ONLINE BOOKING TAXI SERVICE AT CMNC (CITRA MAHARLIKA NUSANTARA CORPORA)

ARTICLE

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Abstract

The existing client servicing system, which is uses by manual way at Citra Maharlika Nusantara Corpora (CMNC) Taxi Company has not met its standard level of servicing in present time. In this regard some problems emerge and need some attentions to be solved as good as possible, such as moving from manually servicing by radio call which also has one line telephone and takes long time to serve clients, to the standard and online servicing in order to be more helpful and useable for clients. Based on the facts mentioned above the main purpose to achieve is to make an online booking taxi website in order to serve clients without any difficulties from manual mistakes, and the final goal is to provide taxi for clients in a short time without time consuming.

The method used is the method of object-oriented approach and for its development using the prototype model. The tools used for the manufacture of this system are the Activity Diagram, Use Case Diagrams, Sequence Diagrams, Class Diagrams, Object Diagrams, Component, and Deployment diagrams. In developing process of creating online booking website, we used PHP 5 to generate code and interface, we also used MySQL as the main application database server.

The online booking taxi service is expected to be a website that helps the employees to serve the clients who will order the taxi quickly and accurately. The outcome is to reduce collision among orders, time wasting and difficulties in booking. However online booking taxi via website is still needed, but we can modify it to another shape, for example, to convert our system from website to mobile app, so clients could use the easiest way to book taxi.

Keywords: Information Systems, Object-Oriented Methods, Booking Taxi, Online Website, Database

I. INTRODUCTION

1.2 Background

Nowadays is the world of information and telecommunication. Everyday new technology and inventions are being made in the area of information, processing and travelling. There is hardly any area which had not been affected by this. Due to all this, the word distance sounds ironical in present day context. The whole world has become a small place today. Any information can be exchanged by people in few seconds and that, too, in proper and effective way without any loss of data while it is being processed.

On the one hand, all these different ways of telecommunication and information exchange have highlighted the necessity for multipurpose development and growth of information technology and on the other, the easy access and use of it has boosted the network of information exchange. All this has been possible through information technology like telephone, fax, telex, computers, websites, internet, e-mail, photocopier, printer, scanner, cellular phones, pagers, videophone, digital camera, multimedia, etc. These technologies are becoming a part and parcel of our lives and are transforming lifestyles and habits of people all over the world.

Today number of websites exceeds more than 200 million and also become one of the most powerful modern business marketing tool. Online ordering taxi gains a huge number place in business world. The online cab and car booking is a complimentary service and even the companies find it more convenient and time saving to receive their orders online and also get their payments made online. This not only provides an utmost convenience at the customer's level but also at the management level. The taxi and car hire services offered by various ground transportation companies include special added benefits in order to encourage and attract more customers towards online booking system instead of opting for the old procedure.

According to a recent statistical survey conducted in the capital and metropolitan city of London where cabs are known as its symbol, the customers are moving more and more towards online reservation and car hire and this system is going to be implemented completely in the new era making it possible for everyone to acquire online services just from anywhere.

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As mentioned about importance and convenience of ordering taxi online above, unwillingly there are still transportation companies using offline system for servicing clients. Citra Maharlika Nusantara Corpora (CMNC) taxi is one of the manually system supporting their clients via telephone call. CMNC located in Pasteur Street of city Bandung. By doing offline way CMNC faces with some problems and difficulties while servicing their valued clients. CMNC taxi uses 1 line telephone system which is obviously not enough to respond all client's calls and unfortunately

leaves many clients without respond. Officially rely to CMNC taxi's rules the clients must be responded after 10 minutes of their call, but unfortunately sometimes operators forget to call back their clients and causes lack of trust by users. The maximum capacity of serving clients on one day is 200. On March 2015 the number of taxi used by clients was 4504, which makes 145 per day. By doing manually service sometimes CMNC taxi operators took a long time of clients to serve them taxi and possibly sometimes forget client's needs too. Because of CMNC uses 1 line telephone it can just serve 1 client at the moment. But what if more than 1 clients on line at the same time wants to order a taxi? Based to this on Sunday May 10 2015 at 13^{37} there was a test, 2 clients tried to call at the same time to CMNC taxi service in order to order a taxi. Call of Client A was responded after 2 minutes and Client B could reach after 4 minutes. So the delay time between 1 client and another is unpredictable, it changes frequently. But mostly it is around 5 – 10 minutes.

