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IoT-Driven Solutions for Dormitory Delivery Services Enhancing Efficiency and Security

NARINDER YADAV • SANTOSH KUMAR • RAJNISH KUMAR • AYUSH RAJ • ANSHU KUMAR RAO • KAPIL

Abstract. It is an innovative way of developing improved efficiencies and secured residential environments with the integration of IoT technologies into dormitory delivery services. For example, a dormitory setting faces all types of problems in dealing with the influx of packages and goods within the premises, or tasks facing could be poor handling, security cases, and logistical hitches. The IoT-driven solutions mitigate these factors as connected devices and smart systems streamline operations. The core of these solutions is smart lockers and the use of automated delivery systems. Smart lockers with IoT sensors enable secure, accessible storage for packages and integration into real-time tracking systems. This way, both delivery personnel and residents track the status and location of the packages. The status updates automatically if a delivery has reached the premise, and it even sends direct information to residents about their package through a mobile app or email. This also enhances transparency and reduces cases of missing or misplaced packages.

Keywords: Efficiency, Delivery Management, Package Security, Smart Systems, Operational Optimization.

INTRODUCTION

The adoption of Internet of Things (IoT) technologies in various sectors has changed the handling and approach of many social problems. Delivery services of dormitories will never be done the old-fashioned way again with the change brought about by this technology. The traditional ways in which dormitory deliveries are handled had several points of inefficiency, security risks, and logistical complications. It is through IoT-driven solutions that these practices have been transformed. This change is going to help make parcel delivery processes more efficient and secure for these residential communities, making it more streamlined and secure for students and residents alike. Delivery nightmares: dormitories are because of their sheer nature-i.e., the occupants consist of extremely high density and constant turnover of the occupants and limited storage space makes up a rather complex delivery ecosystem. Mostly, packages arrive at very disorganized times, which causes many mishaps such as misplaced items, missed deliveries, and possibly security breaches. The conventional mode of handling such deliveries is manual signing for packages and being reliant on general delivery areas, which does not efficiently solve these problems. This would reflect a growing demand for solutions that can handle these increasing deliveries in terms of their safety and time efficiency.

IoT-based solutions promise to change this. Behind these solutions are smart lockers, fitted with IoT sensors attached to a central management system. Such a smart locker offers sound and convenient storage facilities for packages. For instance, upon delivery, the smart locker itself can automatically update its status and sends a notification to the intended recipient. This real-time tracking and notification system, therefore, ensures that residents are promptly informed regarding their deliveries, thereby ensuring less missed packages and generally increased efficiency. Smart lockers not only afford convenience in various aspects but also provide sufficient security features integral to their operation. For example, the packages could only be accessed in certain smart lockers that have been integrated with access controls by PIN codes and biometric recognition. Similarly,

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IoT cameras and motion sensors embedded at the delivery area enable live surveillance and alerts if any activity looks suspicious.

This adds to the security, preventing theft and unauthorized access to make a place safer for the residents and their possessions [Kim20]. Other benefits of IoT integration in the delivery services for dormitories relate to optimization in logistics and operations. For example, what usually happens with the traditional delivery management is that it reacts to time-bound issues that may arise. On the other hand, an IoT-based system gives all the data and insight into a proactive approach toward the management of logistics. These systems analyze data from numerous sources: package volume, delivery schedules, and traffic conditions, to optimize routes and times. Predictive analytics analyze peak delivery times to make appropriate changes so that deliveries.

