UUM
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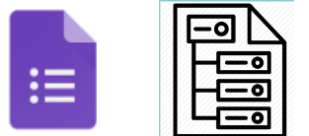# IQ-Takaful: A Question-Answering System for Financial Literacy on Takaful

Introduction

Question Answering System which are web-based system that are built for the general public mainly Young Muslims who wanted to inquire or ask anything about Takaful either about basic concepts or term in takaful to Takaful products offered by Takaful Operators in Malaysia.The main function of this application is the Question & Answering system using Glove & Word 2 Vec model

Methodology

For the evaluation questionnaire,we appraise the system based on 3 dimensions which are :
1. DESIGN & ORGANIZATION
2. NAVIGATION
3. ACCURACY AND RELEVANCY
- The evaluation instrument for this application is Usability Evaluation combined with Expert Review with 25 Respondents.
- The evaluation are conducted online using Cisco Webex on predetermined time.
- The aim of the usability is to further develop the system's search engine by reducing the limitation and the faults as well to improve the Search Engine's accuracy and reliability.

Objective

1. This system has been designed for the purpose giving Financial Literacy to its user,mainly in the area of Takaful.
2. With the extensive of Word Embedding techniques that will be encoded in the program, we hope that systems are able to produce extensive & accurate to questions asked from user

Results & Findings

Usablitiy Evaluation Results (Design,Organization & Navigation) :

I felt comfortable using this system

This system has all the functions and capabilities I expect it to have.

Usablitiy Evaluation Results (Accuracy & Relevancy) :

