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Web-Based Car Rental Information System at CV. Mandarental Cirebon

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ABSTRACT
The increasingly rapid development of information technology and science currently demands the existence of information systems that can support existing science and technology—currently CV. Mandarental Cirebon is growing and wants to increase car bookings for all renters in this city. The rental system used is web-based, but the features on the website still need to be completed to make it easy for customers to rent a car at CV. Problems that occur include inaccurate data, slow data processing, and waste of time. So, the information system within the company is very important to help and facilitate the business process to improve service to consumers. With this information system, it is hoped that it will provide more accurate information so that problems that occur in optimizing service to customers can be resolved at CV. Mandarental Cirebon. The methodology used in building this website includes several systematic steps. Data collection is carried out by observing to collect information, images, and other materials needed for website design.
Keywords: Web-Based, Car Rental, Information System

INTRODUCTION

The increasingly rapid development of information technology and science currently demands the existence of information systems that can support existing science and technology (Giovanardi et al., 2023; Han et al., 2023; Holzinger et al., 2023; Kuzior et al., 2023; Peter et al., 2023). In this case, information technology and information systems can bridge existing problems and facilitate business processes, namely in data processing, so that fast, precise, and accurate information can be produced (Du et al., 2023; Karydas et al., 2023; Pal, 2020; Yu et al., 2022). Many agencies are experiencing significant issues related to information systems

regarding their companies, which cannot be ignored. Problems that occur include inaccurate data, slow data processing, and waste of time.

So, the information system within the company is very important to help and facilitate the business process to improve service to consumers (Ayaz & Yanartaş, 2020; Lundin & Kindström, 2023; Revina & Aksu, 2023; Sohns et al., 2023). So, with advances in technology, the need for easy access to things that society needs tends to increase, such as increasing service factors consisting of tidiness, speed, accuracy, thoroughness, and other conveniences (Sangeetha & Mahalingam, 2011).

Cv. Mandarental Cirebon is a car rental business, especially family cars, which provides car rental services. This business focuses on renting cars (car rental) to renters according to the needs of renters from various brands such as Avanza, Xenia, Kijang Inova, Mobilio, Brio, Xpander, Ertiga, and Grand Max—until now Cv. Mandarental Cirebon has 8 cars, including 2 Avanza units, 2 Kijang Inova units, 1 Mobilio unit, 2 Brio units, and 1 Xenia unit. CV. Mandarental Cirebon collaborates with other people on the basis of renting out their cars, with a system of leaving the car at CV. Mandarental Cirebon.

In its development, the car rental business has become a very profitable business. Nowadays people prefer to use cars to travel long distances or medium distances. For most people, traveling by car makes the trip more enjoyable and comfortable. It can bring many family members and friends along for the journey, so the feeling of pleasure in traveling will be easier to obtain when compared to using other means of transportation. The success of a car rental business can be measured based on the high or low results or profits obtained by the company (Gil et al., 2023; Katare et al., 2021; Shahroodi et al., 2024; Tiganis et al., 2023). The faster, more precise, and more accurate a system in a company is, the more it will have an impact on satisfactory service and produce accurate information for management (Dwivedi et al., 2023; Javaid et al., 2023; Mahdi et al., 2023; Soori et al., 2023).

Currently CV. Mandarental Cirebon is growing and wants to increase car bookings for all renters in this city. The rental system used is web-based, but the features on the website still need to be completed to make it easy for customers to rent a car at CV. Mandarental Cirebon. So, this process results in less efficient services provided to customers in storing data. With this information system, it is hoped that it will be able to provide more accurate information so that problems that occur in optimizing services to customers can be resolved at CV. Mandarental Cirebon.

RESEARCH METHODS

Building this website involved a series of systematic steps, creating a holistic and effective approach. First, the data collection phase utilizes observation methods to collect information, images, and other important materials that are essential in designing a website. This approach ensures that every element necessary for the progress of the project is

accessed in its entirety. The next step is system analysis, which not only aims to understand the existing system but also explores potential advantages and disadvantages. This approach creates a strong foundation for further improvement and development, ensuring a sustainable solution. The design stage is the main pillar. Building a data flow diagram (DFD) not only guarantees the accuracy of the information but also provides a detailed view. This process integrates design and technical expertise, creating an efficient and aesthetically pleasing structure. Customer satisfaction surveys are an interesting element in measuring customer satisfaction with company services (Tiganis et al., 2023).

Customer loyalty and company survival come into focus, as well as creating deeper relationships with customers—interview with a CV officer. Mandarinental Cirebon adds a qualitative dimension to the research, providing an in-depth understanding of the running system and reporting processes. Integrates the company's internal perspective to support overall system improvements. Writing programs (coding) is a creative step in realizing the design of a functional website. This process combines technical aspects with design elements, creating a seamless user experience. Lastly, program testing provides a practical dimension by ensuring maximum website performance. This process reflects a dedication to quality and reliability, with any errors discovered corrected to produce a technically superior final product.

