

Universiti Teknologi MARA

**The Development of Framework for
E-Car Rental Services in UiTM Shah Alam**

Noorazreen Binti Ahmad

2002326787

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DECLARATION

I certify that this thesis and the research to which it refers are the product of my own work and that any ideas or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline

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NOORAZREEN BINTI AHMAD

2002326787

ABSTRACT

A rental service is a service in which customers arrive to request the hire of a rental unit. It is more convenient than carrying the cost of owning and maintaining the unit. E-car rental service is a car hiring agent that based solely on the Internet. For these purpose, the development of framework for e-car rental services in UiTM Shah Alam are being developed to examine and identify the features of e-car rental service. A questionnaire has been produced as an instrument to assemble the data and 55 car rental website were observed. As regards, 53 features have been discovered in this research; which have been separated into two sections. Section A focuses on General Features and Section B on Specific Features. The outcome of this study will recommend and put forward the features that are vital for developing an e-car rental services for UiTM Shah Alam.

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