

ABSTRACT

The development of digital technology has transformed the way people access services, including in the vehicle rental industry. Based on an interview with Instarent, a vehicle rental service provider in the Bojongsoang area, the manual vehicle rental process has created challenges such as difficulties in record-keeping, monitoring availability, and managing payments. To address these issues, the DRIVENOW application was developed to automate and enhance the efficiency of the vehicle rental process. DRIVENOW consists of an Android-based mobile application using the Flutter framework for customers and a web application for administrators. This application integrates booking, payment, and real-time vehicle monitoring systems. The development of the application follows the agile methodology. The test results show that DRIVENOW successfully automates the vehicle rental process, improves data management efficiency, and makes it easier for customers to place bookings. 91.7% of 16 users provided positive feedback on this application. DRIVENOW offers a comprehensive solution to the challenges in the vehicle rental industry, such as complex record-keeping and the risk of data loss. This application also improves service quality, provides convenience, and delivers a better customer experience during the vehicle rental process.

Keywords: Vehicle Rental, Android, Flutter, Web Admin, Real-time