Evaluation of Car Rental Reservation/Management System with Tracking Capability Performance

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CAR RENTAL RESERVATION/MANAGEMENT SYSTEM WITH TRACKING CAPABILITY

ABSTRACT

This research presents a framework for development of new car reservation/management with GPS tracking capability for car rental businesses. The research will look into different aspects; such as to provide an early, instantaneous coordinates via SMS text messages directly to the administrators when they request their motor vehicles' locations. In order to come out with the intended system, this research suggests integration of GPS technology and mobile device into the overall proposed system architecture. This research also points out that the proposed system is not intended to replace, but rather to compliment the current car management and the GPS technologies available in the market. When they all work together, they will offer a more comprehensive and rigorous car web-based reservation/management system with GPS tracking capability to car rental businesses.

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CHAPTER 1

1.0 INTRODUCTION

Today, there are wide varieties of vehicle anti-theft devices in the market. These include from simple security devices, such as steering lock, gear lock and immobilizer, to a more advanced security system that can track down stolen vehicles. Unfortunately, despite the availability of such security systems, vehicle theft is still growing. As reported by the PersatuanInsurans Am Malaysia (PIAM News Release, 2001), the industry had to compensate a total claim amounting to RM168.6 million for the period of January 2001 to June 2001. Whereas Wah, K.C. et al. (2005) in the journal for Kuala Lumpur Royal Malaysia Police College reported that vehicle theft contributed 49% of the total index crime for the year 2004, as compared to 26% for year 1994. This issue has affected the car rental businesses negatively.

The car rental contract is designed in a specific form for the car leasing at which consists of the agreement between the lessee (renter) with the leaser (owner) of the automobile. Whereby at the specific time agreed he lessee entitles the right of the usage of the car, and at the same time the leaser will offer the features of the car agreed, together with the tax payment, insurance, maintenance, and the accessories

The contents of the thesis is for internal user only

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