

WEB-BASED CAR RENTAL E-COMMERCE INFORMATION SYSTEM

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ABSTRACT

Competition in the business world of consumer services is very important to pay attention to, such as the convenience and comfort that attract customers to agencies or companies providing these services. Looking at the business processes that exist in several rental businesses, there are still transactions carried out using conventional methods such as recording reports in ledgers and recording orders on boards as well as a lack of rental information to consumers regarding rental prices, vehicle availability and qualifications. Judging from the existing conditions and problems, a system is needed that can overcome and simplify problems for rental businesses and consumers in carrying out vehicle rental transactions. This research aims to build a web-based car rental e-commerce information system from existing problem cases. This research was conducted using qualitative data collection methods where the data collection process was carried out by observation and interviews with car rental businesses. After that, an analysis of various existing problems is carried out and an analysis of the needs of the system being built is carried out. Due to the problems in the rental business, the results of this research created a Web-Based Car Rental E-Commerce Information System which can help business actors in managing their business and assist consumers in carrying out car rental transactions with the results of the tests carried out showing 98% suitability of the black box test scenario which is conducted.

Keywords: *Information Systems, Rental, website*