UNIVERSITI TEKNOLOGI MARA

USABILITY TESTING OF ISLAMIC MOBILE APPLICATION: ELDERLY PERSPECTIVE

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ABSTRACT

The Islamic mobile application offers wider access to Islamic resources. It can provide several benefits and help Muslim elderly to stay connected and active. However, because of the ageing declines and most technology not suited to elderly needs, the elderly reluctant to use the technology. To address this issue, the project tends to identify the usability problems of Islamic mobile application faced by the elderly, and to discover the recommendation for a better Islamic mobile application for elderly through a usability test. The usability testing of Islamic mobile application with 'myJakim' application has been conducted in the Klang Valley with five Muslims elderly aged 60 years and above using a qualitative approach. The hybrid usability testing method which is the combination of thinking aloud, interview, observation and task-scenario approach is being used to identify the usability problems. The results showed that there are some elderly who thinks the application is easy and some said it is difficult due to their experienced with mobile device and their ageing decline. To improve the interface of Islamic mobile application for the elderly, large font, suitable colors, clear pictures, buttons and links are required for navigation, thus can enhance the performance and the effectiveness of the application.

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