Another problem could be with Indonesian language, foreigners that came to Bandung City are having difficulties with speaking Bahasa, so when they want to order taxi via telephone usually got misunderstanding with operators. Nowadays people prefer to fulfill their needs by internet more than by calling. Also from the side of finance getting internet packets are much cheaper and long stable comparing with buying balance for telephone. Totally, CMNC taxi service should pass to online service system, in order to avoid difficulties and problems that faces by clients.

1.2. Identification and Problem Formulation

The identification and formulation of the problem is as follows;

1.2.1. Identify the Problem

Of the background outlined above, it can be the identification of the problem as follows:

1. Difficulties to respond all clients call especially when there are more than one client's call, because of 1 line telephone call using by CMNC Taxi Service.
2. Clients waits too long time to get their taxi and even unwillingly sometimes left without respond by operators.
3. The lack of communication in both sides between foreign clients and operators in serving taxi, which causes CMNC less trusted and admirable from the side of many tourists that comes to Bandung City.

1.2.2. Problem Formulation.

Based on the above, the importance of the formulation of the problem, namely:

1. How to design System Information for CMNC Taxi Service.
2. How to describe the design process of ordering online taxi via Web in CMNC Taxi Service.
3. How to test the online ordering taxi website in order to avoid error system functional.
4. How to implement an online website integrated with a database so that it becomes a ready-made website in the CMNC Taxi Service.

1.3. Research Objectives

The research Objectives are as follows:

1.3.1. Research Purposes

The purpose of this research is to create an online website to improve CMNC Taxi service.

1.3.2. The purpose Of This Studies

The purpose of this study is as follows:

1. To design System Information for CMNC Taxi Service.

2. To describe the design process of ordering online taxi via Web in CMNC Taxi Service.
3. To test the website online ordering taxi in order to avoid functional error system.
4. To implement an online website integrated with a database in order to become a ready-made application package in the CMNC Taxi Service.

1.4. Usability Research

The usefulness of research are as follows:

1.4.1 Usability Academic

a. The results of this study are expected to contribute ideas to other researchers and can be a reference for the improvement or development for other researchers who will examine the field or the same problem.
b. For the future researchers will be better to improve this study with including payment, create a mobile app and using GPS in the system.

1.4.2 Usability Practice

1. Company's Side:

a. To help company to reach a global multi-national companies in the construction equipment rental services and transportation.
b. Helps to provide a safe, efficient and profitable land freight transport.
c. To avoid time wasting and manually mistakes that sometimes made by operators
d. To decrease miscommunication between users and operators

2. **Public's Side:**
    a. To become a useful tool for customers to order taxi
    b. To provide a good facility for customers to book taxi online via website within a short period and safe mode.
    c. To became a solution tool for companies which are still using manually way to serve their clients.

3. **Driver's Side:**
    a. To serve clients in a best way he can
    b. To make clients feel comfort and safe during bringing to their destination.

4. **Staff Operator's Side:**
    a. Able to easily communicate with driver, manager and client
    b. To find a nearest taxi for clients ordered in a short time

5. **Manager's Side:**
    a. Able to control and see the process of work without difficulties
    b. Easily can get reports of serving daily and monthly from staff operational.

1.5. Limitations

Restrictions problem used in a discussion intended to make the discussion more focused and in accordance with the objectives to be achieved. The limitations include:

1. The system is built only to make an online booking taxi via website, NO payment included.
2. The website provide a STATUS which stands for either there is/are an available taxi(s) for service or not.

3. CMNC online book taxi serves only to the clients accommodate in Bandung City.
4. In CMNC online taxi client able to book taxi only for that day and each client is allowed to order only one taxi.

II. LITERATURE REVIEW

2.1. Understanding System.

According to Andrew Kris "The system is a network of procedures that are interconnected, gathered together to perform an activity or accomplish a goal certain."[Andrew Kris, 2008]

According to Joseph S. Valacich "A group of interrelated procedures used for a business function, with an identifiable boundary, working together for some purpose."[Joseph S. Valacich, 2011]

2.2 Understanding Information

According to Kristanto "Information is data that have a series of temporary nature depends on the time, able to give a shock or a surprise to receive it. Information can also be regarded as data that has been processed, which has a value of actions or decisions". [Kristanto, Andi, 2008]

According to Ralph M "A collection of facts organized in such a way that they have additional value beyond the value of the individual facts." [Ralph M, 2011]

2.3. Understanding Information Systems

According to Hidayat "Information system is a set of organizational procedures when implemented will provide information for decision makers or control the organization". [Hidayat, Deddy, p. 15]

"Information systems are combinations of hardware, software, and telecommunications networks that people build and use to collect, create, and distribute useful data, typically in organizational settings."[Information Systems Today - Managing in the Digital World, 2010]

