

Fixed My Home: Digital Solution for On Demand Home Repair, Maintenance and Household Services for the Tausug Community

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Abstract

This study developed Fixed My Home, a web-based platform designed to improve access to and coordination of on-demand home repair, maintenance, and household services within the Tausug community. Guided by the Input–Process–Output (IPO) framework and principles of digital service delivery, the study employed the Agile Software Development Life Cycle (SDLC), involving iterative planning, analysis, design, development, testing, and implementation. Data were gathered through surveys, interviews, observations, and document reviews involving selected household members and skilled service providers. The findings identified challenges related to informal service searching, limited provider information, unorganized booking arrangements, and inefficient scheduling coordination. To address these concerns, the system integrated service browsing, provider profiles, booking requests, scheduling, service management, provider verification, and administrative monitoring through role-based interfaces for clients, service providers, and administrators. Functional testing demonstrated that all nine test cases passed, achieving a 100% pass rate for the evaluated functions. Performance and security assessments also confirmed appropriate system responsiveness and role-based access restrictions under the tested conditions. The study concluded that Fixed My Home successfully implemented its principal functional requirements and provided a structured digital alternative for household service coordination. Future enhancements involving location-based services, online payments, mobile accessibility, and broader user evaluation were recommended. The study aligns with Sustainable Development Goal (SDG) 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), and SDG 11 (Sustainable Cities and Communities). Its potential sustainability contribution lies in supporting digital innovation, local livelihood opportunities, and more organized community service delivery, although long-term impacts require further evaluation.

Keywords: Agile Software Development; Booking Management; Digital Service Platform; Home Repair Services; Household Service Coordination; Service Providers; Web-Based Application

1. Introduction

The increasing use of digital platforms has transformed how individuals access services, manage transactions, and connect with service providers. However, accessing reliable home repair, maintenance, and household services remains challenging in communities where service arrangements depend primarily on personal referrals, social media, and informal communication. To address these concerns, this study developed Fixed My Home: Digital Solution for On-Demand Home Repair, Maintenance, and Household Services for the Tausug Community, a web-

based platform that centralizes service information, booking requests, scheduling, and provider management. The project applies information systems principles to improve the organization, accessibility, and coordination of household services while supporting local service providers and community-based digital innovation.

Digital transformation has significantly influenced service delivery by enabling organizations and individuals to manage information, streamline operations, and access services through online platforms. The Organisation for Economic Co-operation and Development (OECD, 2024) emphasized that digital technologies create opportunities for economic participation and innovation, although accessibility, trust, and digital skills remain important considerations. Similarly, Chauhan et al. (2023) demonstrated that perceived value and trust influence consumer intentions to use online home-service applications, highlighting the importance of reliable and convenient digital service platforms. Despite these developments, households may still experience difficulties locating suitable service providers, determining availability, and coordinating appointments. Huynh and Gurtner (2023) identified usage barriers, perceived risks, and trust-related concerns as factors discouraging participation in peer-to-peer service platforms. These concerns are relevant to the Tausug community, where the existing service-search process described in this study involves personal referrals, word-of-mouth, social media, and informal arrangements. To address these challenges, Fixed My Home was developed as a centralized web-based application connecting clients, service providers, and administrators. Clients can browse services, view provider profiles, submit booking requests, and monitor service status. Service providers can manage their offered services, schedules, and incoming requests, while administrators oversee accounts, provider verification, and system activities. The platform is intended to provide a more structured and accessible approach to household service coordination.

