

# Stamford University Bangladesh



## **Online Bus Ticket Management**

Course Title: Software Engineering sessional

Course Code: CSI 332

## **Information Gathering**

**Group Name: Family Matters**

### **Submitted To:**

Course Teacher: Ashfaq Ali Shafin

Designation: Lecturer,  
Dept. Of CSE

### **Submitted By:**

Name: Anamika Goswami

ID: CSE 063 07384

Name: Parvez Ahmed Shopnil

ID: CSE 063 07391

Name: Romana Khondoker

ID: CSE 063 07473

**Stamford University Bangladesh**

## **Introduction:**

We have successfully finished the part of the project proposal and project feasibility. After completing that phase we need to complete the information gathering part. So, we have decided to move on to the next phase.

## **Objectives:**

- ❖ Interviews questions.
- ❖ Easily track the information of all users.
- ❖ Initialize the problem of time management.
- ❖ Facility required for the passenger.
- ❖ Understanding the client and organizer opinions.
- ❖ Create DFD (Data Flow Diagram) & Use case diagram.
- ❖

## **For information gathering we have chosen three methods:**

### **1. Interviewed a team member from Hackers:**

- 6 Open ended question.
- 4 Close ended question.
- 

### **2. Used Questionnaires to take survey from users:**

There were 9 specific questions in the survey.

### **3. Investigation:**

- Quantitative

### **Interview Information:**

Online Bus Booking Management System			
<b><u>Author:</u></b> <ul style="list-style-type: none"><li>● Anamika Goswami</li><li>● Parvez Ahmed Shopnil</li><li>● Romana Khondoker</li></ul>	<b><u>Date:</u></b> 18.09.19	<b><u>Time:</u></b> 05:30 pm	<b><u>Duration:</u></b> 4 Minute
<b><u>Participants:</u></b> <ul style="list-style-type: none"><li>● Nahid Hasan Munna</li><li>● Mostak Ahmed</li><li>● Abu Adnan Joy</li><li>❖ <b>Team: Hackers</b></li></ul>		<b><u>Comments:</u></b> It is an Online based booking system. This system will help the general people a lot.	

### **Reason For Selecting the Professional:**

Team Hacker is one of the team who has some ideas about this project. They worked before this type of project. So, we think they can give us some ideas.

### **Total Interview Procedure:**

#### **1. What difficulty are you experiencing in your system?**

Ans: The time consuming process facing trouble problems is the main problem in this system.

#### **2. What is the purpose of reservation system?**

Ans: The purpose of the reservation system is easily booking, it can save time and less trouble

#### **3. Will there be any report or statistic generated daily?**

Ans: Computerized summary reports, trips of the day how many passengers about the rickshaw and the amount collected for the day.

#### **4. If there is a single system combining all the rickshaw operators activities, do you think it will benefit the public?**

Ans: Yes, it will benefit the public.

#### **5. Do you think by having a collaborated Online Rickshaw Ticketing System web portal will ease the ticketing process in the operation unit?**

Ans: Yes, a collaborated online rickshaw ticketing system will ease the ticketing process.

#### **6. Does booking online cost you more?**

Ans: The price of the booking is exactly what I would not from the rickshaw operator, However they do charge a nominal service fee.

#### **7. What more benefits you want to get from such a system?**

Ans: System should be much smoother online-based communication media between the authority and the customer and the system should operator 24/7.

**8. How can you get a returned in case you cancel your booking?**

Ans: I call their call center and confirm for cancellation, this is the process of cancellation.

**9. Do you prefer bKash for payment system?**

Ans: Yes.

**10. Is this system solve the traffic problem?**

Ans: Yes, may be it can.

**Questionnaire (Users):**

The online rickshaw booking system is an online-based web site. We make some questionnaire's to know what the general user thinks about this online-based website.

<https://forms.gle/dutPHKjK6pQYfQZz9> is the link to all questionnaires.

Which profession are you from?