LITERATURE REVIEW

It is, therefore, with IoT technology in dormitory delivery services coming as this transformative solution that would signify a great deal of enlargements to residential environments as far as the efficiencies of operations are concerned. IoT basically just involves the integration of interconnected devices with innovative ways that cater for logistics and better communication using real-time tracking, which is all integral to effective package delivery. In a dormitory set up, students normally take deliveries, therefore, this application of IoT would eliminate common problems such as theft and delay, making students have a better experience in their residence. Possibly one of the most considerable applications of IoT in this context is the idea of smart lockers [Bha24]. The smart lockers are equipped with IoT sensors to enable safe access to the packages. In other words, if a delivery takes place, the system sends a notification with a personal access code or a QR code to gain entry into the lockers. That means that this ensures not just less chance of theft but also that packages are safe until collected. Some studies showed that monitored and safe retrieval systems establish an atmosphere of safety among students, resulting in their reliance on the delivery services more confidently. Moreover, the integration of smart lockers with campus security systems, for example, cameras and motion detectors, provide maximum security because it offers real-time monitoring for interactions between delivery and service on-site. It can foreclose some criminal events that may occur there, making it offer meaningful data to review and assess security purposes [Che19]. Notable to the improvements brought about by the IoT-driven solutions is that they bring an aspect of security. However, this is not all; IoT-driven solutions indeed improve the dormitory delivery service's efficiency in the use of predictive analytics and data- driven decision making. Improved logistics operations are determined after institutions obtain data from various sources, including delivery times, package dimensions, and peak periods of deliveries. Predictive analytics makes improvements in how resources are allocated and the demand forecasts to ensure deliveries are completed at the most convenient times for students. For example, knowledge of dormitory peak delivery hours can help the management of the dormitory schedule deliveries in a more efficient manner, thus possibly reducing wait times and allowing for overall better service. Some data analytics insights can also support institutions in managing their inventory better. For example, analyzing the volume of packages received and the preferences of students may cause some dormitory systems to advance adjustments in locker space availability and streamline operations according to shift-changing demand peaks [Che17]. It is very important that the creation of IoT applications must be user centered. These technologies should be accessible and intuitive to a diverse population of students with differing levels of technological proficiency for their success. Involving students in the design process would uncover insightful information, so that any solutions truly incorporate their needs and preferences. There should be an education institution's effort toward user-friendly interface creation for easy interaction with smart lockers and applications on mobile. Training sessions and readily available resources to familiarize students with the new technologies can be effective for maximum adoption. The more comfortable students become with using IoT-driven services, the more likely it will be that benefits from those innovations will eventually translate into an efficient and satisfying delivery experience. Of course, all the myriad benefits offered by IoT-

driven solutions are accompanied by a number of challenges, many of which are related to the two hot topics of privacy and security [Hte23]. The amount of data collected by IoT devices the personal information, delivery details, as well as other behavioral patterns- is enormous and raises significant privacy concerns. Cybersecurity threats like data breaches and unauthorized access hold the potential to put reputations at risk, not only for individual students but for entire educational institutions. Reduction in the risks can be achieved by adding strict cybersecurity, including encryption, effective authentication procedures, and upgrade of software recurrently. Compliance with data protection regulations is also necessary to be efficient in protecting sensitive information. To facilitate trust from the students, the methods of data collection can be used based on setting transparency on the data usage.