I am satisfied with the Search Results that the system produced

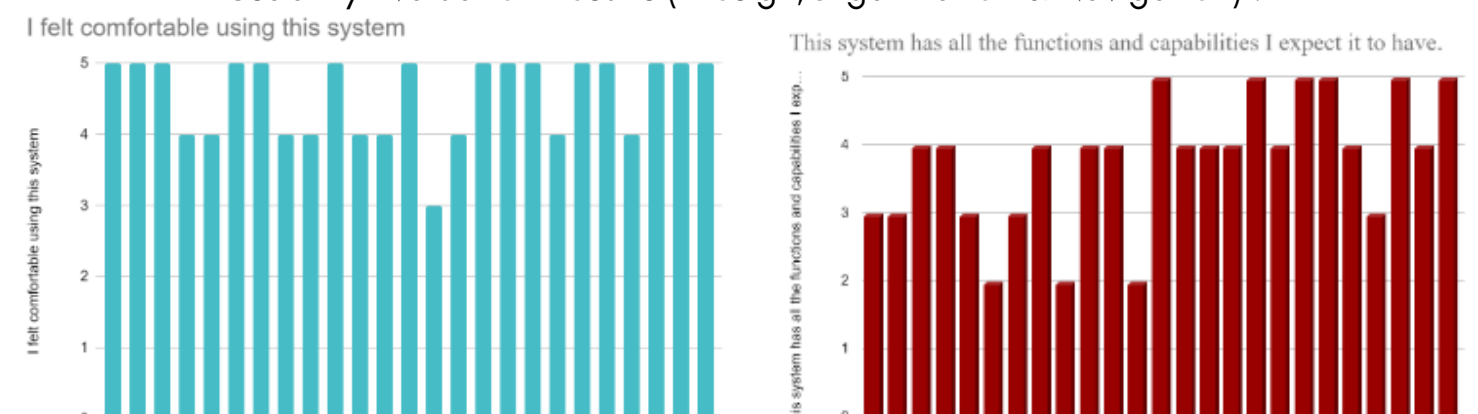Overall, I am satisfied with this system

Future Works

1. Improving and Expanding the functions of this system such as providing link to Takaful products of the Takaful Operator
2. Ensuring the accuracy and reliability of the search results are much more better than the current final product
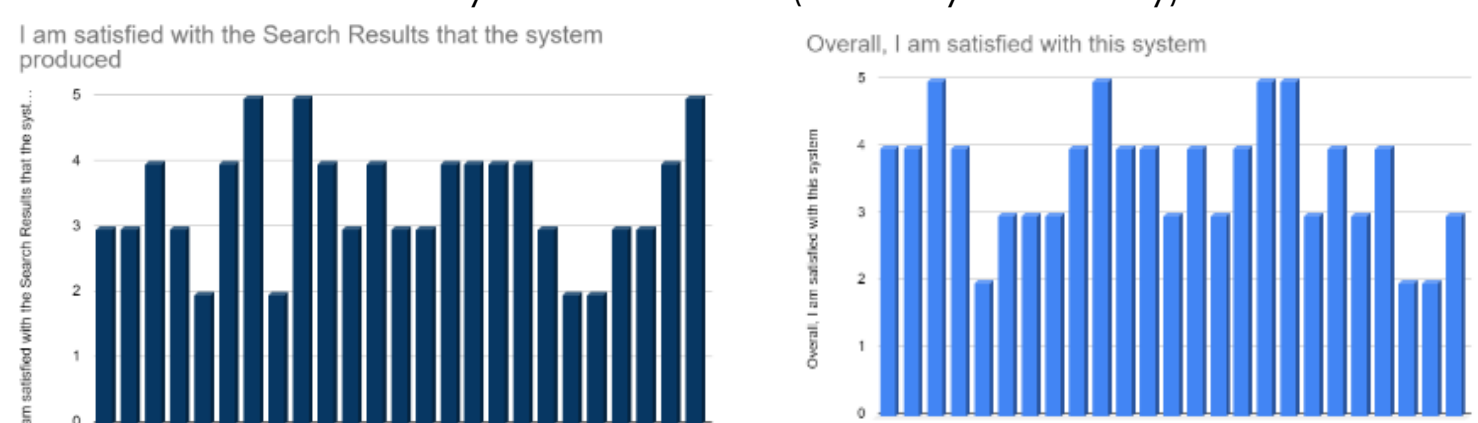
User

- Mainly targeted for Young Muslims
- Any persons from different age
- General & important terms,concepts or questions about Takaful

1. Malaysians

2. Takaful Sales Advisor
- Support them to give better takaful consultation and recommendation to their clients
- Recommending the most suitable Takaful packages to a specific individual/family or business.

3. Lecturers
With data & knowledge from IBS Lecturers,this system can be used by lecturers that wanted to inquire more about Takaful.

Conclusion

Overall, based on the usability evaluation,the system functions the way it is developed but need a lot of improvement for the Word2Vec & GloVe model,especially the algorithm and coding behind it as well as expanding the functions of the Q & A system to be able to answer more questions from the users.
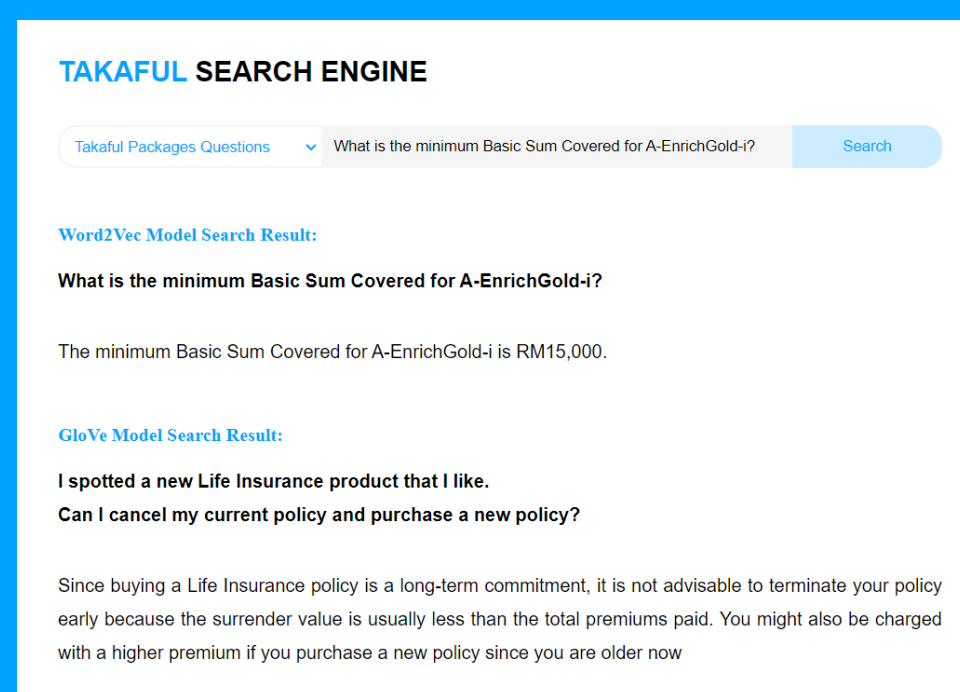
Functional Requirements