Recent literature identifies trust, usability, service coordination, digital accessibility, and provider participation as important considerations in developing online service platforms. Chauhan et al. (2023) found that utilitarian and social values influence consumer trust in home-service applications, while Rossmannek and Chen (2023), through a meta-analysis of sharing-economy research, identified several factors influencing the willingness of users and providers to participate in digital platforms. Furthermore, Jiang et al. (2024) established the importance of platform trust and interpersonal trust, demonstrating that trust-related mechanisms influence participation in digitally mediated services. Technology acceptance is another important consideration. Tang and Jiang (2024) emphasized the explanatory role of trust when examining technology acceptance and planned behavior in the sharing economy. Conversely, Huynh and Gurtner (2023) identified functional, usage, and perceived-risk barriers that may discourage participation. These findings suggest that online household service systems should emphasize understandable navigation, reliable information, and transparent service procedures. Efficient service scheduling and request management also influence platform functionality. Cordeau et al. (2024) reviewed attended home delivery and service problems and identified scheduling, demand management, and service coordination as important operational considerations. Their findings provide a relevant foundation for organizing household service requests, managing provider availability, and tracking appointments through a centralized platform. Digital platforms also have implications for workers and service providers. Masta and Kaushiva (2024) identified working conditions, financial opportunities, and organizational arrangements as major themes in platform-economy research. Similarly, Alauddin et al. (2025) reported that digital platforms can facilitate access to work opportunities and flexible arrangements, although challenges involving competition, income security, and worker protection remain. Cook and Rani (2023) further emphasized that digital economic participation does not automatically translate into inclusive development without appropriate attention to employment quality and structural inequalities. Moreover, Pilatti et al. (2024) examined worker autonomy, power relationships, and social networks within the gig economy, while Dedema and Rosenbaum (2024) emphasized ethical design, transparency, fairness, and platform governance. Collectively, these studies indicate that effective digital service platforms must consider both technical functionality and the needs of the individuals who provide and receive services. Accordingly, the reviewed literature supports developing a home-service platform that integrates service discovery, provider information, booking management, scheduling, and administrative oversight while considering accessibility, trust, and the circumstances of local service providers.

Globally, digital platforms have become increasingly relevant to service delivery and economic participation. The International Telecommunication Union (ITU, 2024) estimated that 5.5 billion individuals were using the internet in 2024, although significant connectivity disparities remained. Similarly, GSMA (2024) identified affordability, digital skills, and barriers to mobile internet adoption as continuing challenges to digital inclusion. Liu and Qiang (2024) also emphasized the opportunities and inequalities associated with digital transformation, while the OECD (2024) highlighted the need for inclusive technological development. In the Philippines, digital economic activities have continued to expand. The Philippine Statistics Authority (PSA, 2025a) reported that the digital economy contributed approximately 8.5% of the country's gross domestic product in 2024. However, the PSA (2025b) also reported that only 48.8% of Filipino households had internet access at home in 2024, demonstrating that digital connectivity remains uneven. Meanwhile, the Bangko Sentral ng Pilipinas (2025) reported that digital payments accounted for 57.4% of monthly retail payment transactions by volume in 2024, reflecting increased digital transaction adoption, although payment processing is outside the scope of Fixed My Home. Within the

Tausug community, the project's needs assessment identified difficulties associated with informal service searching, limited provider information, and unstructured scheduling arrangements. These local observations provide the practical basis for a community-oriented web platform. Rather than assuming that national digital adoption automatically reflects local readiness, the study focuses on developing a system responsive to the identified service coordination needs of its intended users.

The study is conceptually grounded in digital platform-mediated service delivery, technology acceptance and trust, and the Input–Process–Output (IPO) systems framework. Digital platform-mediated service delivery explains how an information system can serve as an intermediary between clients and service providers. Chauhan et al. (2023) and Tang and Jiang (2024) provide contemporary evidence supporting the relevance of perceived usefulness, service value, and trust in online platform participation. Meanwhile, Jiang et al. (2024) emphasized that trust in both the platform and participating service providers influences digital service interactions. The IPO framework guides the functional organization of Fixed My Home. Inputs consist of client information, service provider details, service listings, schedules, and booking requests. Processes include account authentication, service browsing, request processing, booking coordination, provider responses, and administrative monitoring. Outputs consist of recorded service requests, booking decisions, request status updates, and organized service information. This framework establishes the relationship between user-provided information, system operations, and the resulting service coordination records. System quality considerations are informed by ISO/IEC 25010:2023, which provides a contemporary model for specifying and evaluating software product quality (International Organization for Standardization & International Electrotechnical Commission, 2023). In addition, the National Institute of Standards and Technology (NIST, 2024) provides guidance on cybersecurity risk management, while the World Wide Web Consortium (W3C, 2023) establishes web accessibility guidelines relevant to inclusive interface design. These standards provide reference points for evaluating usability, reliability, security, accessibility, and other applicable system quality requirements; their citation does not imply that the developed platform has already achieved formal certification or full standards compliance. Together, these perspectives provide a conceptual foundation for developing a web-based application that integrates functional service management with user-centered and responsible system design.

