

UNIVERSITI TEKNOLOGI MARA

**APPLYING CARD SORTING TECHNIQUE IN
DEBT MANAGEMENT SYSTEM (DMS) MODULE
DEVELOPMENT**

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ABSTRACT

It is undeniable that having a good system is important especially when it deals with sensitive transaction such as payment. In many financial organizations nowadays, it is must for them to have a Debt Management System (DMS) to keep track customer's debt payment, organizing payment collector's visit timetable, to keep all call log transaction, performing reminder for debtors and many more. In Koperasi Wawasan Malaysia Berhad (Kowamas) itself, DMS was also purposely designed to manage all those criteria in above mentioned and of course, it will also bring to improve current efficiency level. In the perspective of top management level, they believe that by having a good DMS will hopefully can increase the payment collection figure by 30% and reducing the number of non-performed loan (NPL). The objective of this project are i) To identify a suitable type of card sorting technique for this project, ii) To design and conduct a card sorting exercise and iii) To suggest improved design of DMS module. An open-ended interview has been conducted as a preliminary study to identify the difficulties facing by the DMS users in terms of functionality, the naming on the menu inside DMS module and also the similarity task in DMS module. Through this preliminary study, a thematic analysis was conducted to analyse the preliminary finding in terms of empathy and interaction of DMS user in Kowamas. The process continue by performing card sorting exercise to help payment operators to organize the entire attribute of the current DMS into categories where through the analysis, an improved design of DMS will be suggested to be implemented in Kowamas. The future works for this project are i) applying this card sorting technique in different area of study such as health and academic and ii) Conducting different card sorting technique to study into one system to understand the variety of finding based on the technique use.

KEYWORDS: Debt Management System, Card Sorting , Kowamas, Card Sorting Analysis , Improve design of Debt Management System.

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