9. EXAMPLES OF DATA, QUESTIONNAIRES AND FACT-FINDING TECHNIQUES USED

1. **Interview for System Development**

Interviewee:

Location:

Time: 12:00

Purpose of the Interview: To gain insights from the system owner regarding their vision, goals, constraints, and expectations for the car rental system project.

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| --- | --- | --- |
| **Time Allocated** | **Interview Question** | **User** |
| 3 Minutes | State the purpose of the interview and explain what the information will be used for. |  |
| 5 Minutes | Can you provide an overview of your vision for the car rental system project and the objectives you aim to achieve? | We see our car rental system project aiming to build an application that makes the rent procedure quicker, easy and understandable for users while providing operational optimization. Our objectives are simple: reducing the reservation stress, fully sorting the fleet management and increasing the client satisfaction. |
| 6 Minutes | How do you see the system that we propose being able to alleviate challenges you currently identified in the car rental business? | We've found out that we've been facing difficulties because of ineffective reservation process, underutilization of our rental fleet, and low level of service quality. The solution is supposed to defeace these problems and to do so it will automate processes, optimize fleet management, and to improve service delivery |
| 3 Minutes | Is it possible to specify precisely the whole set of car rental system and essential restricts and limits? | The project scope involves the implementation of a complex software for management of rentals. The limitation are the budgetary ceilings, the necessity to apply the already existing resources, and ensuring the offline capability in areas where the internet is not available |
| 5 Minutes | Outline your major targets that you want to achieve with the car rental system and what you will do to define effectiveness. | We are setting objectives of streamlining the processes, guiding customer care, and operating revenue growth through ensuring optimal reservation processing time, fleet utilization rate, as well as customer feedback score quantitatively |
| 5 Minutes | What are the main requirements and key expectations for the functionality and features which your wanted car rental system should have? | It is expected that the system is able to offer easy reservation processes, whole lifecycle management, and extensive reporting and analytics features. Some requirements are data integration with existing systems and intuitive user interface. |
| 3 Minutes | How about summarizing the planned duration of the project and the most important targets you expect to achieve? | For the initial version to be implemented within six months, we have planned a series of milestones such as design, development, user training, testing, deployment. We will then continue with iterative improvements that will be based on feedback and performance metrics |
| 2 Minutes | How do you propose ongoing support and maintenance of the rental system to be carried out after it is deployed? | Thus our plan includes the deployment of a responsible support team and the monitoring of system performance and user feedback on a regular basis to make necessary improvements and keep the app functional and attractive |
| 2 Minutes | Is there something else that you would like to talk about or any points that should be kept in mind for the car rental systems project? | I would like to emphasize the communication and collaboration venue throughout the project. Be it clear communication and alignment between stakeholders or not, the success will depend on this. |

1. **Questionnaire**

We kindly request a few moments of your time to complete this survey

1. On a scale of 1 to 5, how would you rate your overall experience with the current system?

1.

2 .

3.

4.

5.

2. How satisfied were you with the ease of the reservation process?

1.

2 .

3.

4.

5.

3. How satisfied were you with the quality and condition of the vehicle you rented?

1.

2 .

3.

4.

5.

4. How would you rate the professionalism and helpfulness of our staff during your rental experience?

1.

2 .

3.

4.

5.

5. Were the vehicle options available to you satisfactory?

1.

2 .

3.

4.

5.

6. Do you feel that the rental price you paid was fair and represented good value for money?

1.

2 .

3.

4.

5.

7. How likely are you to recommend the current system to a friend or colleague?

1.

2 .

3.

4.

5.

**Car Rental System Research**

**We asked an employee of 5 car rental systems these questions**

1. On a scale of 1 to 3, please rate your overall experience with the current car rental system of your company.

1 - Dissatisfied

2 - Neutral

3 – Satisfied

1. How would you rate the ease of use of the car rental system of your company in performing your tasks?

1 - Difficult

2 - Neutral

3 – Easy

Functionality:

1. Does the current system meet your needs effectively in terms of functionality?

1 - No

2 - Partially

3 - Yes