Although existing studies have explored digital marketplaces, consumer trust, technology acceptance, and platform-based employment, the reviewed literature does not directly establish how these findings apply to the specific home repair and household service coordination needs identified within the Tausug community. Chauhan et al. (2023) examined consumer intentions toward home-service applications, while Cordeau et al. (2024) focused on operational scheduling and service coordination. Dedema and Rosenbaum (2024) addressed wider socio-technical concerns, including transparency, fairness, and digital platform governance. Nevertheless, the integration of these considerations into a localized, manageable, web-based household service platform requires context-specific design and validation. Existing approaches may not fully reflect the informal provider-search methods, scheduling practices, digital accessibility conditions, and administrative requirements identified in the present study. Furthermore, Masta and Kaushiva (2024) highlighted opportunities for additional platform-economy research in emerging and transitioning markets. The present study therefore addresses a practical system development gap by creating Fixed My Home, which integrates service browsing, provider profiles, booking requests, scheduling, status monitoring, and administrative management into a centralized platform for the Tausug community. It also provides an opportunity to examine system functionality, usability, and operational performance within the project's stated scope. The system does not include GPS tracking, integrated online payments, a dedicated mobile application, or direct user-to-user messaging.

The study is aligned with SDG 8 – Decent Work and Economic Growth, SDG 9 – Industry, Innovation and Infrastructure, and SDG 11 – Sustainable Cities and Communities. The United Nations (2025) emphasized the importance of employment opportunities, digital transformation, innovation, and access to basic services in advancing sustainable development. SDG 8 is relevant because Fixed My Home provides service providers with a digital channel to present their skills, manage service requests, and potentially expand access to livelihood opportunities. However, as Cook and Rani (2023) emphasized, digital platforms must also consider the quality and inclusiveness of economic participation. SDG 9 is supported through the development of a community-oriented information system that applies web technologies to household service management and coordination. Meanwhile, SDG 11 is relevant to the project's intention to improve access to services that contribute to the functionality, maintenance, and everyday needs of households. These alignments represent the project's intended contributions rather than independently verified achievements of the SDG targets.

Fixed My Home contributes to multidisciplinary sustainability by connecting information technology, service operations management, socio-economic development, and community-based service coordination. From a technological and institutional perspective, the project demonstrates how a centralized information system can organize service information, standardize booking procedures, and support administrative monitoring. The need for responsible digital governance is consistent with the socio-technical considerations identified by Dedema and Rosenbaum (2024). From a socio-economic perspective, the platform offers a potential mechanism for increasing

the visibility of skilled service providers and supporting more organized access to livelihood opportunities. Pilatti et al. (2024) highlighted the importance of examining workers' participation and autonomy in platform-based economic arrangements. From a community sustainability perspective, the system seeks to make household service coordination more accessible and systematic while reflecting the needs and practices of its intended users. Furthermore, UN Trade and Development (2024) emphasized that digital transformation should advance inclusive development while recognizing its broader sustainability implications. Accordingly, Fixed My Home contributes primarily to technological, socio-economic, community, and institutional sustainability through its design objectives. Its long-term impact will depend on user adoption, continued system maintenance, accessibility, service-provider participation, and further evaluation.

