UNIVERSITI TEKNOLOGI MARA

# BLOOD DONATION MANAGEMENT SYSTEM FOR HOSPITAL PAKAR SULTANAH FATIMAH USING BEN SHNEIDERMAN'S GOLDEN RULES

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# ABSTRACT

This project shows the development of a Blood Donation Management System for Hospital Pakar Sultanah Fatimah (HPSF) using Ben Shneiderman's Eight Golden Rule. This system was created to improve the blood donation flows from donor registration, campaign management, appointment booking, and blood donation record management through a centralized web-based platform. Evaluation of this system involving 30 respondents, functionality testing, and expert evaluation to ensure that the system is functional, user-friendly, and effective in supporting blood donation management activities while improving operational efficiency and user satisfaction.