

# Harmony Hub: Bridging Communities through Digital Collaboration and Authentic Service Recognition

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**ABSTRACT** "Harmony Hub" is a groundbreaking digital platform that has the ability to transform the volunteering sector. This platform brings into play transparency, trust and partnership so as to meet the complex requirements of universities, NGOs, and colleges. It guarantees that every user has a unique profile thereby able to keep comprehensive records and verify data about his/her volunteer experiences. For instance, it assists university students confirm their enrollment status into such schools together with accumulating hours served in formal volunteer programs that can be certified. This helps Non-Governmental Organizations (NGOs) by increasing their visibility hence making sure reliable existing student attendance tracking systems exist. Academic institutions possess an unparalleled capacity to manage student engagement and select partnerships simultaneously. The issuance of blockchain-secured certifications and the implementation of rigorous verification processes are both facilitated by the administrative framework, which is vital to this ecosystem. This abstract captures the essence of Harmony Hub and its potential impact on advancing a community service paradigm that is open, cooperative, and verified. What truly sets Harmony Hub apart is its novel approach to fostering collaboration between NGOs, university students, and users. This integrated platform ensures that all parties not only benefit individually but also contribute to societal betterment, a feat no other platform has previously accomplished.

**INDEX TERMS** Collaborative volunteer platform, Community service engagement, Student volunteer opportunities, Trustworthy volunteer ecosystem, University-NGO partnerships.

## I. INTRODUCTION

In this age of globalization and digital change, community service stands as a testament to the kind and helpful nature of people that has always been a part of life. In the past, colleges, non-governmental organizations, and lone volunteers have been the main players in this ecosystem, working to make a big difference in communities. All these good intentions notwithstanding, it is becoming increasingly clear that we need a uniform, open, and technologically advanced platform [1]. Innovative in nature, the "Harmony Hub" is a digital initiative that may fundamentally alter how community service participation is understood.

Volunteering in your community isn't just about doing it; it's also about getting real thanks and praise

for it. It is important to make sure that when people and organizations work on different projects, their work is properly recorded, thanked, and honored [2] [3]. Also, organizations like colleges that require students to do community service as part of their curriculum need to make sure that their hours are tracked and certified. In the same way, NGOs may need to be able to organize how they show their partnerships, events, and social benefits to get donors and volunteers.

People often want to make a difference and change the world. Undoubtedly, this holds true for scholars aiming at progress and guidance. However, it might be hard to bridge the gap between personal goals and opportunities for meaningful community work [3] [4]. Lack of knowledge, problems with



verification, and problems with logistics can often make it hard to participate in a meaningful way.

"Harmony Hub" is not just another digital tool; it is an ecosystem that was carefully built to meet these complex needs. Modern technology frameworks, like the unique properties of blockchain, are used in this tool to give everyone a central place to plan, record, and verify their community service experiences. Profile management tools make it easy for anyone, from college students to leaders of non-governmental groups, to keep accurate records of their interactions, show what they've contributed, and show how influential they are. Also, it's hard to say enough about how important strict verification processes are at a time when trust and openness are so important. Every event, and relationship that goes through "Harmony Hub" is carefully checked out. This makes sure that the platform will always be a reliable source of information. At the heart of this digital ecosystem, the platform's integrity is protected by a strong administrative architecture that keeps an eye on operations, makes sure rules are followed, and ensures compliance.

Readers will learn more about "Harmony Hub's" features, effects, and ability to change things as this journal goes on. Through several analyses, case studies, and insights, we hope to make it clear how this platform is set to change the way people do community service, paving the way for a more open, cooperative, and important future.

## II. Related Work

Volunteer matching systems put people with skills, interests, and locations in touch with opportunities that match those skills and interests [5] [6]. VolunteerMatch, Idealist, and Points of Light are some examples. They work for general volunteer work, but they might not be designed with college students or community service needs in mind.

"VolunteerMatch" contains an extensive database of volunteer opportunities, which novice users may find burdensome. Because VolunteerMatch doesn't have a very advanced filtering system, it can be hard to find volunteer jobs that fit your skills and interests. VolunteerMatch relies on groups to keep their job openings up to date, which means that some openings may be out of date or incorrect [11].

