UNIVERSITI TEKNOLOGI MARA

E-MARKETPLACE FOR VEHICLE RENTALS AT UITMCTKKT (EMVR) USING USABILITY HEURISTIC

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ABSTRACT

E-Marketplace for Vehicle Rentals (EMVR) at UiTMCTKKT using Usability Heuristics is a computerized system that facilitates vehicle booking marketplace for renters seeking to rent and vehicle owners looking to list their vehicles, while enabling the administrator to support interactions between both parties of the EMVR. The issues faced by vehicle rentals at UiTMCTKKT have been identified through the initial phase of the development. Therefore, the EMVR is developed to enhance the current business process and ease the essential problems. The EMVR also helps renters looking to rent vehicles by streamlining the process and saving vehicle owners time in listing their vehicles in a centralized system and approving rental requests. With a computerized system, it also helps the administrator in handling the process of vehicle rentals at UiTMCTKKT efficiently. This system is derived from the development process conducted by adapting the Waterfall Model of the SDLC. The methodology comprises six sequential steps, which are planning, analysis, design, development, testing and evaluation and the documentation phase. Besides, the Ten Usability Heuristics is used as a theory that represents a guideline for the developer to develop the EMVR. To assess the system functionality, the test case and scenario is used to verify the system runs as expected. Moreover, the Usability Metric is used to test the user evaluation by evaluating the system's usability. 2 experts and 30 potential users have evaluated this system, and their feedback has been taken into consideration. All the recommendations and enhancements received during the testing session can be used as a reference for future work to improve the functionality and usability of the system. Based on the usability result, the usability metric for satisfaction is 88.43 for the score of overall satisfaction of the system. The result concludes that many of the respondents are satisfied with the usability of the system.

TABLE OF CONTENTS