



A STUDY ON FACTORS INFLUENCING THE CONSUMERS IN SELECTION OF CAB SERVICES

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ABSTRACT

In today's market because of timelessness and faster life, every one requires a services that would be fast enough and one need to spend less time. As now a day s service are expanding and business activities are migrated on websites, website data promises to be a valuable source for investigating innovation. This article examines the practicalities and effectiveness of booking car for company employees. We design a effective web application for our company employee to travel via company based car route system. We find that website data offers additional insights when compared with other traditional unobtrusive research methods, such as patent and publication analysis. We try to maintain quality dimensions, including accuracy, completeness, currency, quantity, flexibility and accessibility. We observe that far more companies in our sample report rarely use web application. While traditional methods offer manual structure about the early phases of employee- route assignment. Handling web application data is not as easy as alternative data sources, and care needs to be taken in executing search strategies. Nonetheless, we find that car hire is a significant and useful complement to current methods, as well as offering novel insights not easily obtained from other unobtrusive sources. Car Hire is extracting information from the company re-sources and finding interesting patterns that can be useful from ever expanding database of World Wide Web.

Business Model

Car rental companies operate by purchasing or leasing a number of fleet vehicles and renting them to their customers for a fee. Rental fleets can be structured in several ways – they can be owned outright (these are known as 'risk vehicles' because the car rental operator is taking a risk on how much the vehicle will be sold for when it is removed from service), they can be leased, or they can be owned under a guaranteed buy-back program arranged directly through a manufacturer or manufacturer's financial arm.

Most car rental offices offer a range of vehicle sizes to suit a variety of budgets and space requirements and some additionally offer specialized vehicles to suit its location such as convertibles, prestige models, hybrid/electric vehicles, or SUVs and passenger vans. At major airports or in larger cities, some independent car rental agencies offer high-end vehicles for rent. Some specialized companies offer older vehicles at reduced prices.

KEYWORDS :

Introduction

The need for online Cab Management System is clear. We need this software because the previous Existing System requires a lot of manual work in documentation which is a highly tedious task. It's not as good as the online process due to which we needed to develop the proposed software which will solve the problems in the existing system greatly with good results & making full use of information technology to improve the level of our efficiency. With this Proposed Software, it becomes easy to manage the cab facilities to the employees. So, the main objective of the project is to provide cab facility to the employees of the organization. Employees in the organization are provided cabs. Drivers, Vendors, Vehicles are registered with the company. Routes, Vehicles are allocated to Drivers. Cabs are also provided to Employees who want to travel to another location temporarily. Amount of the Trip is also calculated. Accordingly, billing is also done for the Vehicle and Vendor. Reports are also shown related to Trips, Routes, and Vendors.

Existing System

The need for a new system was required since in the present system, Organization require persons for doing maintenance, allocation and proper functioning of the transportation .The person appointed needs to look after the assigning and movement of cabs. The authorized person maintains the transportation details in papers, which is a tedious task if any updating or changes need to be done. There are a few drawbacks in the existing system :

- All the work is done manually.
- Customer has to go to transport department for enquiries.
- Difficult to maintain the details related to Employee, Vendor, Driver etc.
- Details are stored in papers.
- Maintenance is a huge problem.

- Updating, changes in details is a tedious task.
- Performance is not achieved up to the requirements.

Proposed system

The Proposed System of Cab Hire provides Cab facility to employees. Data is centralized which overcomes the drawback of the sharing problem in the previous system. As data is maintained electronically, it's easy for a person to update the details, which overcomes the tedious updating task in the previous system. Maintenance is easy and performance is good. Mainly the system has automated the Transportation Process. The managers solve the problems faced by employees during cab booking by providing all the details in hassle free manner. Records can easily be exported to Excel file.

Literature review

As far as history is concerned, a taxicab, also known as a taxi or a cab, is a type of vehicle for hire with a driver, used by a single passenger or small group of passengers, often for a non-shared ride. A taxicab conveys passengers between locations of their choice. This differs from other modes of public transport where the pick-up and drop-off locations are determined by the service provider, not by the passenger, although demand responsive transport and share taxis provide a hybrid bus/taxi mode.