☐ student

☐ employee

☐ Other: \_\_\_\_\_

what is your view online rickshaw booking?

- ☐ good
- ☐ not good
- ☐ Other: \_\_\_\_\_

Do you think clients would benefit from online rickshaw booking system?

- ☐ Yes
- ☐ No
- ☐ Maybe

what kind of booking system you prefer?

- ☐ online
- ☐ analog

Do you think online booking system is safe?

- ☐ Yes
- ☐ No

Have you ever booked rickshaw in online?

- ☐ Yes
- ☐ No

What do you think this system is usable?

- ☐ yes
- ☐ No
- ☐ may be

Which method would you like to choose for payment?

☐ bkash

☐ mobile banking

☐ Other: \_\_\_\_\_

Are you satisfied with payment system?

☐ Yes

☐ No

SUBMIT

### **Investigation:**

- Cycle rickshaws are the most popular modes of transport in Bangladesh.
- In Bangladesh the capital city Dhaka, known as the "Rickshaw Capital of the World".
- They were introduced here about 1938.
- By the end of the 20th century there were 300,000+ cycle rickshaws in Dhaka.
- Approximately 400,000 cycle rickshaws run each day.
- Rickshaw is the only kind of vehicles that can be driven in many neighborhoods of the city with narrow streets and lanes.

However, increasing traffic congestion and the resulting collisions have led to the banning of rickshaws on many major streets in the city. Urban employment in Bangladesh also largely depends on cycle rickshaws. Because of inflation and unemployment in the rural areas, people from villages crowd in the cities to become rickshaw drivers locally called the *riksha-wala* .

[Source from Wikipedia]

### **Revised Requirement Analysis:**

After a detailed analysis of the interview of the professional and the questionnaires answered by the people from survey, we have revised our requirement analysis. The followings have to be appended to our initial requirement analysis:

- Most of the people prefer Online booking system more than Analog booking system.
- Most are thinking the system is usable & safe.
- Most of the people chose bKash for payment.
- Online booking cost will be normal.
- Both user & professional think this system will useful for public.

### **Summery:**

Online Rickshaw Booking System is a software for Online rickshaw booking, Trip & fleet management, Counter functionality & agent management, System to evaluate performance of rickshaw puller & users., Vehicle management & reservation for all important data, Fitness tracking of vehicle, Adjustment of expense vs income, Taking quick decision, assurance of overall automated management in whole reservation system & transport business for the large, medium and small transportation trade organization having a large amount of fleet.

### **Conclusion:**

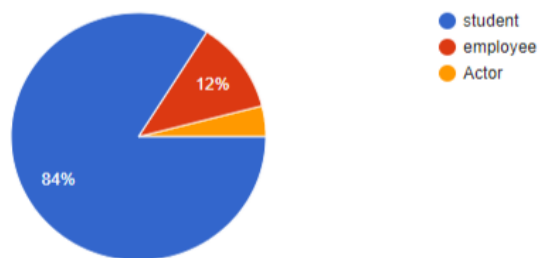
Nowadays online systems are taking an important role in transportation, and to make reservation reliable they need a strong system that they will make reservations easier, faster and safer. This project designed to meet the requirements of the rickshaw booking system. By using this application the company can provide reservation services and information to their customers without the limitation of office hours and manpower. Not only does it let customers book rickshaw around the clock from any location with an internet connection but it is also designed for use by the company to internally manage their business processes, minimizing human errors and overcoming difficulties and problems that arose in the system.



