

FACULTY OF COMPUTING

SEMESTER 2 2023/2024

ASSIGNMENT 2

SECV2113 - HUMAN COMPUTER INTERACTION

SECTION 02

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1. Introduction

We, the whole group member of Megah Holding, have agreed to make face-to-face discussions at lobby M25. Before we gather, our group leader, Ika, has shared the prototype from the group Mr Boss. Before we start our discussions, we sit together to read the pesona, scenario and the proposed task by Mr Boss. We decided to sit together and get a better understanding of the situation before getting to use the prototype. By doing this we not just get to have a better understanding of the situation to use the prototype but also get to feel familiar with the prototype without using it.

Persona

Welson is 21 years old and lives in remote areas that wish to secure reliable healthcare services free from the challenges posed by his location. He struggles to find nearby medical centers, the costs of the medical services and worry about not having immediate access to emergency medical treatment. The app provides Welson healthcare options, transparent pricing, prompt emergency assistant and Al-powered chatbot for healthcare ultimately alleviating their healthcare challenges and improving their overall well-being.

Scenario

It is the weekend and Welson has been feeling unwell for the past few days. He decided to go to the nearest hospital but his place is located far from any healthcare facilities. He opens the app to find the nearest hospital he can go to and use the GPS to guide him there. As soon as he arrives, Welson registers himself on the app booking function and waits for his turn to be called by the doctor. He feels relieved that he gets to treat his illness despite the limited access to any medical facilities in his place. The app successfully bridges the gap between his remote location and healthcare facilities.

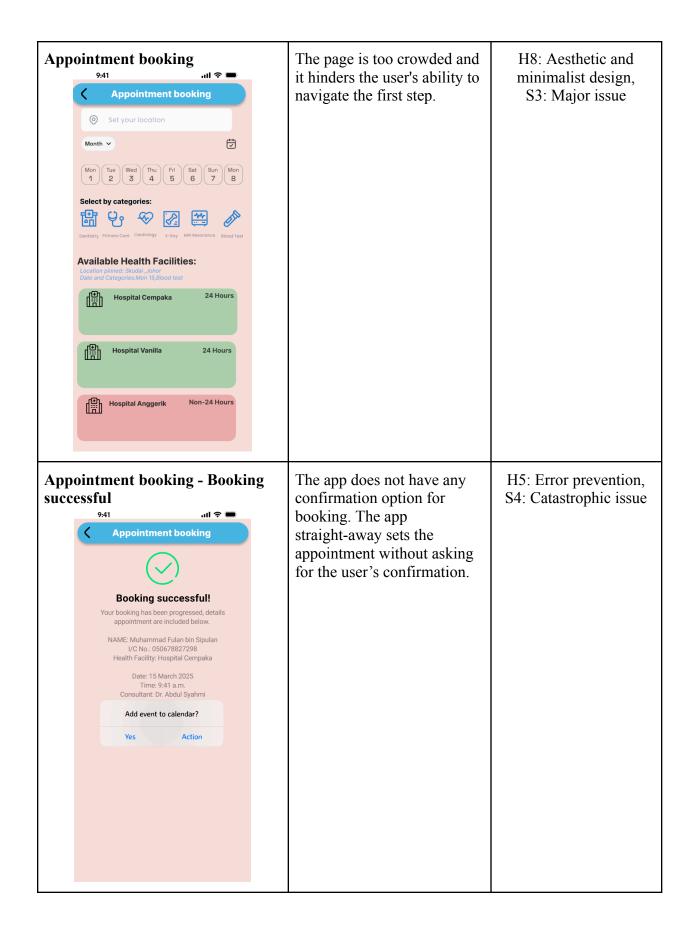
Proposed Task

- Task 1 Book a doctor's appointment for a checkup on what users are currently suffering.
- Task 2 Locate the nearest hospital in your current location.
- Task 3 Use the PopAl chatbot to converse with the Al bot regarding healthcare.

