**The effect of service booking platform on user experience, transparency, and efficiency**

SE-E-1

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Khadamat is a digital platform that streamlines the process of booking various personal services such as car washing, home repairs, and deliveries. The system aims to provide a unified solution that saves time, increases transparency, and enhances user experience by centralizing service access in one place. The challenge addressed was the fragmentation in existing platforms, which causes inefficiency and poor coordination. Using secure technology and user-friendly design, Khadamat allows clients to search, book, and pay for services easily, while enabling providers to manage appointments, receive payments, and gain exposure. The result is a convenient, trustworthy, and scalable system that bridges the gap between users and service providers.

Keywords: booking; platform; services; transparency; user experience