

**Universiti Teknologi MARA**

**Animated Infographic as an Iconic  
Numbering Queue-Based System**

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## **ABSTRACT**

Waiting room area is a space where clients are asked to wait for their turn in order for them to deal with appointments. Typically, during the process of waiting, anxiety and boredom aroused and that leads to how clients perceive their time in a waiting time perception. Several approaches have been conducted towards this matter, however existing approach used are not effective enough to overcome all those problems. Research has been taken to support the development of this project by reviewing and collecting online journals, articles, and books. Hence, this study has the idea of implementing animated infographics queueing system for client whom seeking for an appointment in a waiting room. With this development of project, hopefully it will alleviate clients' anxiety and improve their waiting time perception.

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# CHAPTER ONE

## INTRODUCTION

This chapter discussed in details about the background project, the problem that occurs, objective to be achieved, the scope that is focused on, as well as the significant of study.

### 1.1 Project Background

Waiting room area is a space where people are asked to wait for their turn in order for them to deal with appointments. While Yusoff, Azhar, and Ismail (2015) described waiting room as a room or part of the building that is committed for individuals to wait until the identified occasion happens. As the name suggests, the fundamental worry of this space to individuals is the means by which they would adapt to the dull, uproarious, swarmed and long line environment. Besides, lengthy waiting time can arise nervousness which might be happen particularly while waiting for a result or for dubious waiting time.

Most waiting room prepare number of posters and pamphlets for people to kill their boredom while waiting for their turn. Although this approach helps people reduce their waiting time as well as elevate their knowledge, by only reading and looking to it does not really give the impact of remembrance to them. Therefore, engagement tool is introduced. Engagement tool, generally, is a tool which provides useful information and features with the aim of attracting people's attention and at the same time help them understand more about the information.

In this project, animated infographic is used as an engagement tool to kill the boredom and alleviate people's anxiety in a waiting room. Infographic is a graphical form of conveying information for people to understand better. While animated infographic is more focus on animation of the infographic by