

CAR RENTAL ONLINE BOOKING SYSTEM

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SUPERVISOR'S DECLARATION

I hereby declare that I have checked this thesis and in my opinion, this thesis is adequate in terms of scope and quality for the award of the degree Bachelor of Computer Science (Graphics & Multimedia) Technology.

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STUDENT'S DECLARATION

I hereby declare that the work in this thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Malaysia Pahang or any other institutions.

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ABSTRAK

Sistem Tempahan Dalam Talian Sewa Kereta dibangunkan untuk membantu pemilik sewa kereta untuk memajukan perniagaan sewa kereta mereka dan membantu pelajar yang mencari kereta sewa dengan lebih berkesan. Dalam sistem ini, pengguna perlu memberi maklumat mengenai butiran mereka dan admin juga perlu memberikan maklumat terperinci mengenai kereta. Masalah utama yang telah dikenalpasti adalah pelajar memerlukan lebih banyak masa untuk mencari maklumat dan terperinci mengenai penyewaan kereta percuma untuk disewa. Objektif sistem ini adalah untuk membangunkan sistem yang boleh membantu pemilik sewa kereta untuk memajukan perniagaan sewa kereta mereka dan membantu pelajar yang mencari kereta sewa dengan lebih berkesan. Pembangunan Aplikasi Rapid (RAD) telah dipilih sebagai kaedah untuk membangunkan sistem ini. RAD terdiri daripada empat peringkat, pertama adalah peringkat perancangan keperluan, peringkat reka bentuk, peringkat pembinaan pesat dan terakhir adalah peringkat peralihan. Selepas pembangunan sistem, pelanggan diberi ujian penerimaan pengguna (UAT) untuk memastikan bahawa semua fungsi menepati keperluan tanpa sebarang kesilapan. Ujian UAT memastikan sistem mencapai objektif dan mampu menyelesaikan masalah yang berlaku sebelum ini.

ABSTRACT

Car Rental Online Booking System was developed to help owners for car rental to advance their car rental business and to help student that searching for rental car more effectively. In this system, the user need to give the information about their detail and admin also need to give detail information about car. The main problem that has been identify is student need more time to find information and detail about which car rental are free to rent. The objective for this system is to develop a system that can help owners for car rental to advance their car rental business and to help student that searching for rental car more effectively. Rapid Application Development (RAD) has been chosen as methodology to develop this system. The RAD consist of four stages, first is requirement planning stage, user design stage, rapid construction stage and last is transition stage. After development of the system, client were given the user acceptance test (UAT) to ensure that all function work according to the requirement without any error. The UAT testing ensure the system have achieve the objective and able to solve the problem that happen before.

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LIST OF ABBREVIATIONS

CSS	Cascading Style Sheets
CROBS	Car Rental Online Booking System
ERD	Entity Relationship Diagram
GUI	Graphic User Interface
HTML	Hypertext Markup Language
MySQL	My Structured Query Language
PHP	Hypertext Preprocessor
RAD	Rapid Application Development
SDLC	Software Development Life Cycle
UAT	User Acceptance Testing
UMP	University Malaysia Pahang
XAMPP	Cross-Platform (X), Apache (A), MariaDB (M), PHP (P), and Perl (P)

CHAPTER 1

INTRODUCTION

1.1 Introduction

According to History.com, Hertz Company had opened its first car rental shop at Chicago in 1932. Hertz's had begun his career at France and within five years, he became the first rent-a-car business that opened almost 1000 locations throughout the world. (Aini, Nur, & Waspodo, 2011). In 2002, Hertz became the first international car rental company to open for business in China, and followed by added the Toyota Prius, the world's first mass-produced gas-electric hybrid vehicle to the collection. Hertz also started began offering hourly car rental in New York City and Boston. (Mahmud, Amat, Rahman, & Ishak, 2010) . As of 2008, Hertz had some 8,100 locations in 147 countries worldwide. The company's reservation centers deal with an estimated 40 million phone calls and 30 million reservations each year. So this can be said that Hertz Company was an advanced company in developing car rental.

In Malaysia, University Malaysia Pahang (UMP) also was implement this car rental idea inside UMP area. The owner consists of agent from company for example in UMP there is Nur Services and also from the student itself. The way its implement is by manually which is the owner need to print out the information and paste it at information board or any attractive place. Besides, the owner also spread their car's rental info through media social such as Facebook and WhatsApp. Even though now days people are using smartphone for surfing Facebook, using WhatsApp and so on, but there are still some students didn't get that information. Students also need more time to search and this will affect them if they was in hurry, so by using this system, their way to booking car rental more effectively and faster.

There are many pros in developing this system which is students has many list of choices for them to choose the best, faster and affordable to rent. Student can get to survey which one is better for their own use just using their fingertips. This ways can save time. The cars rental in UMP also has different price which is the price range is from RM5.00/hour until RM8.00/hour, so from this students can save their money by choosing the cheapest one.

1.2 Problem Statement

This system is able to assist the owner of car rental in managing the car rental more efficiently. Manually booking is quite difficult for the student because they need more time to find information and detail about which car rental are free to rent. As for today there is no guide for student to make references in finding car rental in UMP.

Manually booking is challenging to car's rental owner which is they have to face the high risk. Owners are facing problem that need to take early action if there are sign of damage. This is because the safety is based on customer respectively. Therefore, the owners need to be more concern about what happening to their cars every day.

1.3 Goals and Objectives

The goal for this project is to develop a system that can help owners for car rental to: advance their car rental business and to help student and people that searching for rental car more effectively. These are the following objective that need to follow to achieve goal

- i. To know the process of car rental.
- ii. To design and develop the system that helps the owner to manage their car rental business.
- iii. To evaluate the effectiveness of Car Rental Online Booking System.

1.4 Scopes

Project scope is the part of project planning that involves determining and documenting a list of specific project goals, deliverables, tasks, costs and deadlines.

1.4.1 Target user

The top level of the system is admin that involve in online booking car's rental. The admin will control the database of updated latest information from user. Admin had already registered this user. User can update their information about their car and can display list for student to booking. This system will be implemented and only focused in UMP. Our target user is student's UMP where usually more student will find a rent car to go out in weekend and sometimes also in weekdays. Therefore, there will be high request from student and people

1.4.2 Language

phpMyAdmin. Language used in developing this system is PHP, HTML and Java. The system was built in Car Rental Online Booking System is developed and connected with the MySQL English so that it will be easier for all user to understand and was followed owner's request

1.4.3 Development

The system cannot be run as mobile application but only can run on web browser. The system can be accessed using tablet, iPad, phone, laptop or computer yet not as an application on those devices but only through the browser. This type of system also is dynamic website which is can connect with another interface.

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