

Universiti Teknologi MARA

**DUNGUN ONLINE CAR RENTAL
RESERVATION FOR UITM STUDENTS**

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ABSTRACT

The purpose of this study is to develop an online reservation system for five car rental companies in Dungun. This system provide and alternative way for customer to make car rental reservation. Target users for this system are customer and staff of car rental companies. Modified Waterfall Model is used to develop this online system that consists of five phases which are requirements analysis, design, development, testing (validation) and integration and final testing. Once development of the system finished, testing has been done by developer to test system functionality. Result of the evaluation/testing shows that this system has a few of weakness. One of the errors that were occurring is redundancy. Redundancy occurs when customers want to book the same car at the same time. This system can not detect the redundancy. This system also cannot display the available car to reserve. This system also can not provide the accommodation that can respond to customer when they have returned the car. The recommendation had discovered to improve the ability of the system and to overcome weaknesses of the system.

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