2. Material and methods

2.1 Research Design

The study utilized the Agile Software Development Life Cycle (SDLC), which supported iterative development, continuous testing, and system improvement based on user feedback. The process involved planning, requirements analysis, system design, development, testing, deployment, and maintenance. During planning and analysis, the researchers identified user needs, existing service-related challenges, and the functional and non-functional requirements of the proposed platform. The system was developed using HTML, CSS, and JavaScript for the front-end interface, PHP for server-side processing, and MySQL for database management. XAMPP served as the local development and testing environment, while Visual Studio Code, phpMyAdmin, and web browsers supported programming, database administration, and system validation. The application incorporated role-based interfaces for clients, service providers, and administrators, with features for account management, service browsing, booking requests, scheduling, provider verification, and administrative monitoring.

2.2 Locale of the Study

The study focused on the Tausug community, where household members and service providers experienced difficulties associated with informal methods of accessing home repair, maintenance, and household services. The research examined existing service coordination practices involving personal referrals, word-of-mouth, and informal communication. These conditions provided the basis for developing a centralized web-based platform designed to address local household service needs.

2.3 Respondents of the Study

The study involved selected household members and skilled service providers within the Tausug community. Household members provided information regarding their experiences, preferences, and challenges in searching for and requesting household services. Skilled workers contributed insights into service availability, scheduling, and the management of customer requests. Selected users also participated in system evaluation by assessing the platform's functionality, usability, and clarity of features.

2.4 Sample and Sampling Procedure

The researchers gathered information from selected household members and skilled workers through interviews and surveys. Participants provided information relevant to identifying existing service coordination problems and determining the features required in the proposed system. However, the original manuscript did not specify the total number of respondents, the sampling technique employed, or the criteria used in selecting participants.

2.5 Research Instrument

The study utilized surveys, interviews, observations, and document reviews as its primary data-gathering methods. Surveys collected information on user preferences, service requirements, and willingness to use a web-based platform. Interviews gathered detailed experiences concerning service accessibility, provider reliability, booking arrangements, and scheduling difficulties. Observations documented existing practices, while related documents and existing digital systems provided supplementary information for system requirements and design. System evaluation also involved functional testing of user authentication, service browsing, provider profiles, booking management, scheduling, and administrative functions. Additional assessments examined application responsiveness, usability, and role-based access security. The manuscript did not report formal instrument validation or reliability testing procedures.

2.6 Data Gathering Procedure

Data gathering began with interviews, surveys, observations, and a review of relevant materials to identify the challenges encountered by clients and service providers. The collected information was examined to determine user needs and establish system requirements. These findings guided the design of the user interface, database structure, service-request workflow, and administrative functions. Following requirements analysis, the researchers developed the application through iterative coding and testing. The system incorporated user registration, authentication, service listings, provider profiles, booking requests, scheduling, request status monitoring, and administrative management. User information, service details, schedules, and booking records

were stored and managed through a relational database. The developed system underwent individual component testing and integrated system testing to verify the accuracy of its functions and interactions. Selected users were subsequently allowed to evaluate the platform and provide feedback regarding usability and functionality. Identified issues were addressed through system adjustments, followed by deployment and continued maintenance to support reliable operation.

2.7 Data Analysis Techniques

The researchers examined information obtained from interviews, surveys, observations, and document reviews to identify recurring problems, user preferences, and essential system requirements. The analysis focused on difficulties in locating suitable service providers, unorganized booking arrangements, limited service information, and scheduling concerns. These findings were used to determine the functional and non-functional requirements of the application. System performance was evaluated by comparing actual outputs with expected results during functional testing. The assessment covered authentication, service browsing, provider information, service management, booking requests, scheduling, provider verification, and role-based access control. Application responsiveness was examined under intended operating conditions, while security testing assessed authentication and restrictions on unauthorized access. User feedback was also considered in identifying necessary usability improvements. The manuscript did not specify statistical tests or quantitative techniques for analyzing the survey responses.