"DoSomething.org" is all about getting young people involved in social activism and volunteering, so adults

and people looking for more traditional volunteer options might not find it the best place to go. Some people have said that DoSomething is too focused on social media and participation numbers instead of making a real difference in the world. The DoSomething platform works best for one-time or short-term volunteer possibilities. For long-term or ongoing volunteer work, it might not be the best option [12].

"Timecounts" is one of a kind because it tracks and measures how charity work helps people. Timecounts lets organizations keep track of the free hours their staff and members put in, as well as the results of their programs, and make reports that show how valuable their work is. This could be useful for groups that are trying to get money or workers [13].

"Catchafire" helps businesses find skilled workers to work on short-term projects. People who want to use their skills to make a change but don't have time for a long-term commitment will love this platform. Businesses can post project needs on Catchafire and get help from skilled volunteers [14].

"Idealist" is particularly for inexperienced volunteers, searching and navigating through an extensive database of opportunities may be overwhelming. NGO legitimacy and volunteer participation can be difficult to verify. Although idealism facilitates the connection between individuals and opportunities, it fails to cultivate a robust sense of community among organizations and volunteers [15].

"Point of Light" mostly works on short-term projects that are driven by social activism, ignoring different volunteer hobbies and long-term involvement. The tracking effect is helpful, but focusing only on metrics can make the human side of volunteering less clear. Because Points of Light puts a lot of stress on the community [17], it may lose sight of organization and clear rules. There is more structure to successful volunteer experiences with your system's event management tools and verification methods [7].

Most of these platforms offer event listings, volunteer profiles, search and matching features, and basic communication tools. Ensuring the authenticity of users and organizations remains a challenge, with concerns about fraudulent activities and inaccurate information. These Platforms employ varying approaches to foster engagement, including social media integration, gamification elements, and reward systems.

Many universities have internal platforms or programs connecting students with local service opportunities. These provide targeted options but lack wider reach and engagement with external NGOs.

### III. Problem Statement:

In this age, there is a big gap between NGOs, universities, and people who want to serve. This makes it harder for everyone to work together and do community service. The platforms we have now don't have a unified system that can truly confirm volunteer work, encourage real partnerships between NGOs and colleges, and make sure that community service is properly recognized [5]. Also, there's a growing need for a site that not only makes planning events easier but also gives out real certificates that have value [9]. Not having such an integrated solution makes it harder to maximize the influence of community service, build trust among stakeholders, and properly recognize real contributors. The related work Section also provides us with some other problems as well.

### IV. Proposed System

Our platform uniquely bridges universities, NGOs (Non-Government Organizations), and student volunteers, creating a synergistic ecosystem for community service engagement. Every stakeholder gets its benefits under the ecosystem [3].

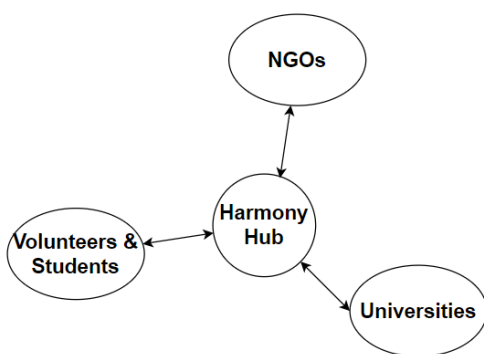


FIGURE 1. Stakeholders diagram.

Figure 1 Depict Co-relation between stakeholders as “Harmony Hub” promotes mutual interest among NGOs (Non-Government Organizations), universities, students, and other general users alike. NGOs have

increased visibility and more efficient means to recruit volunteers from the internet platform while at the same time helping universities keep track of and verify the hours their students spend on community service thereby improving their academic reputation or name as well as public relations. Students on the other hand accumulate verified volunteer hours thus getting blockchain-secured certificates that enhance their academic opportunities as well as professionalism. For other members of society, simple accessibility to community service opportunities is offered through this splendid site.

While many existing platforms cater to general volunteering, “Harmony Hub” focuses on university students and general volunteering as well. It provides them with a dedicated space where they can showcase their community service hours, achievements, and involvement in university-specific events, ensuring that their contributions are recognized in the context of their academic journey [8].

One of the major challenges facing current platforms is how to know if users and opportunities are real. To address this issue, “Harmony Hub” enforces strict verification processes. No matter whether it is verifying university affiliations, NGO credentials, or volunteer hours, the information presented on the system is accurate and reliable thus potentially preventing fraudulent activities. In contrast to other platforms which may not aid in promoting partnership among NGOs and educational institutions, “Harmony Hub” establishes cooperation. Partnerships between universities and NGOs can help in promoting events while enabling sharing of resources and increasing visibility through streams of communication.

