

**Universiti Teknologi MARA**

**A Realtime Runner Help Me Mobile Application Using  
Geolocation Technique**

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## **ABSTRACT**

In this era, people seems to live in a hectic lifestyle which lead to lack of time. Therefore, runner service is an answer to help them. Runner is someone who is responsible to run errand on behalf of someone who needs and willingly to pay them. However, there is no platform for runner to advertise their service and let people know about their service. As for customer, some of them does not know the existence of runner service. Nevertheless, certain people realize of the existence of runner service but they do not know the appropriate way to find the runner. They will search only via internet or social media which is the probability to find them is very low. Once they found, they need to contact the runner personally which is make the process harder since the one who needs the runner probably has time limitation. Moreover, customer does not know the exact amount that they need to prepare before or after they request the runner due to they need to wait after the runner finish their task first. Afterward, the runner will pick random number or based on the job without having specific algorithm to charge the customer. It will be inappropriate since the runner monopolize the price without customer concern. Besides, the personal runner cannot guarantee the safety of customer items since customer cannot track them and it will build lack of trust in between of customer and the runner. The objective of the system is to identify the user requirements of Runner Help Me mobile-based application system. Next, to design and develop a Runner Help Me mobile-based application system. Then, to evaluate usability and functionality of the proposed system. As for the methodology, agile method is the superlative methodology for this project. This method is suitable due to it is easy to follow the flow and it allowing change for every phase. The expected outcome is the proposed system that is Runner Help Me mobile-based application prototype is produced.

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# CHAPTER 1

## INTRODUCTION

This chapter discusses about the background of study, problem statement, project aim, project objectives, project scope, project significance, and summary of project in developing Runner Help Me mobile-based application system.

### 1.1 Background of Study

In urban areas, congestion of traffic is a routine that today's generation need to face. However, people still need to do their daily task such as posting parcel, rush to get their items that they left, buying last minute gifts or lunch and the list can go on. Therefore, they need a service that can help them which is called runner or despatch service. It is a process where a runner will delivery or pick-up the customer's items. Much like food delivery which is their main aim is to deliver the food from their restaurant but as for runner service it is more general as simple as buy medicine for you or pick up your left items at your home. The job purpose of dispatcher is responsible to do errand such as collecting mails or send important document and many more but only focus to company's job. However, runner has the same job purpose but anyone in needs can hire them.

Study have shown that in World War II, homes and kitchen appliances was damaged and there is no place to cook and there is no food. It was started when Women Volunteer Service actively sending help to them by supplying food through delivery. The evolution of delivery service is started with transporting mail by pigeon and the runner transportation was horse, camel or elephant. Followed by when cart was