RESULTS AND DISCUSSION

CV. Mandarinental is a business engaged in car rental services located at Jalan Perum Griya Damai Kusuma 2&3 Blok.A No.5 Megu Cilik-Cirebon. This car rental was founded in 2020, initially the owner of the car rental CV. Mandarental sees that the development of car rental is increasing, and many people are looking for CV car rental owners. Mandarental is trying to open a car rental business.

Car Rental Cv. Mandarental started this car rental business by buying just 1 car to rent to customers. Initially, this car rental business has yet to get a response from customers and CV car rental owners. Mandarental carries out promotions through social media and print media and collaborates with other car rentals. I am starting from a promotion carried out by the owner of the car rental business CV. Mandarental is beginning to gain customers.

Along with the increasing demand for car renters, Cv Car Rental owners. Mandarental began to develop its business by adding more car units to meet the needs of customers who wanted to find a car that suited their needs. CV. Mandarental now has 10 vehicles ready to be rented. The system running on CV. Mandarinental still uses manual and has not used computer applications or systems. As for Cv. Mandarinal already has a website as an online information publication. The following are the functions of the Cv website menu mandarental.

Menu functions on the website

CV. Mandarental currently still operates the system manually without using an application or computer system. However, the company has penetrated the digital realm by having a website as a means of publishing information online. This website offers several menus with their respective functions. First, the "Home" menu acts as the main page, which is not only the starting point for visitors but also displays the main topic or identity of the website. Furthermore, the "About Us" menu functions to provide information regarding the website owner, goals, vision, mission, uses, and benefits that visitors can get when accessing the page. Apart from that, the "Our Services" menu is a page that contains a description of the services offered by the company. In contrast, the "Fleet" menu includes information on the specifications of the available vehicles. Finally, the "Contact" menu is a place to add map features to provide more valid location information to visitors. Even though you already have a website, it should be noted that this system still functions as online information and is not fully a service from CV. Mandarental. These weaknesses can become a focal point for further development to improve functionality and services provided to customers.

Problem Solving is an assumption of the problem that will be described in the data processing procedures for car rental at CV. Mandarental. Problem-solving from existing processes, namely: Tenants come to the CV Mandarental Cirebon location. Then, the renter comes to the Admin to rent a car. Admin lists the vehicle that you want to order. Then the renter submits the data according to the Admin's instructions as follows: Fill out the renter's biodata form, Photocopy of Taxpayer Identification Number (NPWP), Photocopy of Family Card (KK), Willing to survey your address and place of residence, Have a guarantor, Photocopy of the Driver's Driving License (SIM), Photocopy of the front page of the savings book, Electronic Identity Card (EKTP) stored at Cv. Mandarental Cirebon

Then, the Admin provides car rental price procedures, both without a driver and with a driver. For car rental prices without a driver, there are several vehicle choices, such as the New Avanza, Ayla, Xenia, Calya, Sigra, and Agya, with a rate of Rp. 225,000 for a 12-hour rental. This price includes driverless car rental, giving customers the flexibility to use the vehicle according to their needs. With a variety of cars available, customers can choose a vehicle that suits their preferences and travel needs.

The admin also provides information about car rental prices with a driver, where there are several vehicle choices, such as the New Avanza, Ayla, Xenia, Calya, Sigra, and Agya, with a rate of IDR 450,000 for a 12-hour rental. Apart from that, the admin confirms the rental procedure with a driver at CV. Mandarental. The company owner submits a form to the tenant to be filled out in accordance with established procedures. After the owner approves the form, the renter can take the car according to the time specified in the approved form. However, if the renter does not return the vehicle on time, he will be subject to sanctions according to

applicable regulations. This aims to enforce discipline and maintain car availability for other renters.

CONCLUSION

Cars, as a means of transportation that have high carrying capacity, convenience, and affordable rental costs, have made the car rental business a very profitable business. As it develops, people tend to prefer using cars for long trips or medium distances by implementing the information system at Cv. Mandarental Cirebon, the author, concludes that the system designed can function according to the goals and needs of its users. With this information system, several benefits can be identified, such as making it easier for users to control car rental issues and storing data properly. In addition, this system allows for secure storage of car rental data and consumer data, speeding up the search and rental process. Lastly, this system can make it easier for the rental department or admin to create reports, including rental data reports, renter data, and car data, quickly and on time. Thus, the implementation of this information system is expected to overcome problems in data management and increase efficiency and accuracy in CV operations. Mandarental Cirebon.

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