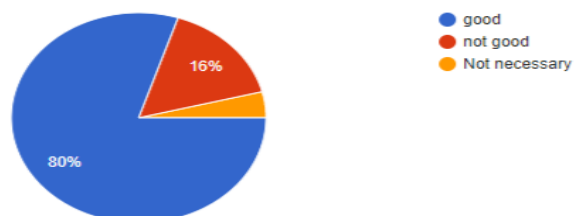
## Appendix

### Result of the Questions:

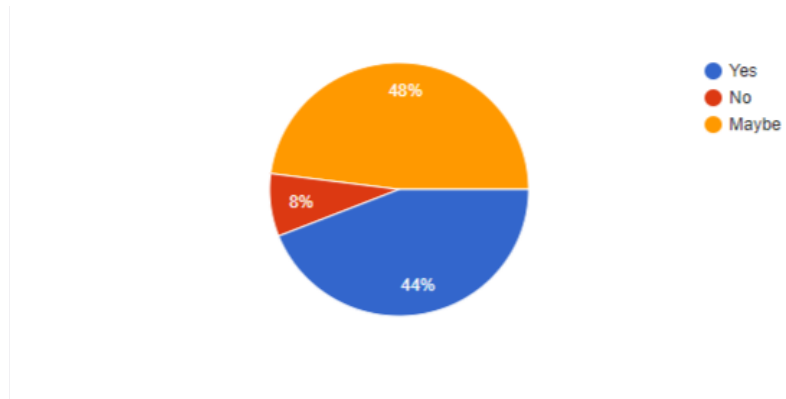
1. Which profession are you from?



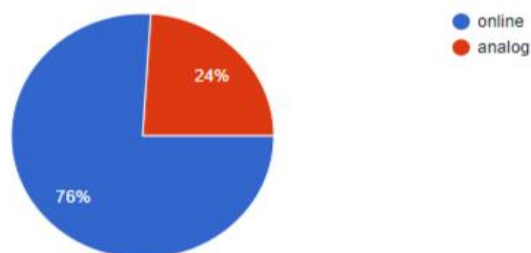
2. What is your view online rickshaw booking?



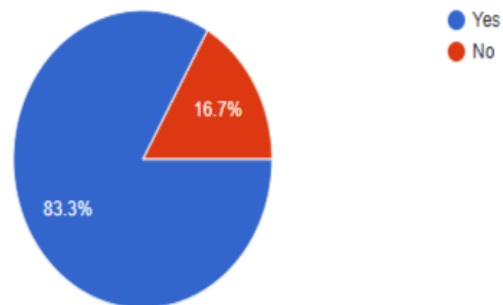
3. So you think clients would benefit from online rickshaw booking system?



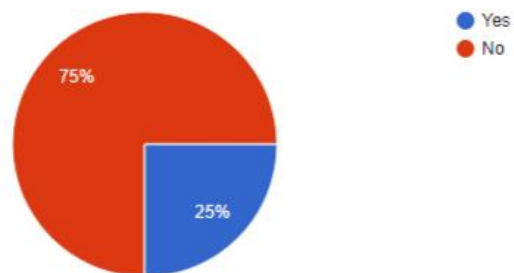
4. What kind of system you prefer?



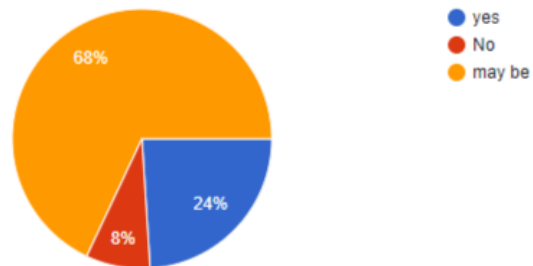
5. Do you think online booking system is safe?



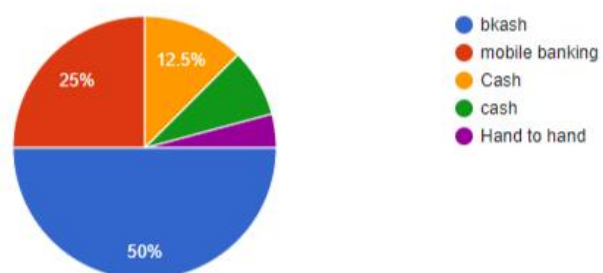
6. Have you ever booked rickshaw in online?



7. What do you think this system is usable?



8. Which method would you like to choose for payment?



9. Are you satisfied with payment system?