3. Results and Discussion

3.1 Profile of the respondents Development and Functional Outputs of the Fixed My Home System

3.1.1 Client Interface and Service Accessibility

The developed system provides clients with a centralized interface for account registration, authentication, service browsing, and booking management. Users can search available household services, view service provider profiles, submit service requests with preferred schedules, and monitor booking statuses through system-generated updates. The booking interface also displays relevant service details, provider information, schedules, and payment-related information. These features provide an organized alternative to the informal methods of locating and coordinating household services identified in the study. Chauhan et al. (2023) emphasized the importance of perceived service value and trust in influencing consumers' intentions to use online home-service applications. Similarly, Huynh and Gurtner (2023) identified usage difficulties, perceived risks, and trust-related concerns as barriers to digital platform participation. These findings support the relevance of accessible service information and structured booking procedures, although actual improvements in user satisfaction or service-search time were not quantitatively established in the present study.

3.1.2 Service Provider Management and Booking Coordination

The Service Provider interface enables registered providers to create and update profiles, manage service listings, establish availability, and process incoming booking requests. Providers can accept or decline requests according to their schedules, with corresponding status changes recorded in the system. The provider dashboard also displays bookings, pending requests, completed jobs, and earnings-related information, supporting the organization of service activities. These functions address the need for structured provider management and coordinated service scheduling. Cordeau et al. (2024) emphasized that attended home services involve interconnected decisions concerning service demand, scheduling, and operational resources. Accordingly, the developed platform provides basic mechanisms for organizing service requests and provider availability. However, its implementation does not establish automated workforce optimization or guarantee service acceptance.

3.1.3 Administrative Management and Provider Verification

The Administrator interface provides centralized access to user accounts, provider registration records, service categories, bookings, and system activities. Administrators can review provider information, update verification statuses, monitor service requests, and manage records through a dedicated dashboard. The interface also displays information concerning customers, registered providers, bookings, and completed service activities. These administrative functions establish an organized mechanism for platform oversight and provider registration management. Dedema and Rosenbaum (2024) highlighted the importance of socio-technical considerations in platform-mediated economic activities, including the interaction between technological systems and their participating users. In this context, administrative oversight and provider verification support controlled platform operation, although these functions do not independently demonstrate the reliability or professional competence of individual service providers.

3.2 System Testing and Evaluation Results

3.2.1 Functional Testing Results

Functional testing demonstrated that all nine test cases successfully produced their expected outputs. The tested functions included authentication, service browsing, provider profile viewing, service management, service request submission, scheduling, request management, provider verification, and role-based access control. Valid

login credentials granted access to appropriate dashboards, while invalid credentials were rejected. Service information and booking requests were correctly displayed and recorded, providers could respond to incoming requests, administrators could manage verification statuses, and unauthorized role-specific operations were restricted. All nine cases received a passing status, representing a 100% pass rate for the documented functional tests. These results indicate that the major functions were implemented according to their specified requirements. ISO/IEC 25010:2023 identifies software product quality characteristics that can guide the evaluation of functional suitability and other system quality attributes (International Organization for Standardization & International Electrotechnical Commission, 2023). The successful test outcomes provide evidence of functional correctness for the tested scenarios, although they do not establish comprehensive compliance with all software quality characteristics.

3.2.2 System Performance and Responsiveness

Performance testing showed that the application successfully displayed its major pages and processed routine user operations under the intended operating conditions. The assessment covered authentication, service listings, provider profiles, booking forms, scheduling, service management, request processing, and administrative functions. The system demonstrated appropriate responsiveness during normal operation. However, the manuscript did not report numerical response times, concurrent-user measurements, or large-scale load-testing results. These findings suggest that the platform can support its documented operational functions under the tested conditions. The software quality model established by the International Organization for Standardization and International Electrotechnical Commission (2023) identifies performance efficiency as an important quality consideration. Nevertheless, further quantitative testing would be necessary to determine the application's capacity under heavier workloads and varying network conditions.

