

**UNIVERSITI TEKNOLOGI MARA**

**USABILITY TESTING ON ONLINE  
REGISTRATION OF e-MASS  
FOR ELDERLY**

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## ABSTRACT

Public Services Department (PDS) has been providing health services and facilities to the pensioners for free. They have tried to improve the existing services to enable the pensioners to use the services. Electronic Medical Supply Automation System (e-MASS) built to facilitate the pensioners getting an medicine and medical devices without making advance payments to the pharmacies, private clinics and private hospitals. To get the service, there are a variety of ways, one of them through e-MASS. To use e-MASS, the pensioners have to register online. However, there are problems especially for the elderly who do not know how to use the online system. This project only focuses on the use of e-MASS for elderly and focuses on the usability testing. Observations and interviews with six participants in Batu 8, Ijok, Bestari Jaya were used in this project. The experience with computers and online registration, usability issues, feedback and suggestions were covered in this project. From the usability testing it is found that some considerations need to be taken such as understanding of computers, online surfing and elderly physical condition. From the feedback of the elderly, it is suggested that a bilingual option should be included and simple interfaces are also taken into considerations. The results of this project will contribute for future research on elderly of e-MASS.

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