UNIVERSITI TEKNOLOGI MARA

MENTAL MODEL FOR REMINDER SYSTEM: A CASE STUDY OF PEOPLE AGED 50 AND ABOVE

RAFIDAH BINTI SULO

Thesis submitted in partial fulfillment of the requirements
for the degree of
Master of Science in Information Technology

Faculty of Computer and Mathematical Sciences

January 2012

CANDIDATE'S DECLARATION

I declare that the work in this thesis that was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any other master or qualification.

In the event that my thesis found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my master and agree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

Name of candidate	:	Rafidah Binti Sulo
Candidate's ID No	:	2010678602
Programme	:	Master of Science in Information Technology (CS770)
Faculty	:	Faculty of Computer Science and Mathematic
Thesis title	:	Mental Model for Reminder System: A Case Study of People Aged 50 and Above
Signature of candidate	:	
Date	:	31st January 2012

ABSTRACT

The growing numbers of elderly is inevitable. As we aged our memory capabilities reduced, thus reminder system is one of technology that can benefit elderly user. However, the uptake of reminder system is still low. Many researchers from the western country have interested in exploring the use of reminder system as part of assistive technology for the elderly. Nevertheless, no research is solely focus on what actually elderly users expect from a reminder system. Hence, this study attempts to assess and understand elderly mental model on reminder system. We conducted 8 experiments separately. Each experiment consists of four phase namely pre-test phase, test phase, post-test phase and drawing phase. We applied techniques such as semi-structured interview, task solving and drawing to assess our participant's mental model. Our result highlights that elderly use reminder for important event/activity, but the definition of important may be differ for each participant. Our results also indicate that elderly mental model on reminder system includes four important principles in which the reminder system must be simple, can be synchronized, mobile and easy to use. As conclusion, it is important to match the design of reminder system with the user's mental model as it will influence the acceptance and the success of a reminder system.

ACKNOWLEDGEMENT

Infinite gratitude to the Almighty Allah S.W.T for open up a path for me to finished this study. This research will never be a reality without the guidance and support of many people. A very special thank you to my beloved supervisor, Dr Fariza Hanis Abdul Razak for giving me a light when I'm felt lost along my way to complete this research. I am very lucky to have her as my supervisor, her wide knowledge very helpful to me, and her words keep me motivated.

I also would like to convey bunches of thank you to my friends especially Ayuni and Arnida for always give me a hand without thinking twice. Thank you for always offering me a shoulder whenever I need it.

My sincere thanks are due to all participants for their willingness to spend their valuable time to participate in my research. Thank you for making this research happens.

Never be forgotten, my family who always close to my heart. My life will never be complete without them. Though they are far away, I believed their prayers are always accompany me. Thank for the love and motivation.
Thank You

TABLE OF CONTENTS