

CHAPTER 5

CONCLUSION AND SUGGESTIONS

This chapter shows the conclusion of the analysis data that the writer had already discussed in the previous chapter, and the writer also gives suggestions for further research.

5.1 Conclusion

Based on the quantitative data from the respondents on what are the prospects of developing an Online Parking Reservation, the writer came at a conclusion as follows:

1. Ease of Access and pricing become the most important aspects that people will pay attention to when deciding to use a parking service whether it's a valet or regular.
2. People appreciate a new parking model. Mobile application is the most convenient way for users to have a booking in advanced. For the first publishing, it would be best to have a free mobile application to attract people's attention.
3. People mostly spend at least 5 minutes to look for an available parking spot. Thus, when having a booking in advanced, people are eager to know information about the location such as price (67%), map & location (55%), available parking spots (52%), and duration from parking spot to the destination (40%).

4. A cashless payment is the most preferred way to do a payment due to its practicality and time-saver.
5. People love having an instant sign up/login process by having a social login through Gmail (87%) and Facebook (20%).
6. Although, 80% preferred English as the primary language, the writer will provide the application with Indonesian while providing a bilingual language in the future.
7. The mobile application will be developed in Android first while considering in developing for the iOS in the future. The mobile application is developed using the Hybrid approach in which the progress to make it is faster, easier, and cheaper.
8. 96% of the respondents have never heard and done on an Online Parking Reservation. Moreover, most people learn a new mobile application independently; therefore, the mobile application should provide a help page or theFAQ page in case people are facing the troubles.

5.2 Suggestion

The study has been done by collecting data through questionnaires given to the random questionnaires. The data may be higher or lower when more respondents are involved. However, since the majority of the respondents who participated in this research never make any online parking reservation before,

the data might be different if the respondents were those who had attempted to book an Online Parking Reservation. It would also be best for the upcoming researcher to obtain an interview to get a better result to maintain the consistency of each answer.