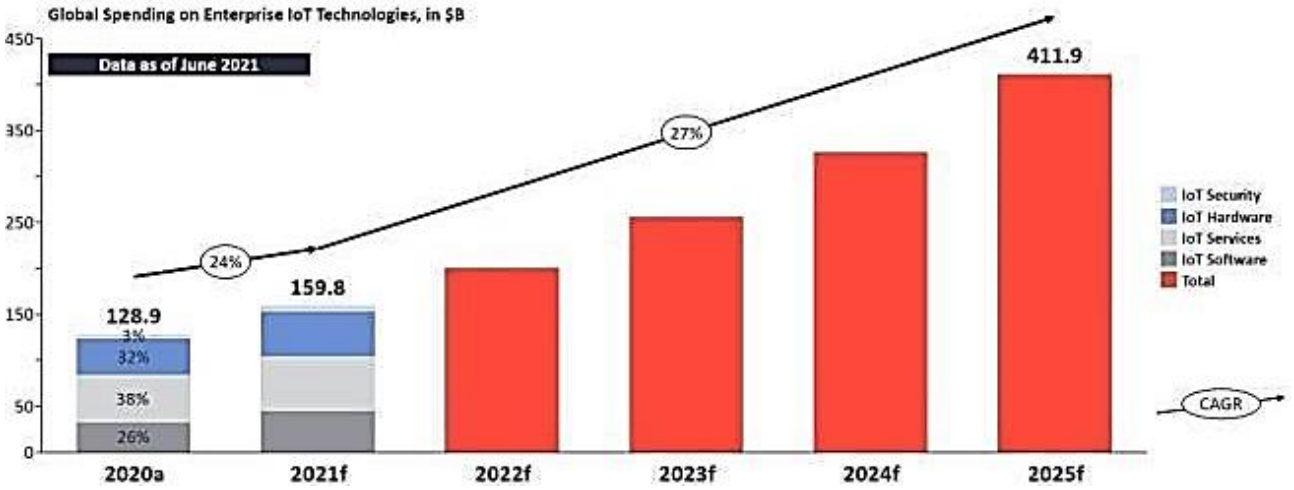

Fig. 1 Comparison of IoT Investment

Theoretical Framework

The release of such information will help the students to decide if they are ready to participate in IoT-driven services [Set22]. The future of IoT in dormitory delivery services appears bright as technology will continue to evolve, and so will the observance of smart campus initiatives. Among the rising technologies that will help further improve the security and efficiency of delivery systems is blockchain and artificial intelligence. Blockchain, for instance, promises a decentralized ledger that will track packages without interference from any party, providing a transparent account at every stage of delivery. This innovation can remove much of the angst related to package mishandling, and it can also offer students a reliable transaction record, thereby building trust in this delivery system [Red23]. Integration of IoT with smart campus solutions such as energy management systems, smart access controls, and environmental monitoring is conceived to create a well-integrated living environment for the students. Such intercommunication not only facilitates easy operation but also contributes toward a more sustainable and technologically advanced campus ecosystem. The integration of IoT-driven solutions in delivery service within dormitories would expose a huge prospect for efficiency, security enhancement, and a better experience for students. According to the benefits of real-time tracking, smart lockers, and predictive analytics for optimizing logistics and improving service delivery found in the literature, the challenges existing in the areas of privacy, security, and adoption by users are very serious issues that need to be addressed so that such an integration is implemented effectively [Ana22]. That will create an innovative space for IoT applications and, besides making the delivery process of the dormitory package safer, more efficient, and user-friendly, provide institutions with opportunities to create a safer and more efficient delivery system that enriches student experience, making life a little more convenient and pleasant on campus. Future dormitory delivery services will be defined by continued advances in IoT technology and essential focus on user-centric design with robust security. These solutions will be able to become

an integral part of campus life and contribute toward a smarter, more connected, and secure living environment for students while making deliveries easier and more efficient [All23] to participate in a specific behavior related to environmental behavioral research [Ior24]. Hage and Soderholm [Ior24] mentions about three conceptually independent determinants of intention in the TPB. They are attitudes towards behavior, subjective norm, and perceived behavioral control. However, these three independent elements intention in TPB varies depending on context and behavior. Figure 2 shows the TPB model as conceived by Chanda [Che17].

