

## CHAPTER V CONCLUSION AND RECOMMENDATION

### 5.1 Conclusions

A huge markets in repairing and maintenance works are shown by the accelerating growth of automotive industry by 7 million purchase within a year, increased from 37.7% to 56.5%. Lots of automobile owners encounter difficulties in selecting automobile repair workshop due to advancements in vehicle infrastructure and technologies, plus the limited information to the service station is the main concern for every automobile owners. Thus, one can only rely on the by-pass cars and there's a high risk of being scammed.

By implementing scrum model in developing FIXHER, an automobile service and maintenance workshop online, author concludes automobile owners has limited information in contacting automobile service providers as lack of knowledge is one of the main causes of breakdown or delayed/poorly services. It is also believes as the main cause of poorly/delayed services is responsiveness, willingness to solve owners' car issues and provide immediate services with proper technical examination and works. Thus, the needs of Fixher, an automobile service and maintenance workshop mobile application is essential to minimize the percentage of delayed/poorly services and breakdown. Regarding of responsiveness, Fixher selects workshop/s only if has/have fulfilled a standard procedures as being stated in contracts.

Fixher is developed using scrum model as development method. Scrum model is able to provide effectiveness in developing either mobile applications or web applications as it gives developer a clear visual of mobile application overviews. Scrum model also helps in managing time by defining sprints, which able to finish product (mobile application) within time.

## 5.2 Recommendations

There are some suggestions for future researches as follows:

1. Scrum model is best with plural developers are cooperating together, and being monitored by chief in enhancing time and qualities of application,
2. Integrating with payment gateway to give end-users an comfortable trips and experiences,
3. Modification of mobile application's interfaces for best experience if any.