There are four distinct forms of taxicab, which can be identified by slightly differing terms in different countries:

Hackney carriages

- also known as public hire, hailed or street taxis, licensed for hailing throughout communities
- Private hire vehicles, also known as minicabs or private hire taxis, licensed for pre-booking only

Taxibuses

- also come many variations throughout the developing countries as jitneys or jeepney, operating on pre-set routes typified by multiple stops and multiple independent passengers

Limousines

- specialized vehicle licensed for operation by pre-booking

Although types of vehicles and methods of regulation, hiring, dispatching, and negotiating payment differ significantly from country to country, many common characteristics exist.

Now a days, a nut is industry slang for the amount of money a driver has to pay upfront to lease a taxi for a specific period of time. Once that amount is collected in fare, the driver then begins to make a profit. A driver "on the nut" is trying to earn back the initial cost. This varies from city to city though, private taxis are owned and operated by the companies and all drivers are employees. So "on the nut" simply means to be next in a taxi stand to receive a passenger.

Most experienced taxi drivers who have been working in the same city or region for a while would be expected to know the most important streets and places where their customers request to go. However, to aid the process of manual navigation and the taxi driver's memory (and the customer's as well at times) a cab driver is usually equipped with a detailed roadmap of the area in which they work. There is also an increasing use of GPS driven navigational systems in wealthier countries. The results, published in the journal Atmospheric Environment in January 2006, showed that the level of pollution that people are exposed to differs according to the mode of transport that they use. The most risky method of transport was the back seat of a taxicab, followed by travelling by bus, cycling, walking, with a private car exposing people to the lowest amount of pollution.

Most of the countries like USA, Canada, China etc uses LPG, In India we are using CNG to make less pollution.

Advantages

- The car is faster to reach a determined destination.
- Can be guided by GPS or different apps to mobilized by the country.
- The car is a convenient way, contrary to public transport.
- Do not worry about maintaining the car, rent a car because they will be in charged of everything.
- The payments are low, since you're paying for rent, compared to buying a car.
- You can define your route and take alternate routes, unlike the public transport.
- Can have a car that fit your likes and needs.
- No matter where you are, the agency takes the car on your place to deliver.
- You will make only one investment and can travel anywhere in the country.

Disadvantages

- In public transportation there is less risk of an accident, technical failure or breakdown than in car.
- Rental companies indicate how mileage may lead; if it exceeds the limit you must pay a penalty defined by the rental agency.
- To return the car must be in the same place where it was delivered, otherwise they will be a charge penalty for changing the place of delivery.
- Gas is in constant price changes, so can be very costly.
- There is traffic congestion on the busiest routes due to the large number of cars.

- The car can not leave the country borders

Conclusion

The Cab Hire is designed to provide Cab facility to the Employees of the organization. Cab facilities are provided to employees based on their house location from the company.

This project is finished according to software development life cycle approach and through this approach we were able to learn more on practically how to work in a project whether individually or in a group.

On the early stage, we developed the problem project scope and objective to determine requirements to make the project successful. There were a few types of models we used such as, Data Flow Diagram Label 1 and Level 0 Diagram, UML diagram i.e. ER diagram, state chart diagrams and to help other group members visualize how the system is going to work.

The system offers new features such as:-

- Add new users: Managers can add new users like Employees, Drivers, Vendors and Vehicles.
- Allocation of shifts and drivers: The managers can allocate cabs to Employees based on their location from office and they also manage shifts accordingly and allocation of shifts and routes to Drivers also.
- Calculation of trips of both vehicles and vendors for billing purposes.

Limitations of the System

- The cab management is a Web application and it is restricted to only limited type of Users i.e. only managers and admin.
- As the Data is stored electronically, it is necessary to have a Computer and Network connection to access the Application.
- Here The Details of Employees and Drivers, cabs are maintained but accounts to these people are not created.
- Using this application managers do assign or update the batch, shift of cabs to drivers and employees.
- No Cab facility provided to Employees working in different city.

Scope of the Modifications

- One modification can be done by adding new cities where the organization is situated.
- Thus, we can analyse and start working on cab management for the other cities. This will help in management of transport for other employees working in other cities of same organization.
- Providing Good User Interface.
- Providing access permissions to the employees
- Try to Implement the GPS system in the Cabs.

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