Though many sites provide basic volunteer profiles, “Harmony Hub” takes a different route altogether. It enables holistic profile management where a user can showcase their experiences as well as earn certificates, endorsements, and reviews [4] [12]. This feature is vital, especially for students trying to improve their CVs or portfolios.

To enhance even further on trust as well as authenticity, “Harmony Hub” issues blockchain-enabled certifications. Such means that their certificates cannot be faked in any way they can never be changed. This makes it unique from those platforms that might lack such strong verification mechanisms.



Addressing the challenge of overwhelming databases on some platforms, "Harmony Hub" introduces a refined event notification system. Volunteers receive event notifications tailored to their profiles, ensuring relevance based on skills, interests,

location, and university affiliations.

Recognizing the importance of social engagement, "Harmony Hub" incorporates a social section. Here, NGOs, universities, and volunteers can

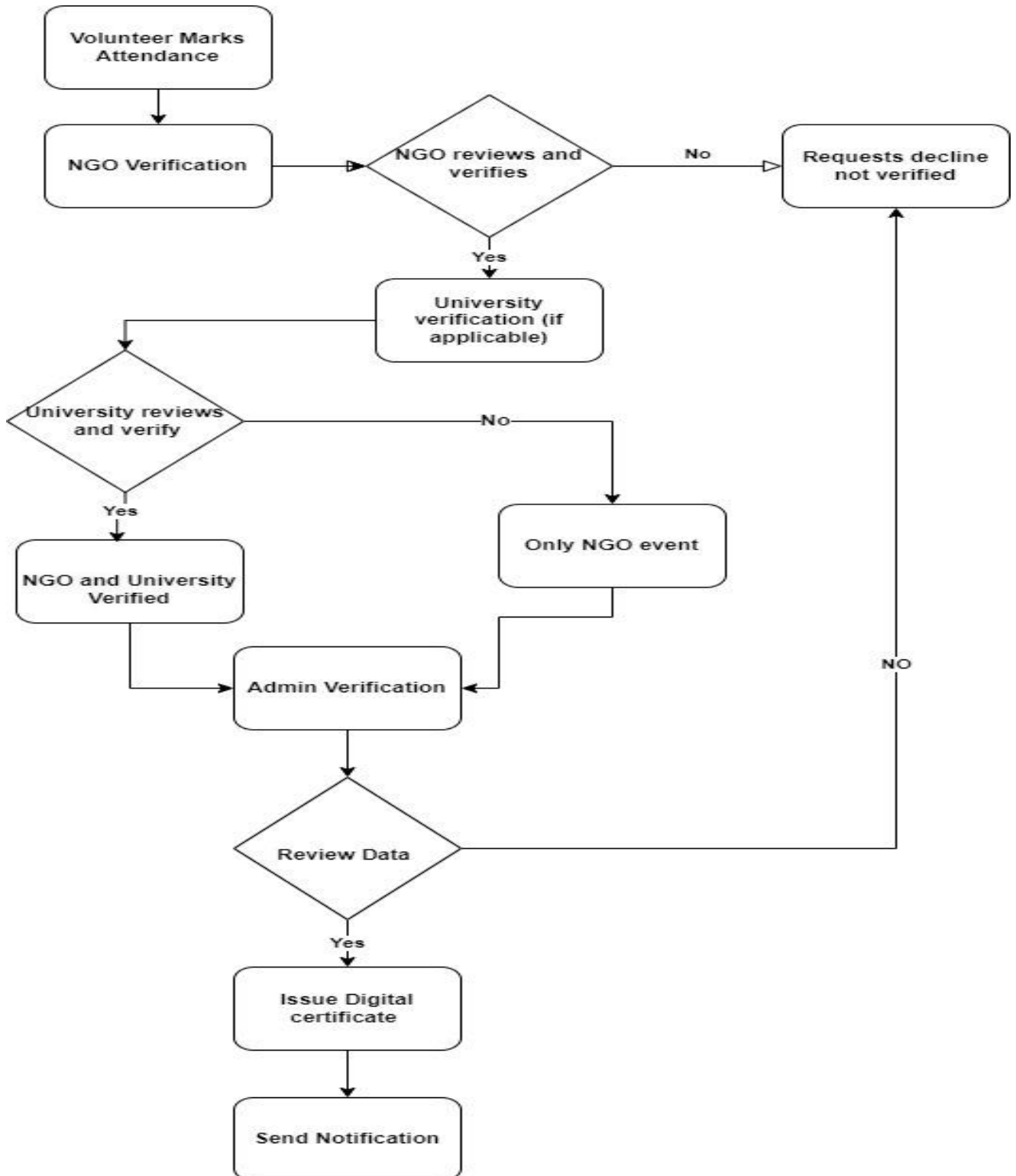


FIGURE 2. Digital certificate issuance flow diagram



interact, share updates, and foster a sense of community. This feature aims to enhance user engagement and provide a unique identity to the platform. One of the problems with previous systems was they wanted to work as event organizers, but Harmony Hub will take the approach as a social platform we can say it will work somehow like the LinkedIn approach as it is a professional platform that is used for job hunting but is organized in such a way people socialize on the platform and engage with each other can view profiles endorse each other [9]. This type of framework is lacking in previous systems which is one of the main causes that they are not universally acceptable as well as the community is not well driven [16].

Providing sincere and significant services is of utmost importance to us. We have created a reward-based system to make sure that our certificates continue to have worth and legitimacy. Only individuals who actively participate in community service activities will be granted certificates thanks to this approach [9] [10]. Our system requires certifications to be granted only after verification by universities and non-profits, because of strict certification criteria. This rigorous authentication process not only confirms the validity of our

**A. Volunteers Functionality Flow**

We can observe the complete functionality of volunteers and the flow of their activities in the following Table 1.1.

Table 1.1 Volunteers Functionality

<b>Registration &amp; Onboarding:</b>	The user accesses the "Harmony Hub" website. The user selects "Sign Up" and provides their name, email address, and password. To the email address the user has provided, a link for email verification is issued. By clicking the link, the user validates their email address, activates their account, and is taken to the platform.
