

智慧化商用車隊資源管理系統功能需求之調查分析

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摘要

This study investigated and analyzed function requirements of a fleet resource management system for the trucking carrier industry in Taiwan. A questionnaire survey was designed based on the interview with some carrier managers and the functions in other related systems. Questions in the designed questionnaire include basic data, function requirements of five subsystems, intention to develop the system, performance and satisfaction index of presented systems, and recommendations. A total of 3,256 questionnaires were sent to trucking carriers, fixed-route trucking carriers, and container trucking carriers. We retrieved 76 questionnaires and the recovery rate was 2.33%. Results from the questionnaire analysis showed that most carriers still manage their vehicle fleets by personal experiences and still lack complete information systems. In the requirement analysis of five subsystems, “client data management and analysis” and “accounts receivable/accounts payable management” are two subsystems with high priorities. The most required functions which should be provided by computer systems include “accounts receivable/accounts payable management”, “order operation/order input”, “client data management and analysis” and “freight condition tracking and query”.

關鍵字：Trucking Carrier Industry, Fleet Resource Management System, Function Requirement.