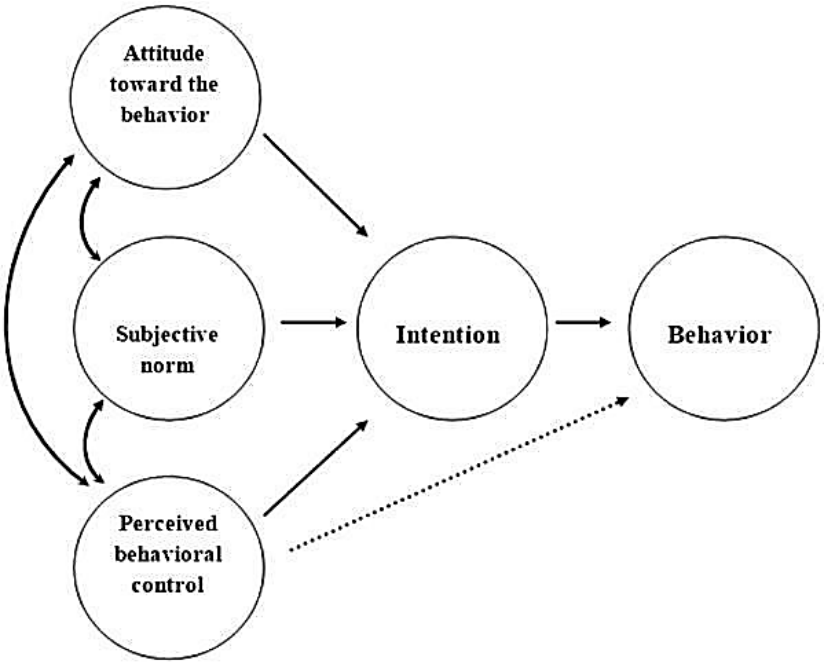

Fig. 2

RESEARCH METHODOLOGY

Research Design

The mixed-methods methodology in the development of IoT-driven solutions for dormitory delivery services adopts a strategy using a combination of both qualitative and quantitative research to effectively investigate the feasibility and actual implementation of the technologies. The study begins with an extensive literature review involving the analysis of already existing research that has been developed on the applicability of IoT applications in logistics, delivery systems, and campus security. This review will point out key themes, challenges, and best practices, which will be informative in the design of an effective IoT system tailored for dormitory environments [Sud25]. A stakeholder analysis will then be conducted in order to gather insights into multiple parties. This phase encompasses semi-structured interviews with dormitory management staff, IT and security personnel, and students who frequently use delivery services. Furthermore, focus groups are undertaken to get various perceptions from the students about their delivery experience and expectations. Such interactions with stakeholders are essential because, as it would relate to them, these people individually would have special needs and concerns to be addressed in the system designing. Subsequently, next to an appropriate understanding based on reviews of literature and stakeholder analysis, the prototype delivery system based on IoT would be designed. The key elements of the system include smart lockers equipped with IoT sensors that provide features such as real-time tracking and user notifications, while access is secured through either a QR code or a biometric method. In addition to the lockers, there is a central management system set up for monitoring delivery by the dormitory staff to manage locker usage and generate security alerts. It also comprises an intuitive application that can be accessed through a mobile app, from where students

can track their parcels, receive updates, and make the most of the lockers. Such a holistic design approach would aim to strike a balance between efficiency in running the operations and convenience for the users. Technology selection is a very critical step of the methodology, keeping attention on selecting the right hardware and software for the proposed system that will satisfy the requirements of the system. This means making the choice of sensors, microcontrollers [Sal24], and modules of communications that provide for real-time data transfer and support the cost-effective, scalable characteristics of the system. Having determined the technology to be used, implementation takes off by installing the designed IoT system into a chosen dormitory setup. It includes the installation of smart lockers and setting in place other infrastructures, such as internet connectivity and power supply. Then, the system is integrated where the smart lockers and the management system can connect well with the mobile application. The system then undergoes empiric testing after its deployment. Performance evaluation of the system happens, and user reviews are collected. A pilot study then begins whereby a few students are allowed to use the IoT system for a certain period.

Participants

The stage is delivery times and retrieval times for the packages as well as the engagement of the users [Min20]. The levels of user satisfaction are determined by means of surveys and feedback mechanisms, and there are areas for improvement identified using the data that is derived. Data collected will be analyzed both qualitatively and quantitatively. The application of descriptive statistics aggregates performance metrics, and the qualitative analysis of interview and focus group data can help in discovering the themes related to user experiences and suggestions for improvement. Finally, based on the empirical testing phase findings, the efficiency of the proposed IoT-driven solution is evaluated. This evaluates the strengths, weaknesses, and opportunities for improvements, which may be system features, user training, or security issues highlighted by the users. Conclusion By the end of the research, an extensive report is required to be produced based on methodology, findings, and recommendations for any future implementation. The report should be useful not only to those who have considered the same IoT-driven solution for similar educational institutions but also to enhance package delivery systems at institutions for increased efficiency and security regarding students. This methodology not only refers to an IoT solution but also contributes to the growing body of knowledge related to initiatives.

