



ICT 500

CRITICAL AND CREATIVE THINKING FOR INFORMATION TECHNOLOGY SOLUTIONS

CREATED BY : MUHAMMAD NOOR HAKIMI BIN ABDUL HALIM

STUDENT ID : 2023582335

LECTURER'S NAME : DR. ZAN AZMA BINTI NASRUDDIN

REFLECTION ON LEARNING

We start the first seminar on 21st April 2024, we started the beginning of the class by the introduction session for the subject. The main goal for this subject is to enhance our thoughts and ideas and push it to the limit. The critical and creative thinking is very important. As we can see, the pleasure found in today's technology is the result of people who thought creatively in the past. We can enjoy this pleasure as a result of their hard work. In the first seminar, our lecturer Dr. Zan Azma binti Nasruddin teach us a few method that can be used before developing a project like QADIM and SCAMPER. All the assignments including the project also have been told and explain by her.

SUS evaluation is the first task that we need to complete. System Usability Scale is the method is the method that have been use to collect a data from the users to ensure their satisfaction when using a system. For the first task, I choose to do the SUS evaluation for the RedBus application. This application is the application for the people to book a bus ticket. I have collected the data from 30 people who used the application.

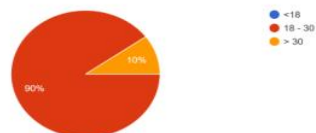
Here's a few content of report for the SUS evaluation of the Redbus mobile app:

2.1 Respondents Background

The respondent background analysis reveals critical insights into the demographic makeup of Canva users, as follows:

1. Age :

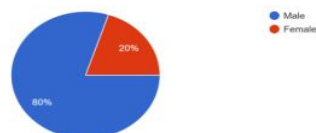
Age
30 responses



Most of the users of Redbus mobile app are in the age between 18 to 30. No person in the age below than 18 have been recorded among 30 respondents and about 10% from the respondent's age is more than 30 years old.

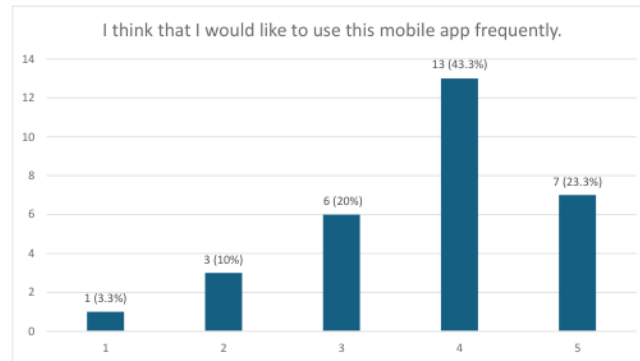
2. Gender

Gender
30 responses

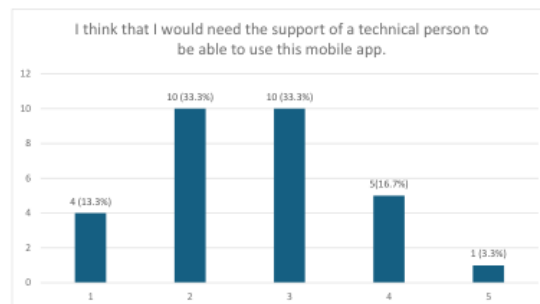


2.2 Perceived Users Satisfaction

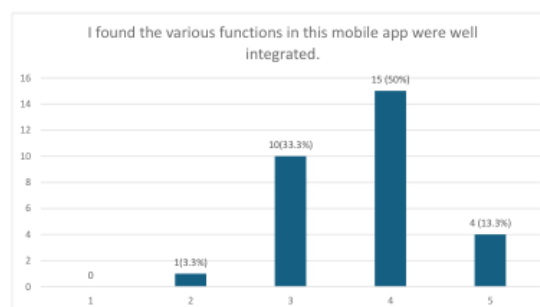
The user satisfaction analysis, based on the standard System Usability Scale (SUS), provides more information about the Redbus mobile app from the user's view.