"Information systems are interrelated components working together to collect, process, store, and disseminate information to support decision making, coordination, control, analysis, and visualization in an organization."[Management Information Systems, 2012]

2.4 Internet Booking Engine

An Internet booking engine (IBE) is an application which helps the travel and tourism industry support reservation through the Internet. It helps consumers to book flights, hotels, holiday packages, insurance and other services online. This is a much needed application for the aviation industry as it has become one of the fastest growing sales channels. Which can embedded in hotel website, social media websites (Facebook, twitter, YouTube) so it turn social media to source of booking generate. IBEs were necessary as the underlying (often called legacy) systems were unable to cater economically for the large number of shopping transactions and the speed of development required by the customers. In most cases the underlying systems were not designed for direct exposure to consumers.

2.5 Prototype Model

According to R.J. Madachy in Prototype Model, the user is given a "look and feel" of the system using a prototype. The prototype for the system to be developed is built, tested and reworked as necessary. Prototype process model is suitable for dynamic environment where requirements change

rapidly. The process begins with gathering main functional requirements; this is followed by a quick design leading to the development of a prototype. The prototype is then evaluated by users and customers. Developers rework on the prototype until the customer and users are satisfied. [30, p. 31]

III. OBJECT AND METHODS

3.1 Research Design

The study design included into the action research study nature (action research), which is the book (Gunawan, Rapoport, Associate cited 2006: 2007 Methodology action / action research), action research is an activity or something corrective action planning, implementation, and evaluation worked systematically and thus the validity and reliability achieve levels of research. Action research is also a process that includes a cycle of action, which is based on the reflection; feedback proof (evidence) and evaluation of the previous action and current situation.

3.2 System Approach Method

Object-Oriented Analysis and Design is a popular technical approach to analyzing, designing an application, system, or business by applying the object-oriented paradigm and visual modeling throughout the development life cycles to foster better stakeholder communication and product quality. OOAD in modern software engineering is best conducted in an iterative and incremental way. Iteration by iteration, the outputs of OOAD activities, analysis models for OOA and design models for OOD respectively, will be refined and evolve continuously driven by key factors like risks and business values.

3.3 System Development Method

The method used in the research is to develop an online ordering taxi system that is using a prototype model. According to the Roger Pressman's Software Engineering, 2010, customer defines a set of general objectives for software, but does not identify detailed requirements for functions and features. In other cases, the developer may be unsure of the efficiency of an algorithm, the adaptability of an operating system, or the form that human-machine interaction should take. In these, and many other situations, a *prototyping paradigm* may offer the best approach.

Prototyping Model can be used as a stand-alone process model, it is more commonly used as a technique that can be implemented within the context of any one of the process models noted in this chapter. Regardless of the manner in which it is applied, the prototyping paradigm assists the developer and other stakeholders to better understand what is to be built when requirements are fuzzy.

3.4 Steps in Prototyping

The prototyping paradigm begins with communication. Developer can meet with other stakeholders to define the overall objectives for the software, identify whatever requirements are known, and outline areas where further definition is mandatory. A prototyping iteration is planned quickly, and modeling (in the form of a "quick design") occurs. A quick design focuses on a representation of those aspects of the software that will be visible to end users (e.g., human interface layout or output display formats). The quick design leads to the construction of a prototype. The prototype is deployed and evaluated by stakeholders, who provide feedback that is used to further refine requirements. Iteration occurs as the prototype is tuned to satisfy the needs of various stakeholders, while at the same time

enabling developer to better understand what needs to be done. Ideally, the prototype serves as a mechanism for identifying software requirements. If a working prototype is to be built, developer can make use of existing program fragments or apply tools (e.g., report generators and window managers) that enable working programs to be generated quickly.

IV. RESULTS AND DISCUSSION

After analyzing the current system and designing a new system researcher compares workflow of certain activities in current system and proposed system. The first workflow that was compared is booking system. In current system if the client wants to order taxi, client have to call to call center Taxi Company. Unfortunately because of current taxi system uses just one line telephone it is very difficult to serve all clients in same time, that's why in proposed system researcher built an online website to fulfill the problem, in which more than one client can order taxi in same time and within short time. Another important think is in proposed system availability of English language which causes miscommunication and misunderstanding between foreign clients and operators in current system. From the sight of efficiency ordering online via internet is cheaper and hand able than buying balance for telephone.