Instruments

Learning and Prediction Model. The learning and prediction system plays an important role in optimizing everyday operations in IoT-driven dormitory systems as well as in improving the experience of a resident. It learns over time by means of patterns, usage trends, and preferences by analyzing data from sensors and all the various devices deployed within a dorm. This learning process begins with the collection of data by IoT devices, such as smart lockers, temperature sensors, or access control systems. For instance, knowing when and how often their packages arrive enables the system to identify peak delivery times. Logistics can then be adjusted for greater waiting time reduction and efficiency increases. Predictive analytics can even be used to predict what future needs and challenges might be. For instance, it can use the available historical data to forecast when package volumes will build up, especially in examination periods or during holidays. Such findings can be employed by the management of the dormitory in terms of staff and facilities for a deployment basis that could cushion the expected escalation in demand. On top of this, the system can predict maintenance needs from data coming from sensors and alert people, so an issue does not become a major problem, hence bringing down downtime and raising overall efficiency and productivity levels. Furthermore, the system can continue to learn through machine learning algorithms that are integrated into it, thereby continually enhancing its accuracy in predicting based on real time data. The more incoming data, the more algorithms fine tune their accuracy, and consequently the smarter the decision making processes created. This might also extend to users.

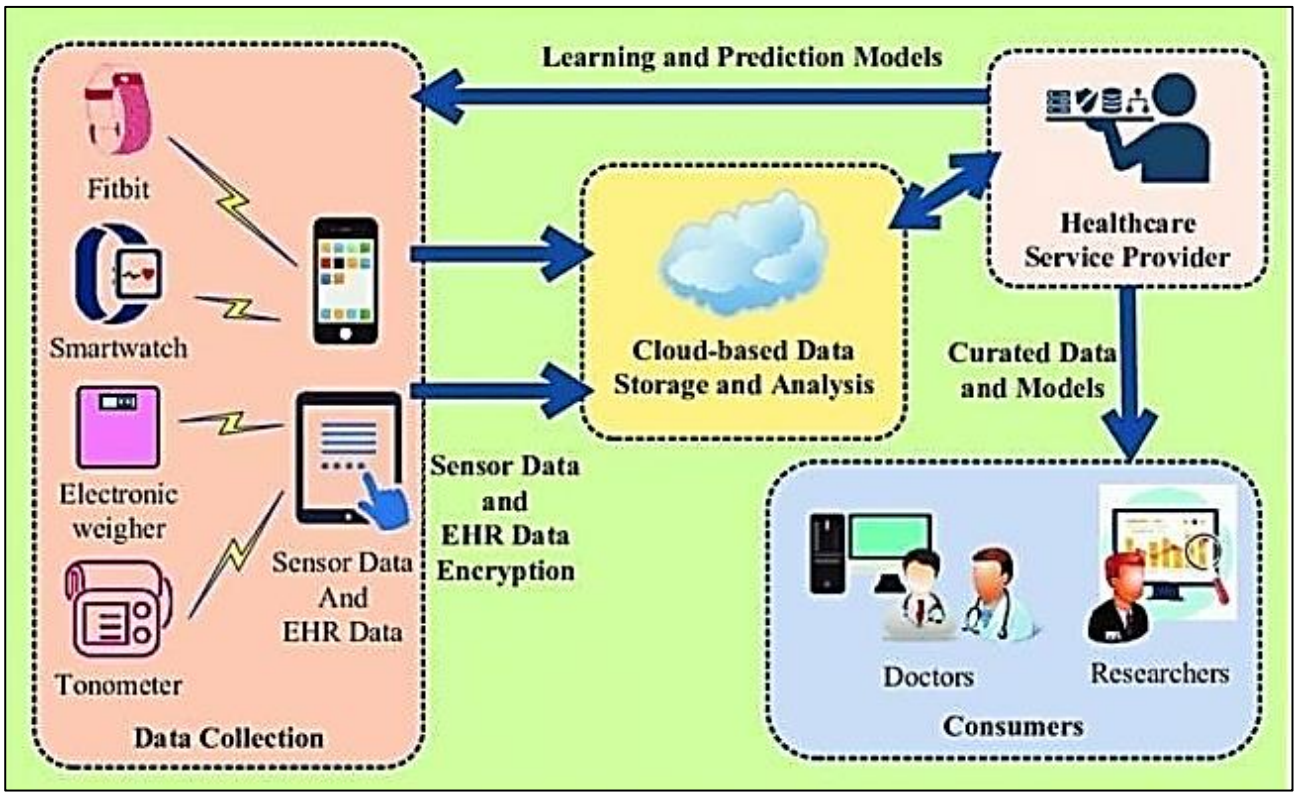

Fig. 3 Learning and Prediction Model

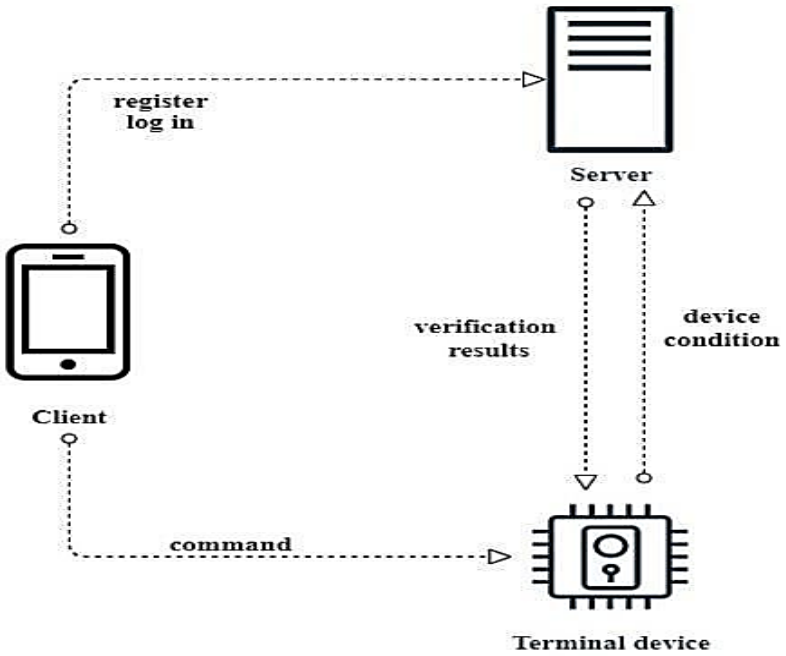

Fig. 4 System Architecture

CONCLUSION

The server has user information and an entry about the devices it comprises. This contains the username, PIN code, user permission, name of the device, and occupancy. This can update the PIN codes and user permissions, as well as send messages to the appropriate devices. It provides communication with the server through signing up on an account, updating the user's information, or accessing permissions to access particular devices. The application also communicates with the terminal device to carry out commands associated with the working of the terminal. Through