<b>Profile Setup</b>	The user is prompted to create their volunteer profile upon activation. The user enters personal information, including complete name, phone number, and (optional) upload of the profile photo.
<b>Educational Affiliation (For Students)</b>	If the user is a student, they must verify their identification using a university email or ID and submit information about their major, academic year, and university.
<b>Skill &amp; Interest Mapping</b>	The user chooses from a selection of pre-established interests and skills about volunteering. They provide a ranking of these interests and talents to show preference or competency.
<b>Experience &amp; Achievements</b>	The user enters previous volunteer positions, affiliations, lengths of time, and concise summaries. To increase the profile's legitimacy, certifications, honors, or recognitions about volunteer work are added.
<b>Availability &amp;</b>	The user indicates their preferred frequency of volunteering as well as the kinds of events they are

certificates but also gives them a distinctive premium identity. Readers are referred to Figure 2 for a graphic depiction of this certification issue process.

In Figure 2 we can see the process involved in issuing the certificate for our project. The whole process is so rigorous that the issuance of the certificate involves approvals of the relative stakeholder and then issuance by admin after further review. This hard-to-get certificate is one of the incentives to the volunteer after participating in an event and is a major part of our project as we can market our certificate hard to get and have an original value that could be used in CVs and much more.

**V. Stakeholder Functionality Flow:**

Volunteers, Universities, Non-government organizations (NGOs), And Admin (Harmony Hub Team) each stakeholder group has unique features suited to their specific needs on the Harmony Hub platform. This custom design distinguishes Harmony Hub by providing unique and often unrivaled functionality in comparison to other systems.





<b>Preferences</b>	interested in.
<b>Event Matching &amp; Notification</b>	The Harmony Hub algorithm recommends appropriate volunteer events or opportunities based on the details of the profile. The user can easily sign up or express interest in events they are interested in by receiving real-time updates [10].
<b>Event Participation</b>	The user receives event data, such as the date, time, venue, and any required materials, when registering for an event. Users can log their hours, give feedback, and assess the event and participating organizations once it has happened.
<b>Certification &amp; Recognition</b>	Users who successfully participate in events are rewarded with digital badges or certificates that are safely kept in their Harmony Hub profiles. Users can download these certifications for personal use or share them on social media [9].
<b>Continuous Engagement</b>	Users can update their abilities, add new experiences, or change their preferences at any moment by going back to their profile.

