MOBILE-BASED CAR SERVICE APPLICATION (CASE STUDY OF INTEGRAL WORKSHOP YOGYAKARTA)

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ABSTRACT

The integration of mobile technology has the potential to streamline operations across various sectors, including the automotive industry. Many workshops are gradually embracing mobile technology through the implementation of mobile applications. One such workshop is Bengkel Integral, which currently utilizes the WhatsApp application to communicate with customers. This includes consulting on vehicle issues, providing service status notifications, managing service appointment bookings, and purchasing spare parts. This study aims to develop a mobile-based application that facilitates customers in ordering services, purchasing spare parts, and increasing the efficiency of workshop services. This application uses the Flutter framework for the mobile platform, with Google Maps API integration to make it easier for customers to determine the car pickup location. The development method employed is the Waterfall Model, which comprises needs analysis, design, implementation, testing, and maintenance stages. The results of this study are in the form of an application that provides a service ordering feature, a service ordering feature with car pickup at home, and an online spare part purchasing feature. The application's capacity to display the user's location with precision facilitates seamless car pickup by workshop mechanics. This application has practical implications for workshops, including increased operational efficiency, reduced customer waiting times, and the provision of an integrated platform for managing services and selling spare parts.

***Keywords**: Application, Workshop, Flutter, Google Maps API, Service*