the application, administrators can track registration requests for users and monitor the working status of the terminal devices, helping them perform routine maintenance. Terminal IoT equipment acts as a hardware base. It responds to user requests, follows user commands, and communicates its status—such as occupancy and operational condition—to the server. The device can be equipped with various sensors for different applications. An example is a mechanical lock to create a smart dormitory lock if combined with a relay and Wi-Fi chip, or a set of laundry machines can be enhanced with sensors and Wi-Fi chips to develop a smart laundry system.

Recommendations

Future scope for IoT-driven solutions of dormitory delivery services is very wide in scope and promises a good amount of space for innovative growth along with the further unravelling of technological developments. Universities and colleges will focus on the experience of the students in the future; thus, the role of advanced, complex IoT devices and systems would be highly significant in making dormitory delivery service more efficient and secure. Perhaps one of the most exciting areas of development is in its capacity to include AI and machine learning algorithms in its systems [Min20]. Such technologies could change the landscape of managing logistics pretty drastically as the algorithm would learn data trends and possibly optimize the delivery schedule. For instance, AI could predict peak times for deliveries through historical data as well as some real-time conditions by dynamically adjusting logistics accordingly. Such a prediction ability can help minimize the waiting time for students to a significant extent. The entire package receiving process would be faster, and more reliable. This would make it much easier for students, thereby giving rise to satisfaction and convenience in today's fast world [Mas23]. In addition, blockchain technology in dormitory delivery services is seen as a very creative way to guarantee the authenticity and security of packages. With this, blockchain can alleviate the insecurities of how their packages become lost or stolen by providing a decentralized, tamper-proof method of tracking package packages. This technology allows stakeholders to verify that not only has the status of each and every package been correctly validated at every single stage of the delivery process but also that the integrity of every package has been maintained. Such factors can result in an extended sense of confidence within the system, as institutions promote the use of IoT solutions.