### B. Universities Functionality Flow

We can examine the various functions performed by universities and their operational processes in Table 1.2.

Table 1.2 Universities Functionality

<b>Registration and Onboarding</b>	"Harmony Hub" is a platform for educational institutions where they start their journey. They provide essential information to ensure validity for example; university name, contact data, legal email domain, and verification certificates.
<b>Dashboard Access</b>	Once registration is done, universities receive a special dashboard on "Harmony Hub". This dashboard centralizes all the platform functionalities and actions related to that university.
<b>Profile Management</b>	By updating and managing their profiles regularly, universities can maintain their data's accuracy and relevance.  They can highlight their extracurricular interests, partnerships, academic successes, and community service projects.
<b>Collaboration &amp;Event Creation</b>	Universities can start working with other academic institutions or non-profits to organize community service projects. They are allowed to design, alter, and oversee events that are customized to meet their community service obligations.
<b>Student Engagement &amp; Tracking:</b>	Universities have access to the "Harmony Hub" profiles of student volunteers. They can monitor students' involvement in community service projects, guaranteeing that they complete their coursework and acquire real-world experience [3].
<b>Certification &amp; Recognition</b>	Following the event, universities can choose to give students digital certificates or letters of commendation for their community work.  These awards look good on students' resumes because they show they care about being socially responsible. The Harmony Hub team will give these awards out after variation.



<b>Reporting &amp; Analytics</b>	Universities use analysis tools to look at things like how engaged students are, how events turned out, and how they affect the community. They can make detailed records that show how students participated, what they said, and what needs to be improved.
<b>Networking &amp; Collaboration:</b>	Universities can interact with NGOs, other academic institutions, and possible collaborators using the portal. To maximize their community service efforts, they can investigate cooperative projects, pool resources, or take part in cooperative activities.
<b>Feedback &amp; Improvement:</b>	With feedback from NGOs, students, and other stakeholders, universities can gradually enhance their community service programs. In response to feedback, they may implement suggestions, initiate fresh endeavors, or enhance existing ones.

### C. NGOs Functionality Flow

Table 1.3 can give us further understanding on how NGOs' responsibilities and functions operate.

Table 1.3 NGO Functionality

<b>Registration and Onboarding</b>	By signing up on the Harmony Hub portal, these organizations demonstrate that they indeed qualify as one. Some of the relevant details provided may include an organization's name, contact information, mission statement, and evidence indicating it's a genuine organization.
<b>Dashboard Access</b>	Once the registration is complete, NGOs can access their personalized pages in relation to Harmony Hub. The screen presents a complete collection direct to NGOs' services only.
<b>Profile Management</b>	Additionally, they have complete control of how their content appears including updating it whenever need be with respect to current events or realities. In these pages, they outline their team members' profiles; describe past initiatives; note what has been accomplished so far; and detail plans.
<b>Collaboration &amp; Event Creation</b>	Events can be planned, organized, and put on by NGOs. They have details about the event, like its goals, plan, location, and needs for volunteers. They can host events together with universities or other NGOs, which will help them reach more people and have a bigger effect.
<b>Volunteer Matching:</b>	After the event has been made, NGOs can see profiles of volunteers who are a good fit for it. They might hold events for people who want to help or take volunteer applications from people who are motivated.
<b>Event Attendance &amp; Feedback:</b>	Volunteers' attendance can be recorded for NGOs post-event. Asking people for their thoughts is one way they could judge how well the event went and find ways to make it better. These awards look good on students' resumes because they show they care about being socially responsible. The Harmony Hub team will give these awards out after variation.
<b>Certificate Issuance:</b>	Regarding volunteers' participation and feedback, NGOs are authorized to issue digital certificates or letters of gratitude. Volunteer profiles will be perceived as more credible when these certifications are shared on social media.



<b>Analytics &amp; Reporting:</b>	Tools for analytics that provide NGOs with valuable data on volunteer participation, event attendance, and overall impact are available for acquisition. They can generate reports that emphasize their community engagement, thereby benefiting funders, stakeholders, and prospective future partners.
<b>Engagement &amp; Networking:</b>	NGOs can connect with volunteers, schools, and other groups through the website's networking features. They can work together on projects, pool their resources, or look into joint businesses.