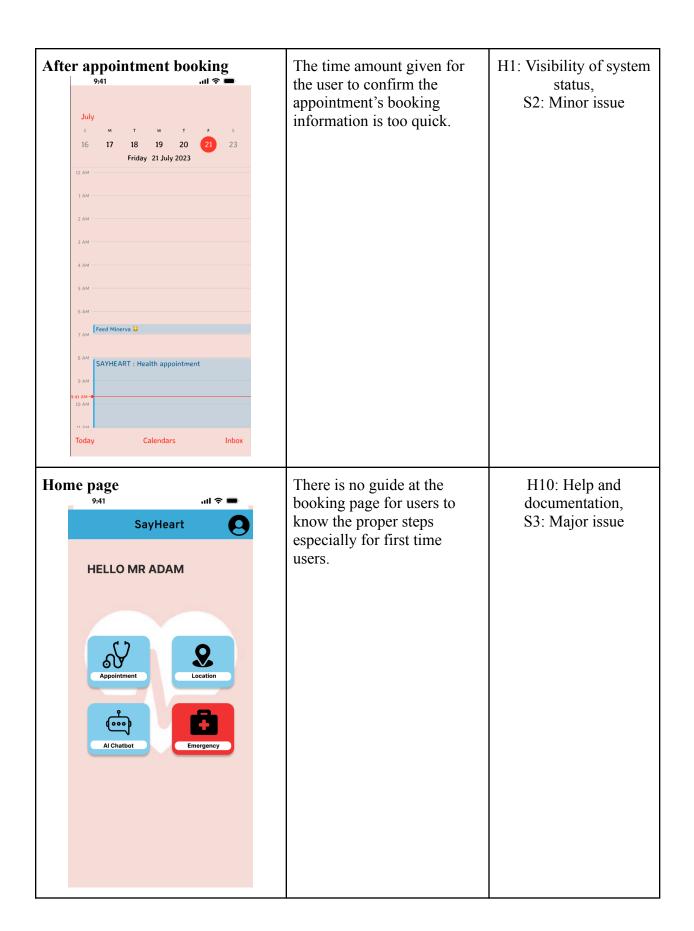
Next, we used the prototype and evaluated it together, where we used the prototype by following the tasks proposed by Mr Boss. Throughout the process of evaluation, we first identify the issues that we faced in common, then we refer back to the meaning of each Heuristic Evaluation via the website that was provided by our lecturer, Dr. Zuraifah. After that, we record it in the Google Docs prepared by Nuraisyah where we complete the assignment together. After completing the Heuristic Evaluation table, all group members contribute together in completing the user journey mapping.

2. Heuristic Evaluation Table

Prototype Image	Identified Issue	Heuristic and Severity
Login page 9,41	No option to hide or show password when log in. (this may disturb the user's privacy)	H7: Flexibility and efficiency of use, S1: Cosmetic issue
Home page 9:41 SayHeart HELLO MR ADAM Appointment Location Al Chatbot Emergency	The text was too small for the user to read. (difficult if the user have sight disabilities)	H8: Aesthetic and minimalist design, S2: Minor issue



H1: Visibility of system Locate facility - map The map does not focus on 9:41 ul 🗢 🖿 the searched hospital, status, causing the user to struggle **Locate Facility** S3: Major issue finding it in the map. Valley Southkey LARKIN Johor Bahru 188 A STULANG J1 ior Bahru City Square 3uloh nd ve WOODL Kranji MARSILING KRANJI Singapore Zoo YEW TEE VILLAGE H1: Visibility of system **Locate facility - Bookmark** The user is not notified when location either the location is status. 9:41 S2: Minor issue 매 후 🔳 successfully added to the bookmark or not. **Locate Facility** TAMAN DAYA TAMAN MOUNT AUSTIN TAMAN JOHOR JAYA TAMAN MOLEK The Mall, Mid Valley Southkey PERMAS LARKIN ANGA BAY Johor Bahru 188 C STULANG ohor Bahru City Square **Hospital Anggerik** 12 Km away **Hospital Cempaka** 6 Km away Hospital Vanila Ø 2.4 Km away



3. User Journey Map



Welson Nelson

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It is the weekend and Welson has been feeling unwell for the past few days. He decided to go to the nearest hospital but his place is located far from any healthcare facilities. He opens the app to find the nearest hospital he can go and use the GPS to guide him there. As soon as he arrive, Welson registers himself on the app booking function and waits for his turn to be called by the doctor. He feels relieved that he gets to treat his illness despite the limited access to any medical facilities in his place. The app successfully bridges the gap between his remote location and healthcare

to the choice.

User Actions

Task 1 - Book an appointment based on date and time

- Task 2 Locate and navigate to the nearest hospital
- Task 3 Use Al chatbot to ask about health condition/doctor's

- 1. Select the appointment icon. 2. Enter the location for booking appointment.
- 3. Select the date for appointment.
- 4. Select the health facilities available.
- 5. Choose the desired time and consultant.
- 6. Select the Location icon.
- 7. Enter location.
- 8. Save to Bookmark.
- 9. Click Navigate icon for direction to the nearest hospital in selected location.
- rating/doctor's biodata

10. Select the Al Chatbot icon. 11. Choose the provided FAQ. 12. Al provide the answer according

Feelings and judgement

Positive

Negative

interested, confused



The design is interesting, but I'm quite loss without any application guides.



"I could save the nearest hospital location into my bookmark!"

excited, impressed



excited

"This feature really helps answer question immediately "

Recommendations

The user are confused with the next steps required to book an appointment.

Add instructions guide for users especially for the first-time user.

The nearest hospital of the selected location cannot be seen, the user needs to find it on the screen.

Centered the selected location on the screen for user to easily see.

Not all of the questionnaire is accurately answered.

Need to provide the link of the references for each answer provided by Al.