Another emerging area for innovation is that of expanded functionalities in smart lockers. Next-generation smart lockers will be equipped with other advanced features like temperature control, which would be able to deliver perishable items in the form of food, pharmaceuticals, among others. These lockers will not only employ advanced biometric access and facial recognition systems for enhanced security but will also limit instances of theft due to their improved security designs. Such solutions would support a broad range of package types compared to the current solution, thus satisfying student need diversity [Sme23]. With the increasing number of universities that are adopting smart campuses, the interoperability of IoT systems is increasingly becoming inevitable. Future visions for such delivery systems may integrate seamlessly into other campus services like energy management systems, access controls, and event management platforms. This type of integration might lead to a homogenous digital environment that boosts, besides the operational efficiency of most functions, an enhanced student experience across the board. Besides, user experience will prove to be merely a catalyst for continuous improvements in design and functionality of the mobile applications involved with those IoT delivery systems. Applications may evolve to support capabilities such as customization on notifications, which would allow students to determine when and how they want to receive updates about the status of their package. The application may also implement mechanisms for user feedback to provide an avenue through which users can share experiences and suggest potential improvements directly on the app [Ash23]. Live support features, such as live chatbots or even live assistance, can be advanced to increase engagement and even satisfaction of students with the issues arising from the actual delivery process being addressed at the soonest possible time. Concerned with the latest digital trend, online privacy is becoming a paramount concern, so security frameworks with added strength and robustness for the protection of data from the user will be very crucial. Institutions must focus on data security

to create a culture of trust and regulatory compliance effectively imbuing privacy into the heart of user experience. The future of IoT-driven dormitory delivery services goes from managing packages to creating an interconnected ecosystem that makes things better for the campus at large. These developments can be leveraged by educational institutions to inculcate an innovative, adaptable culture that ensures services provided are relevant and responsive to changes in the needs of their learners. Solutions will be brought about in partnership with stakeholders on campus, including learners, dormitory staff, delivery staff, and technology providers, so that they are operational in an efficient manner and user-centered in practice [Esc21]. By engaging these groups in the process of design and implementation, such institutions can come up with solutions tailored to the specific needs and preferences of their communities. The incorporation of IoT-driven solutions in dormitory delivery services is a giant leap forward in terms of efficiency, security, and experience for the students who stay in residential settings. As this research elucidates, the integration of smart lockers and real-time tracking prevents common troubles such as thefts and delayed deliveries. These IoT systems enhance the dorms' logistics by giving a secure and efficient means of package receipt for the students while establishing higher safety and trust within the campus environment. Furthermore, the incorporation of predictive analytics allows dormitories to optimize their resource usage so that delivery services can be flexible to their changing demands and can provide services in good time [Sin21].

The stakeholder engagement process therefore underlined the necessity for user- centric design and that the actual implementation depends notably on the active participation of students, staff, and security personnel. While all the diverse needs and preferences of the users can be considered while designing solutions that are intuitive and accessible for higher adoption rates [Ior24]; but when these technologies evolve, the most challenging factor comes in regard to privacy and cybersecurity issues. Conversely, measures to secure user data must be stringently established so that data protection laws are followed simultaneously with openness towards usage of the data assured.

Future Outlook: The future scope for IoT-based delivery solutions is promising. The prospects of integrating AI, along with enhanced smart locker features and interoperability with other campus services [Hus], can really be tremendous in terms of streamlining operations and enriching the student experience.

As universities increasingly adopt more smart campus initiatives, the overlap between their systems with those of IoT technology and other digital solutions will form the blueprint to an effective and frictionless living environment. Achieving success in the use of IoT-driven solutions on delivery services in student dormitories will be prepared.

To create a landmark model for other educational institutions about how technology could make everyday aspects of life on campus better. If innovation, collaboration, and user engagement were the institutions' priorities, then package delivery would obviously improve; most of all, a more connected and supportive community for the students would be nurtured-an enriching educational experience beyond the classroom walls.