**D. Admin Functionality Flow (Harmony Hub team)**

We can review the administrative tasks and operational framework of the Harmony Hub team in Table 1.4

Table 1.4 Admin Functionality

<b>Platform Management &amp; Oversight:</b>	The administrator is accountable for the comprehensive oversight, upkeep, and seamless functioning of the "Harmony Hub" platform. This smooth functioning is guaranteed by all functions and technological problems are solved as soon as possible.
<b>User Verification &amp; Onboarding:</b>	The administrator monitors processes for registration and authentication for non-governmental organizations, universities, and volunteers. By taking into consideration the predetermined criteria and verifying support documents, they can evaluate registration requests; and accept or decline them.
<b>Dashboard &amp; Database Management:</b>	There is a centralized dashboard that provides a clear overview of all activities carried out on the platform including user statistics and important indicators to which the administrator has access. Part of their responsibilities is overseeing the platform's database to maintain its accuracy and security as well as adherence to the applicable laws.
<b>Event &amp; Collaboration Oversight:</b>	Before formal approval, the supervisor ensures that events organized by universities and NGOs fit into its purpose(s) goals/requirements. They also promote collaboration between universities, NGOs, and other stakeholders (in particular) for development of partnerships and community participation.
<b>Feedback &amp; Issue Resolution:</b>	The administrator is there to assist users in resolving any differences when they face problems or conflicts. Feedback from users and other stakeholders is collected by them, while issues are addressed if they arise and necessary improvements are carried out accordingly.
<b>Certification &amp; Recognition:</b>	The supervisor is the head of sending digital certificates, badges, or acknowledgments to institutions, NGOs, and volunteers. Their job is to ensure that licenses are genuine, accurate, and in line with what has been done by the user and their contribution.
<b>Analytics, Reporting &amp; Insights:</b>	Through analytics tools, the administrator prepares reports on platform performance and user engagement during events as well as its impact on the community at large. They extract useful insights from data by identifying trends, potential benefits, and possible areas for improvement.
<b>Security &amp; Compliance:</b>	The administrator is charged with the responsibility of ensuring that the site is





compliant with all privacy laws as well as data protection policies. In order to protect customer information and maintain a platform that can be trusted, the company has strict security guidelines which are regularly checked for review and correction when there are issues.

#### **Stakeholder Communication & Engagement:**

The platform's updates, policy changes, and important messages are sent by the administrator to users, universities, NGOs among other stakeholders. Within this context they also establish partnerships with partners, donors, and collaborators while ensuring that these are aligned with the objectives and mandate/mission of the platform.

#### **V1. Overall Systems Comparison:**

Most platforms are limited to simple features, but Harmony Hub takes it a step further and provides elaborate ones, attracting many users. This includes having personalized user profiles that appear complex, social aspects of interfacing with the application via message boards and somehow has a way of notifying users about events coming into action. On the contrary, most platforms miss out on one key quality; that is the use of blockchain in confirming volunteers' achievements, thus making them less credible when it comes to the respective communities they serve or belong to both in meaning and spirit.

Notably, it allows them to include activities that are specific to them in terms of volunteering work done, keeps track of how many hours have been put in as service to others without pay while at the same time helping universities check their authenticity just once making it more comprehensible for both parties involved [17]. Besides, Harmony Hub helps NGOs coordinate and manage their events quite impressively by selecting volunteers from among applicants and monitoring their attendance through collaboration with other private non-political organizations including universities. Its advantage lies primarily in a set of intended functionalities such as public university-specific profiles with student ID verification or thorough admin scrutiny. Amalgamating a recommendation engine, and an effective search and filter mechanism together so as to build an exciting and vigorous community is what

makes Harmony Hub stand out from other platform providers with similar functionalities.

Some systems provide only basic features, but Harmony Hub goes above and beyond by being elaborate enough to attract a wider audience. Its notable aspect is the complexity of its users' individual profiles; the social aspect of being able to message other users or posts while at the same time it has the capability to inform users of events that will be happening. Most platforms lack one key feature, which is the use of blockchain in confirming volunteers' accomplishments making them less credible within their own or other communities they belong to. The distinguishing mark for this project is allowing them list volunteer specific activities, record time spent on serving others without pay as well as making it easy for universities to ascertain their truthfulness just once [17]. This software also helps manage events of non-profit organizations quite impressively by monitoring attendance records of volunteers selected among applicants and cooperating with different private non-political organizations including universities as well in the process. The advantage of Harmony Hub lies chiefly in its public university-specific profiles with student ID verification or comprehensive admin scrutiny types of intended functionalities. However, compared to competitors' platforms that offer some functions, Harmony Hub is different because it amalgamates characteristics like a recommendation engine and robust search and filtering tools required for building a dynamic and lively community.



