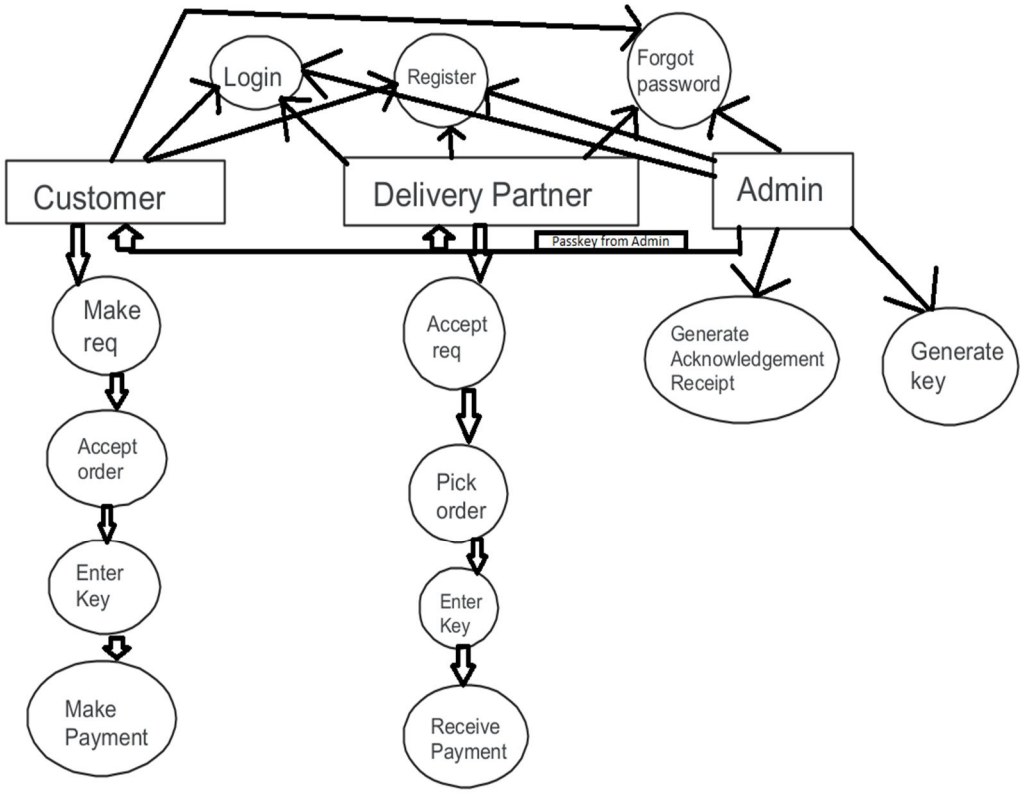

Fig 3 Level Three DFD

The app will connect businesses to technology which is the need of this hour because the future of india is digitalization but we see our common shopkeeper not getting the proper attention or the technical advancement also lack of capital investment is also a roadblock in the development of a digital market.E commerce though exists but is only used by a handful of people due to the huge gap between supply chain and customer. This gap is currently filled by the local dealer.This application will bridge this gap and will make our local vendors more tech savvy and also save them from the investment and technical knowledge required to take a switch to digitization.As far as working of the modules is concerned the customer can have various different sorts of items delivered on doorstep with the help of the app.Even there will be a lot of services to choose from and get them at home. A promising scenario comes from the hospitality industry from where we know that a lot of people have lost their jobs. However cooks from such background can register on the app and get to cook restaurant like food in the consumer's kitchen directly.Similarly a lot of people who work from home will require many jobs to be done not only in one city but also a different city.The app can not only be city specific but can have a effect pan india due to the scalable design we have created through immense brainstorming.The true potential of the app will actually be unlocked as soon as the presence and popularity of it grows and it can become a boon to both consumers as well as entrepreneurs not only in India but also become a driving force worldwide .

