UNIVERSITI TEKNOLOGI MARA

EVALUATION OF TENAGA NASIONAL BERHAD PAYMENT KIOSK

NADIRAH BINTI RAHMAT

MScIT

January 2016

AUTHOR'S DECLARATION

I declare that the work in this report 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 reference work. This report has not been submitted to any other academic institution on non-academic institution for any other degree of qualification.

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Name of Student   Nadirah Binti Rahmat

Student I.D No   2011480768

Program   Master of Science (Information Technology)

Faculty   Faculty of Computer and Mathematical Sciences

Project Title   Evalution of TNB Payment Kiosk

Signature of Student   ....

Date   27 December 2015

ABSTRACT

Self-service payment kiosks are now widely used in Malaysia including at *Tenaga Nasional Berhad* (TNB). This payment kiosks become required for TNB to shorten the time of counter services. Hence *Tenaga Nasional Berhad* is applying this payment kiosk in order to improve customer experience and to gain trust. However, TNB Payment Kiosk has provided difficulty to the user with several issue such unable to display updated bill amount, no sound and alert when performing a transaction. Users are from various age groups and background which involve a lot in customer relationship. This study is related to usability and this issues is to provide the evaluation of the kiosks. This study also has developed the usability model for evaluation that contains seven factors. With the evaluation has been conducted, recommendations are provided after the issues have been identified so that developers can make enhancement to the system. This will help to improve the payment kiosks are implemented at TNB and enhance the *Tenaga Nasional Berhad* productivity in the customer service area.

ACKNOWLEDGEMENTS

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