From all of the respondents, there is a person that not frequently used the which contains 3.3% from the results. 10% from the respondents which is three people have a point of 2 and also are not frequently in using this application. 6 people are neutral and get a score of 3 means that they sometimes they use this mobile application. More than half of the respondents get the point of 4 and 5 which is 20 people that contains a total of 66.6%. This means that they use this app frequently to travel.



4 people are not confident while using the apps and 10 people are doubtful while using it that total 46.6% from the respondents. 33.3% from the respondents are neutral while using the apps and the rest of the respondents are confident in using this mobile app.



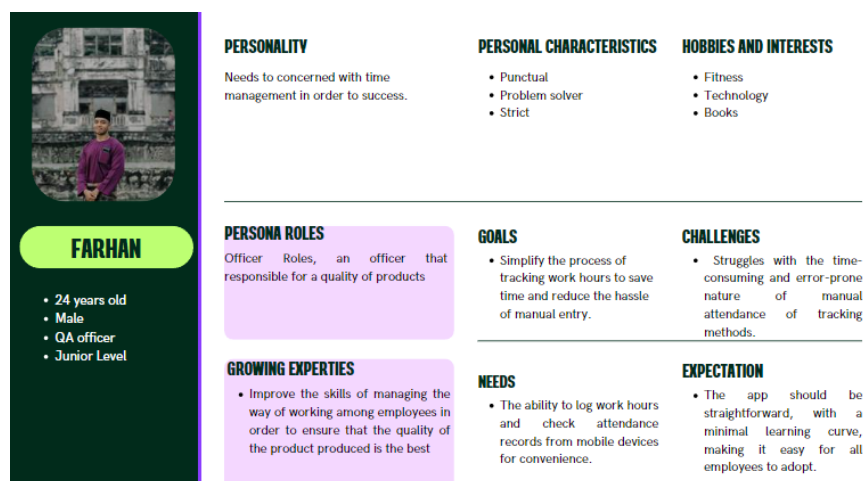
Functionality of the mobile app also important to attract and ease the users. From the graph, only a person that have a problem with the function of the apps. Most of the people are satisfied with the function of the mobile apps that contribute 63.3% from the respondents.

After learning a few method and doing the SUS evaluation, I have learn that the critical and creative thinking skills is very important before we continue to develop or build some projects. Most of the thing needs to be considered and the problem solving skills can helps to ensure the projects will be run smoothly.

REFLECTING ON PROJECTS GOALS

My team and I have brainstormed for the projects that we want to develop. We have choose to develop the Attendance System mobile app for office use. The main goals for this mobile application is to ease the record of employee's attendance. A few features has been improved from the previous system. We started by collecting a persona of a few people and make a fishbone to find a few issue regarding the previous system. Both of this method help me to develop a new system as it can be a reference.

Here are some content from the persona and fishbone:



If we talk about achieving the goals, there will be a few challenges that we need face. For me the most challenging thing I need to faced is myself. Being a part-time student are not easy as I need to

complete the task and assignment before the due date. When I feel lazy or not in the mood to continue the assignment after being tired from working during the day , I will force myself to do it and push to the limit. I will continue or complete my work during night or weekend. The free time should be used as best as possible to study or do an assignment cause that is the only way for me to achieve the goals.

REFLECTING ON GROUP DYNAMICS

My peers is very helpful although everyone is busy with their own works during the working days. The goals that we want to achieve have been done successfully because of everyone's cooperation. As an example, they help me to get fill in the SUS evaluation report although everyone is busy.