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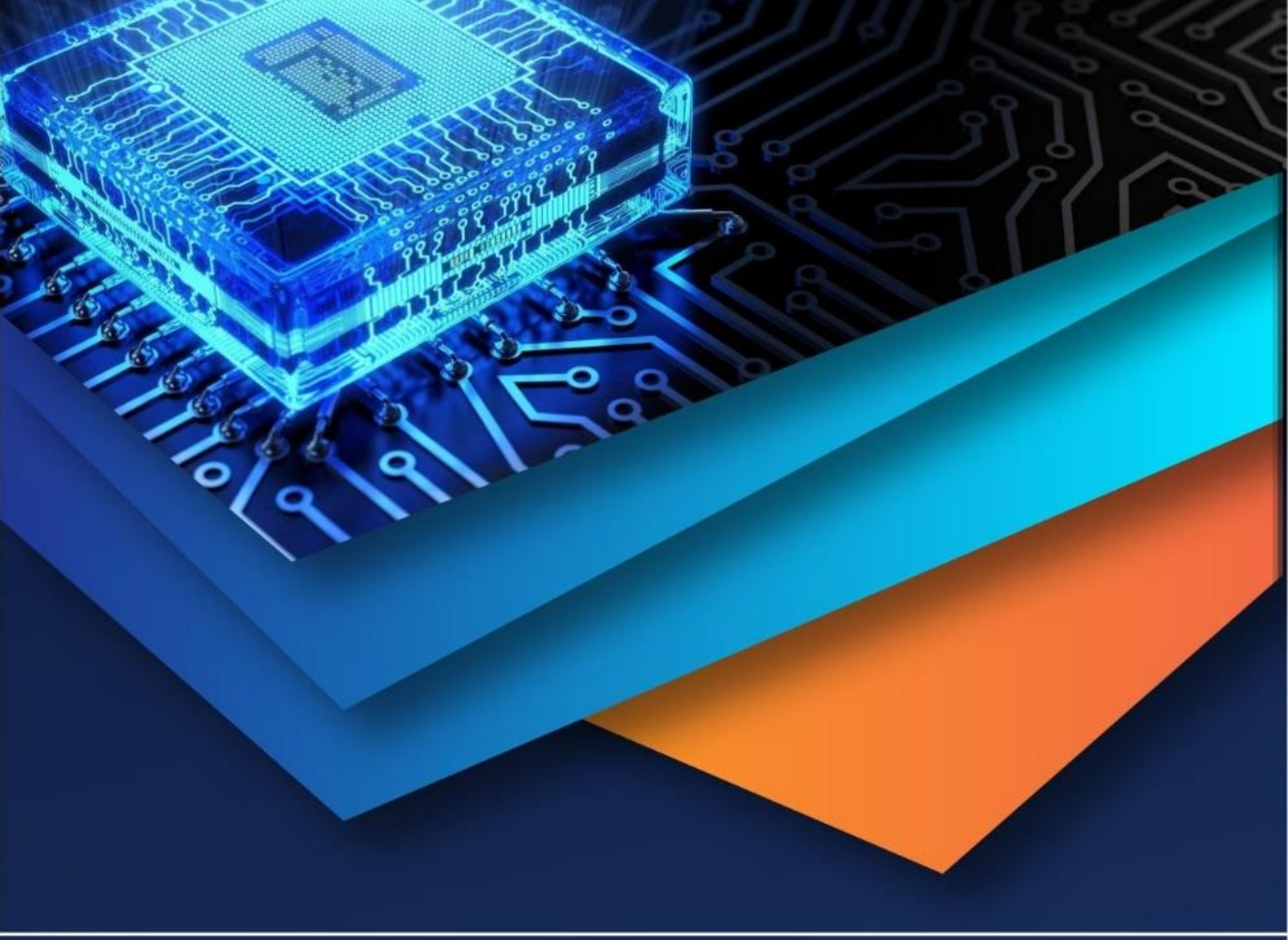

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