

**A NOVEL APPROACH OF HYBRID GUIDELINE BASED ON SENIOR CITIZEN ONLINE
FORM DESIGN**



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APRIL 2014

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Ruj. Kami : 600-UiTMKDh (PJI.5/4/1/16/12)
Tarikh : 17 Mei 2012

Puan Nor Hafizah Binti Abd Razak
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KELULUSAN PERMOHONAN DANA KECEMERLANGAN 01/2012

Tajuk projek : A Novel Approach Of Hybrid Model Based On Senior Citizen
Online Form Design
Kod projek : 600-UiTMKDh (PJI.5/4/1/16/12)
Kategori perprojek : Kategori B (2012)
Tempoh : 01 Jun 2012 – 31 Mei 2013
Jumlah peruntukan : RM 1, 500.00
Ketua projek : Puan Nor Hafizah Binti Abd Razak

Dengan segala hormatnya perkara di atas adalah dirujuk.

Sukacita dimaklumkan bahawa pihak Universiti telah meluluskan cadangan penyelidikan puan untuk membiayai projek penyelidikan di bawah Dana Kecemerlangan UiTM.

Bagi pihak Universiti kami mengucapkan tahniah kepada puan kerana kejayaan ini dan seterusnya diharapkan berjaya menyiapkan projek ini dengan cemerlang.

Untuk tujuan mengemaskini, pihak puan adalah diminta untuk melengkapkan semula kertas cadangan penyelidikan sekiranya perlu, mengisi borang setuju terima projek penyelidikan dan menyusun perancangan semula bajet yang baru seperti yang diluluskan.

Sekian, Terima kasih.

“Transformasi Berkualiti Ke Arah Kecemerlangan”

Yang benar

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4. ENHANCED RESEARCH TITLE AND OBJECTIVES

Original Title as Proposed:

A Novel Approach of Hybrid Model Based On Senior Citizen Online Form Design

Improved/Enhanced Title:

A Novel Approach of Hybrid Guideline Based On Senior Citizen Online Form Design

Original Objectives as Proposed:

1. To produce a hybrid model for online form design focusing on senior citizens aged 60 and above.
2. To investigate the ease of use and usefulness of the new hybrid model for the senior citizens aged 60 and above

Improved/Enhanced Objectives:

The aim of this study is to to further upgrade the requirement in online form application design for senior citizen in order to overcome the usability dilemma. Therefore, the main objectives for this research are:

1. To compare the existing online form design guidelines
2. To produce a hybrid guideline for online form design focusing on senior citizens aged 60 and above.

5.0 REPORT

5.1 PROPOSED EXECUTIVE SUMMARY

The research focuses on the problems faced by the senior citizens during form filling process on web application services. By year 2020, The World Health Organization predicts the senior citizens population is more than 1 billion. They are progressively exposed to technology and to understand their requirements is significant in human interface design. Unfortunately, the online form interface design tends to ignore the issue of ease of use especially for senior citizens aged 55 and above. A well known Delivering Inclusive Access to Disabled and Elderly Members (DIADEM) guideline outlines the recommended online form design for the senior citizens. Recently, DIADEM guidelines were implemented in Europe and the results suggest that it is important as a reference for senior citizens' online form design. But it is specifically tailored for senior citizens with age 65 and above only. WeFDeC guideline aligns the online form design based on the Three Layer Model (Perceptual, Conversational and Relationship layers). Though it is an acceptable guideline for online form but it does not take senior citizens into consideration. Therefore, this study will compare, identify the weakness and create a new hybrid model of DIADEM and WeFDeC guidelines. A new model (Elder-WeFDe) which should fit with senior citizens online forms applications and the Malaysian e-government online forms will be introduced. The methodology follows five phases; identify the research problems, identify and compare the two guidelines, produce a new permutation model and test the model to the Malaysian e-government forms. A form from the current 1169 online forms in Malaysia e-government portal will be selected and tested to a randomly selected group of senior citizens aged 55 and above from Malaysia northern region. The expected outcome is a new hybrid model (Elder-WeFDe) to guide web or online form designers to design a better and ease of use online forms applications for the senior citizens and all age of groups

5.2 ENHANCED EXECUTIVE SUMMARY

This research focuses on the problems faced by the senior citizens during online form filling process. By year 2020, The World Health Organization predicts the senior citizens population is more than 1 billion. They are progressively exposed to technology and to understand their requirements is significant in human interface design. Unfortunately, the online form interface design tends to ignore the issue of ease of use especially for senior citizens aged 60 and above. A well known Delivering Inclusive Access to Disabled and Elderly Members (DIADEM) guideline outlines the recommended online form design for the senior citizens. Recently, DIADEM guidelines