V. CONCLUSIONS AND SUGGESTIONS

5.1 Conclusions

The conclusion of the research thesis entitled "Online Booking Taxi Service at CMNC (Citra Maharlika Nusantara Corpora)" This is as following:

1) The online website is made in order to clients could order taxi online faster and easy, also to avoid time consuming and collision of orders like it was in system before.
2) From the side of efficiency also helpful for users, because now using internet become cheaper and available everywhere than buying balance for phones to make a call.
3) By building this online website the problem of misunderstanding between foreign clients and staff operational solved, because online website provides English language too.
4) Finally the flow and process of servicing and making reports in CMNC Taxi Company became faster and easygoing because of all process become online and workers of CMNC Company now able to access and get their needs and make their duties in short time.

5.2 Suggestions

This online ordering taxi via website is still far from perfect and there are still many shortcomings. Therefore, it is necessary to further development and refinement. As for the suggestion that this website can function optimally them:

1) In this website better if add GPS for seeing taxies location so can easily choose them and able to view/control their services.
2) The website could be make serve people accommodating near Bandung city.
3) Some additional features can be added, such as: calendar so client can book taxi before, including payment also good idea because it makes clients to stay still in their arrangement place until taxi come, another feature can be place for advertisement in website so company could get some external profit.

4) Online website could be convert to mobile app in order to clients can book more easily.

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APPENDIX

Reporting

served report for January, 2016

No	Date	Day	Served
1	1/1/2016	Friday	0
2	2/1/2016	Saturday	0
3	3/1/2016	Sunday	0
4	4/1/2016	Monday	0
5	5/1/2016	Tuesday	0
6	6/1/2016	Wednesday	0
7	7/1/2016	Thursday	0
8	8/1/2016	Friday	0
9	9/1/2016	Saturday	0
10	10/1/2016	Sunday	0
11	11/1/2016	Monday	0
12	12/1/2016	Tuesday	0
13	13/1/2016	Wednesday	0
14	14/1/2016	Thursday	0
15	15/1/2016	Friday	0
16	16/1/2016	Saturday	0
17	17/1/2016	Sunday	0
18	18/1/2016	Monday	0
19	19/1/2016	Tuesday	0
20	20/1/2016	Wednesday	0
21	21/1/2016	Thursday	0
22	22/1/2016	Friday	0
23	23/1/2016	Saturday	0
24	24/1/2016	Sunday	1
25	25/1/2016	Monday	1
26	26/1/2016	Tuesday	1
27	27/1/2016	Wednesday	0
28	28/1/2016	Thursday	0
29	29/1/2016	Friday	1
30	30/1/2016	Saturday	1
31	31/1/2016	Sunday	0
		Total	5

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Judul : Online Booking Taxi Service at CNNC (CV. Cahaya Maharlika Nusantara Cabang)

PELAKSANAAN BIMBINGAN

No	Tanggal	Materi Bimbingan	Usulan Perbaikan	Paraf Pemb.
1	7-Sept	Bab I	Revisi	
2	15-Sept	Bab I, II	Revisi	
3	23-Sept	Bab II	Revisi	
4	30 Sept	Bab III	Revisi	
5	5-Oct	Bab III	Revisi	
6	13-Oct	Bab III	Revisi	
7	24-Oct	Bab IV	Revisi	
8	31-Oct	Bab IV	Revisi	
9	7-Nov	Bab IV	Revisi	
10	14-Nov	Bab IV	Revisi	
11	21-Nov	Bab IV	Revisi	
12	28-Nov	Bab IV	Revisi	
13	5-Dec	Bab IV	Revisi	
14				
15				

BIMBINGAN PROGRAM

No	Tanggal	Catatan Revisi	Tanggal Rencana Revisi	Paraf Pemb.
1	5-Dec	Lapsa form	7 - Decamber	
2	12-Dec	Bookmap Form	14- Decamber	
3	16- Dec	Connection to Database	18- Decamber	
4	21- Dec	Reports in System	22 - Decamber	
5				

KEHADIRAN DI SEMINAR

No	Tanggal	Materi Seminar	Penyaji	Paraf Pemb.
1	16-01-16	Sistem Informasi Sekolah	Yusuf	
2	25-01-16	Sandiaga Province Tourism Guide	Arthur Awinapi	
3	25-01-16	Web-Based Academic Inf. System	Barth Aprio	
4	26-01-16	Online Travel Agency in Tajikistan	Zafar Ubaydov	
5	26-01-16	Aisyah national high school student	Nelsa Bisa	
6				
7				
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9				
10				

PELAKSANAAN SEMINAR DAN SIDANG

No	Tanggal	Kegiatan	Catatan	Paraf Pemb.
1	26-01-16	Seminar		
2	1 -2-2016	Revisi		
3				
4				

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LEGITIMATION FORM

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