3.2.3 Security and Role-Based Access Control

Security testing confirmed that protected system functions required authenticated user sessions and that access permissions were applied according to the three established user roles. Clients could access service browsing and booking functions, Service Providers could manage their services and requests, and Administrators could perform account management and verification activities. Attempts to access functions outside assigned permissions were restricted, preventing unauthorized navigation to protected modules during the documented tests. These results indicate that the application implements basic authentication and role-based authorization mechanisms. The National Institute of Standards and Technology (2024) emphasizes the importance of identifying, managing, and reducing cybersecurity risks through systematic security practices. Although the implemented controls provide an initial mechanism for restricting access, the reported tests do not establish comprehensive protection against all cybersecurity threats or replace more extensive security assessments.

3.3 Achievement of Project Objectives and Identified System Limitations

The study identified difficulties associated with informal service searching, limited provider information, unorganized booking arrangements, and inadequate scheduling coordination within the Tausug community. These findings informed the development of a centralized platform integrating service listings, provider profiles, booking requests, scheduling, status updates, and administrative monitoring. Functional testing confirmed that the required modules operated according to their expected outputs, indicating that the principal system development objectives were achieved. Nevertheless, the application does not include GPS tracking, integrated online payments, a dedicated mobile application, or direct user-to-user messaging. Service availability also remains dependent on individual providers' schedules and responses. Overall, the results demonstrate the feasibility of developing a centralized web-based system for organizing household service information and coordinating service requests. The findings are consistent with Chauhan et al. (2023), who emphasized the relevance of trust and perceived value in online home-service applications, and Cordeau et al. (2024), who identified service scheduling and coordination as important operational concerns. However, the present findings establish system functionality rather than measurable improvements in household service accessibility, employment opportunities, or long-term community outcomes. Further evaluation would therefore be necessary to determine actual user adoption, operational efficiency, and sustained community benefits.

4. Conclusion & Recommendations

The study successfully developed Fixed My Home, a centralized web-based platform for accessing and coordinating home repair, maintenance, and household services within the Tausug community. The system integrates service browsing, provider profiles, booking requests, scheduling, service management, provider verification, and administrative monitoring to provide a structured alternative to informal service arrangements. Functional testing confirmed that all nine test cases passed, while performance and security assessments demonstrated appropriate system responsiveness and role-based access control under the tested conditions. Overall, the findings establish that the developed application meets its principal functional requirements and provides a practical digital solution for organizing household service requests and coordination.

It is recommended that future enhancements incorporate GPS-based provider location services, secure online payment integration, mobile application support, and in-system messaging to improve service accessibility and coordination. Additional improvements may include strengthened provider verification, automated SMS and email notifications, and administrative analytics and reporting features. Future researchers should conduct broader user evaluations involving clients, service providers, and administrators to assess functionality, usability, reliability, efficiency, and security. Long-term deployment studies and the expansion of household service categories are also recommended to determine the platform's effectiveness and responsiveness to evolving community needs.

The study was limited to a web-based application designed for household repair, maintenance, and related services within the Tausug community. System accessibility depends on internet connectivity, while service availability is subject to individual providers' schedules and acceptance of requests. The current implementation excludes GPS tracking, online payment processing, a dedicated mobile application, and direct user-to-user communication. Furthermore, the documented evaluation focused on functional, performance, and basic security testing under intended operating conditions, without extensive concurrent-user testing or long-term assessment of community outcomes.

5. Compliance with ethical standards

The authors declare no conflicts of interest in relation to this study. The research involved selected household members and service providers from the Tausug community through interviews, surveys, observations, and system evaluation activities. Ethical considerations included voluntary participation, informed consent, confidentiality, and the responsible handling of participant information. The study focused on identifying household service needs, evaluating existing service coordination practices, and assessing the functionality and usability of the developed Fixed My Home platform. The system incorporated user authentication and role-based access controls to restrict unauthorized access to user information and service records. Research activities were non-invasive and did not involve medical or psychological interventions. The protection of participant privacy and the responsible management of collected information were important considerations throughout the research and system development process.

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