Table 2.1 Comparison of Harmony Hub with other Volunteer Marching Software [11] [12] [13] [14] [15].

Feature	Harmony Hub	VolunteerMatch	DoSomething	Time counts	Catchafire	Idealist
Profile	✓	✓	✓	✓	✓	✓
Social Interaction	✓	X	✓	X	X	✓
Event Notifications	✓	✓	✓	✓	X	✓
Event Participation	✓	✓	✓	✓	✓	✓
Blockchain-based certificates	✓	X	X	X	X	X
Volunteer-specific events	✓	X	X	X	X	X
Community service hours tracking	✓	X	X	✓	X	X
University verification	✓	X	X	X	X	X
Event creation and management (NGOs)	✓	X	X	✓	✓	✓
Volunteer selection and attendance (NGOs)	✓	X	X	✓	✓	✓
Collaboration with universities (NGOs)	✓	X	X	X	X	X
Collaboration with NGOs (universities)	✓	X	X	X	X	X
Student verification (universities)	✓	X	X	X	X	X
Public profile (universities)	✓	X	X	X	X	✓
Admin verification	✓	X	X	X	X	✓
Search and Filter Events	✓	✓	✓	✓	✓	✓
Recommendation Engine	✓	✓	✓	X	X	✓
Mobile App	X	✓	✓	✓	✓	✓
Messaging/Chat	X	✓	✓	X	X	✓
Donation Integration	X	✓	✓	X	X	✓

## V. Conclusion:

The “Harmony Hub” platform offers a revolutionary means of enhancing community service through seamless integration of the activities pursued by the NGOs, universities, and volunteers into one cohesive and effective ecosystem. As it recognizes the imperative need for authenticity and trustworthiness in community services, “Harmony Hub” guarantees meaningfulness and impact in every participation. Its strict verification system, which only provides certificates after thorough validation by partner NGOs and universities, is an indication of its commitment to the highest standards of integrity and quality. Furthermore, with a design that fosters perpetual engagement, users can compile recognized portfolios of their contributions to society [19]. This not only benefits the volunteer through being able to provide recognized credentials but also helps NGOs, as well as universities, track how genuine some services really are. The integration of such advanced features as real-time collaboration tools or possible future enhancements like donation systems or analytics makes “Harmony Hub” a premium-forward-looking solution in terms of community service. As it develops, the platform desires to become a dominant hub for community engagement where all interested parties can engage, collaborate, and co-create solutions that promote local development initiatives. service is recognized, valued, and integrated into the digital landscape.

## VI. Future Work:

We’ve got some ideas for things we can update in the future!

### A. Donation Integration:

Establishing a donation system is one of the logical next stages for "Harmony Hub". This would enable non-profit organizations to receive cash directly through the website thus easing the fundraising process for numerous community service programs. The integration can include secure payment systems, transparency in donation utilization, and tools that allow donors to track their contributions' impacts.

### B. Messenger within the platform:

An in-platform messenger can be utilized to improve communication and collaboration among

volunteers, NGOs, and colleges. In real time this tool will allow the users to discuss event specifics, reply to questions, share updates, and build up a feeling of community around the platform.

### C. Tools for enhanced analytics and reporting:

Introducing advanced analytics and reporting tools can provide users with deeper insights into their community service initiatives. Therefore, participation trends will be followed by NGOs and institutions; impact measures will also be calculated; hence actionable insights derived which can help further optimize their programs.

### D. Increase Collaboration Possibilities:

The platform can spread out its wings across and reach further by working with companies, government agencies, and worldwide associations. As a result, they are able to handle more massive community service initiatives as well as secure funding for the same, in addition to tackling social issues of a global nature.

### E. Mechanism for Community Feedback:

There’s an on-going need of making improvements on this issue all the time through user feedbacks, and hence introducing an effective feedback mechanism will help in continuously improving the platform. Users’ views collected from different sources including stakeholders and partners can be used by “Harmony Hub” to improve its features iteratively, resolve user dissatisfaction, and meet emerging community development needs.

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