

**UNIVERSITI TEKNOLOGI MARA**

**READABILITY AND SUITABILITY OF ENGLISH  
DIGITAL PATIENTS' EDUCATION MATERIALS  
RELATED TO MEDICATIONS, WHICH ARE  
AVAILABLE ON THREE HEALTH INFORMATION  
WEBSITES IN MALAYSIA**

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Dissertation submitted in partial fulfillment of the requirements for the  
degree of **Master of Pharmacy Practice**

**Faculty of Pharmacy**

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## **CONFIRMATION BY PANEL OF EXAMINERS**

I certify that panel of examiners has met on 15<sup>th</sup> of January 2015 to conduct the final examination of Siti Nurul Fathihah binti Baharudin on her Master of Pharmacy Practice entitled “Readability And Suitability of English Digital Patients’ Education Materials Related To Medications, Which Are Available On Three Health Information Websites In Malaysia” in accordance with Universiti Teknologi MARA Act 1976 (Akta 173). The Panel of Examiners’ recommends that the student be awarded the relevant degree. The panel of Examiners was as follows:

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## AUTHOR'S DECLARATION

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

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


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## ABSTRACT

**Aim:** Digital or web based materials are currently broadly utilized to enhance the effectiveness of patients' education to improve accessibility, and relatively lowers the publication cost. The efficacy of such materials however may be compromised if they cannot be read or comprehended by the audience. Hence, readability and suitability are literacy tools intended to evaluate the appropriateness of written materials regardless of being printed or in digital forms. In Malaysia, the readability and suitability of Patients Education Materials were never assessed. Hence, this study aimed to evaluate on the readability and suitability of PEMs in Malaysia. **Method:** English digital patients' education materials (PEMs) downloaded from three websites [www.knowyourmedicine.gov.my](http://www.knowyourmedicine.gov.my), [www.bpfk.gov.my](http://www.bpfk.gov.my), [www.myhealth.gov.my](http://www.myhealth.gov.my). The PEMs were evaluated in terms of readability level by using Simple Measure of Gobbledygook (SMOG), Flesch Kincaid Grade Level (FKGL) and Flesch Reading Ease (FRE). The PEMS suitability levels were evaluated by using Suitability Assessment of Material (SAM) score sheets. **Results:** The websites [www.myhealth.gov.my](http://www.myhealth.gov.my) had the highest median readability level of 13.91 and 13.17 for SMOG and FKGL respectively while FRE score was 33%. This is followed by the website [www.bpfk.gov.my](http://www.bpfk.gov.my) with median SMOG and FKGL11.29 scores of 12.35, FRE score of 43.91. [www.myhealth.gov.my](http://www.myhealth.gov.my). 21 (52.5%) out of the 40 PEMs evaluated with SAM score sheet were categorized as suitable. **Conclusion:** PEMs available on the three websites were written in high readability level. Significant difference can be seen between readability scores between all three websites. Majority of PEMs available on the three websites may be classified as suitable and adequate in terms of suitability.

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