1. Search By Category
2. Search Using Auto-Complete
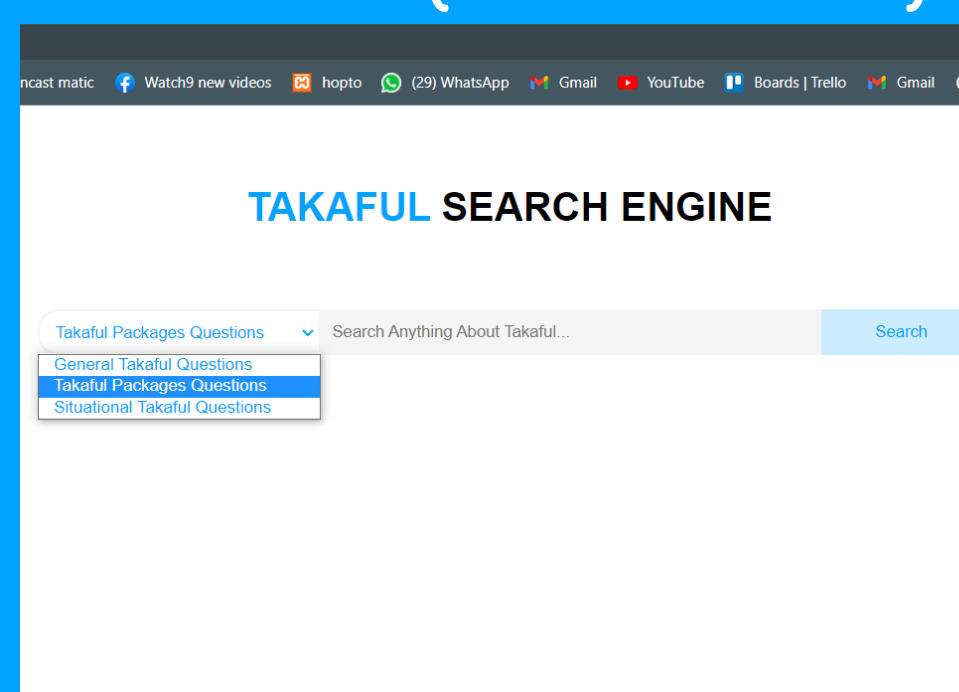3. Search Manually by Entering Input in Search Slit

Development Tools

1.Visual Studio Code
2.Flask
3.Ngrok(Share Local Server to User)

Search Results Interface :

TAKAFUL SEARCH ENGINE

Takaful Packages Questions | What is the minimum Basic Sum Covered for A-EnrichGold-i? | Search

Word2Vec Model Search Result:

What is the minimum Basic Sum Covered for A-EnrichGold-i?

The minimum Basic Sum Covered for A-EnrichGold-i is RM15,000.

GloVe Model Search Result:

I spotted a new Life Insurance product that I like.
Can I cancel my current policy and purchase a new policy?

Since buying a Life Insurance policy is a long-term commitment, it is not advisable to terminate your policy early because the surrender value is usually less than the total premiums paid. You might also be charged with a higher premium if you purchase a new policy since you are older now

Main Interface(Search Interface) :

TAKAFUL SEARCH ENGINE

Takaful Packages Questions | Search Anything About Takaful... | Search
General Takaful Questions
Takaful Packages Questions
Situational Takaful Questions

Name : MUHAMMAD IRFAN BIN ZULKIFLI
Matric Number : 269620
Supervisor DR. MUHAMMAD SYAFIQ BIN MOHD POZI

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Pusat Pengajian Pengkomputeran
SCHOOL OF COMPUTING
Universiti Utara Malaysia