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METADATA | МЕТАДАННЫЕ

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Название: Решения на основе IoT для услуг поставки в общежития, повышающие эффективность и безопасность.

Аннотация: Это инновационный способ разработки улучшенной эффективности и защищенной жилой среды с интеграцией технологий IoT в службы доставки общежитий. Например, общежитие сталкивается со всеми типами проблем при работе с потоком посылок и товаров в помещениях, или задачами, стоящими перед ним, могут быть плохое обращение, случаи безопасности и логистические заминки. Решения на основе IoT смягчают эти факторы, поскольку подключенные устройства и интеллектуальные системы оптимизируют операции. Ядром этих решений являются интеллектуальные шкафчики и использование автоматизированных систем доставки. Интеллектуальные шкафчики с датчиками IoT обеспечивают безопасное, доступное хранение посылок и интеграцию в системы отслеживания в реальном времени. Таким образом, как персонал доставки, так и жильцы отслеживают статус и местоположение посылок. Статус обновляется автоматически, если доставка достигла помещения, и он даже отправляет прямую информацию жильцам об их посылке через мобильное приложение или электронную почту. Это также повышает прозрачность и сокращает случаи пропажи или неправильного размещения посылок.

Ключевые слова: Эффективность, управление доставкой, безопасность упаковки, умные системы, оптимизация операций.

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About the authors | Об авторах

Narinder Yadav
Chandigarh University, India.
Assistant Professor. His Interest includes Machine learning, Cloud computing, Internet of Things, Artificial Intelligence, Cybersecurity and Data structures.
E-mail: narinder.e16474@cumail.in

Rajnish Kumar
Chandigarh University, India.
Pursuing B.Tech in Computer Science Engineering. He has worked on various projects, including loT-driven solutions, smart security systems, and autonomous drone sensor integration.
E-mail: 23Bcs80008@cuchd.in

Ayush Raj
Chandigarh University, India.
Pursuing a Bachelor of Engineering in Computer Science. With two years of professional experience in web development, he is currently focused on becoming a skilled software engineer. He has worked on various projects, including loT-driven solutions and smart security systems.
E-mail: 22Bcs12749@cuchd.in

Anshu Kumar Rao
Chandigarh University, India.
Pursuing a B.Tech in Computer Science Engineering. He has worked on various projects, including loT-driven solutions, smart security systems, and autonomous drone sensor integration.
E-mail: 23Bcs80055@cuchd.in

Santosh Kumar
Chandigarh University, India.
Assistant professor. His research area in Social Cloud, Machine Learning and contributing to more than 10 peer-reviewed publications 04 patents also more than 14 International / National Conferences.
E-mail: santosh.iete@gmail.com

Нариндер Ядав
Университет Чандигарха, Индия.
Доцент. Интересы включают машинное обучение, облачные вычисления, Интернет вещей, искусственный интеллект, кибербезопасность и структуры данных.
E-mail: narinder.e16474@cumail.in

Раджниш Кумар
Университет Чандигарха, Индия.
Готовится к степени бакалавра по компьютерным наукам и инженерии. Решения на основе Интернета вещей, интеллектуальных систем безопасности и интеграции датчиков автономных дронов.
E-mail: 23Bcs80008@cuchd.in

Аюш Радж
Университет Чандигарха, Индия.
Готовится к степени бакалавра по инжинирингу в области компьютерных наук. Двухлетний опыт в веб-разработке, сосредоточен на том, чтобы стать опытным инженером-программистом. Проекты на основе Интернета вещей и интеллектуальных систем безопасности.
E-mail: 22Bcs12749@cuchd.in

Аншу Кумар Рао
Университет Чандигарха, Индия.
Готовится к степени бакалавра компьютерных наук и инженерии. Работал в проектах на основе Интернета вещей, интеллектуальных систем безопасности и интеграции датчиков автономных дронов.
E-mail: 23Bcs80055@cuchd.in

Сантош Кумар
Университет Чандигарха, Индия.
Доцент. Исследования в области социальных облаков, машинного обучения. Более 10 рецензируемых публикаций, 4 патента, участник более 14 международных и национальных конференций.
E-mail: santosh.iete@gmail.com