1. Introduction

The aim of this feasibility study is to evaluate the practicality of developing a web-based booking system for a car rental business. The business currently relies on manual methods, which are prone to errors and inefficiencies. This system seeks to streamline operations and improve scalability.

2. Technical Feasibility

- **Technology Stack:** The system can be built using widely available technologies such as:
    - **Frontend:** HTML, CSS, JavaScript, React or Vue.js
    - **Backend:** Node.js, PHP, or Python with frameworks like Express or Django
    - **Database:** MySQL, PostgreSQL, or MongoDB
    - **Hosting:** Cloud platforms such as AWS, Google Cloud, or DigitalOcean
- **Availability of Skills:** The required development skills are common in the industry, and hiring developers or outsourcing is viable.
- **Infrastructure:** The business will need internet access and basic hardware (PC or laptop) for the admin dashboard. No specialized infrastructure is required.

Conclusion: ✅ *Technically feasible*

3. Economic Feasibility

- **Estimated Costs:**
    - Development: RM75,000
    - Operational cost: RM18,000 annually
    - Discount Rate 10%

- **Expected Benefits:**
    - Reduced administrative workload
    - Improved booking accuracy
    - Enhanced customer satisfaction
    - Better data tracking and reporting

    - Scalability for business growth
- **Return on Investment (ROI):**
    - Faster booking cycles can increase the number of customers served.
    - Reduced labor costs and fewer errors lead to long-term savings.

Conclusion: ✅ *Economically feasible with positive ROI*

4. Operational Feasibility

- **Ease of Use:** User interfaces can be designed to be intuitive for both customers and staff.
- **Training Requirements:** Minimal training needed for staff to use the admin panel.
- **Customer Adoption:** Online booking is a familiar process for most users, so adoption should be smooth.

Conclusion: ✅ *Operationally feasible*