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Computer Interface Display Queue Based System

Izzatul Afifah Binti Safaruddin

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ABSTRACT

This project is concerned about hours of waiting which cause anxiety, and stress while waiting to be served. Research showed that most of people are waiting for too long in an emergency department. The purpose of this project is to solve this problem and come out with a suitable interface that can positively influence waiting experience. There were two interfaces designed specifically for this purpose. First interface is based on existing interface while second interface is the enhance one. For end product the interfaces is implemented in a web based platform to imitate real world situation. After design and development phase is done, user satisfaction is tested by giving a survey which is based on Questionnaire for User Interface Satisfaction (QUIS). The testing is evaluated by 10 respondents from Jabatan Imigresen Malaysia, Shah Alam. The data is gathered and analyzed and it is proven that the interface can alleviate anxiety and draw users' attention. Towards the development phase there are some flaws and limitations that can be improve in future studies.

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CHAPTER 1

INTRODUCTION

Customer waiting time is a key factor in determining a customer's satisfaction with the service delivered by the call centre It is agreed that customers prefer to spend little or no time waiting for service. This could be a bad experience for them. This project had come out with a suitable interface to engage client in a waiting room area help in easing their boredom and anxiety while waiting to be served. This chapter discussed in details about project background, problem statement, objectives to achieve, scope to focus on, as well as significant of the project.

1.1 Project Background

According to Wan and Fakhrul (2014), every human encounter unease feeling in uncertain environment. For instance, waiting time that is too long can cause increase level of uncertainty and may cause stress and other negative feelings. As a result it will cause a bad impression towards performance of that particular place. Existing of new idea and innovations will surely could help to improve the problem of waiting time experience. Many things need to be consider in order to find the solutions. Thus, to implement this project as an effective visual knowledge tool the key is to understand the waiting time anxiety and visual knowledge concept from experts.

There were many various way to enhance individual's mood. As suggested by Nanda (2011), she said that instead of TVs, using positive way like nature-based video art, can help to improve patients' mood. Therefore a good visualization can a positive interference to emit stress. This can be improved with the help of visualization to