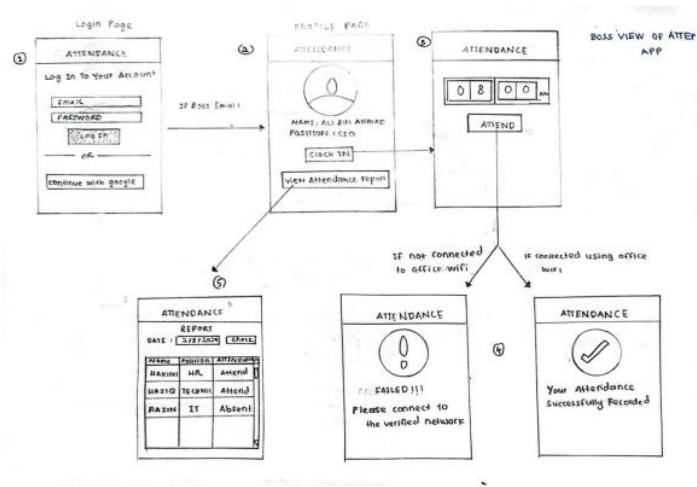
When I was stuck, they helped me to continue my works, giving some ideas that can helps me. As a group everyone have their own personality. For me, I am an introvert person, does not like to speak in front of people or doing a presentation, but my team keep supporting me to be a confident person when talking.



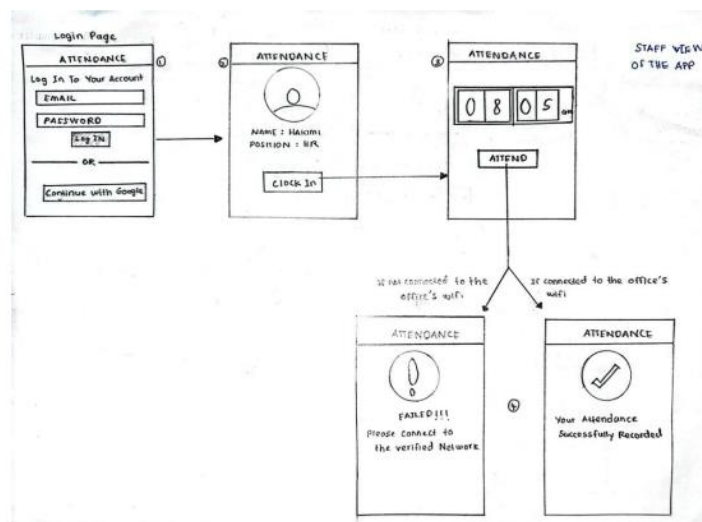
REFLECTING ON CRITICAL AND CREATIVE THINKING

- **What am I good at?**
 - Unique thinking, as the idea to create this attendance monitoring system come from me. I have seen a few system from the Instagram and this idea came out.
 - After I brainstormed for the system, I think this system is very simple and unique. I started to draw the low fidelity for the system before we create the prototype.

BOSS VIEW OF THE ATTENDANCE APP



STAFF VIEW OF THE ATTENDANCE APP



- **What are my limitations?**

Although we are good in a few things, there must be a limitation. For me, I'm not good in something that regarding to the user interface, prototype or colors. For this project's prototype, I handed to my group members to achieve the goals for the system. It such an honor for me that I can design the low fidelity for their usage to create the application's prototype

- **What made me really think?**

For this project, the thing that made me really think is because of the current system that are most commonly used in the industry. As for me, we need to create a new system environment along with technological innovation.

- **How did I learn when I made mistakes?**

When I made mistakes, it will have an impact but for me I helps me to learn a few things or improve ourselves from the mistake we made. As me, I like to code and learn a few programming languages. As a learner, it is very hard if the code does not work but we cannot solve the problem. It will take time but if we can solve the problem we can prevent the same problem from be happen again.

REFLECTING ON DEVELOPMENT OF SOFT-SKILLS

- **What did I feel when I was not successful?**

When something I do not successful, I will question myself and do a self reflection of what I am doing and back to the main reason why I am start to do it. Sometimes, not succeeding can fuel a stronger desire to try again and improve ourselves.

- **How did I handle things not going as planned?**

When the things are not going as planned, we need to understand what went wrong and why. Analyze the situation well to improve our project and back to the track and main goals.

- **What I really like about this project**

Our project is called the “Saint-lo” project which is the name of this attendance monitoring system. I really like this project because it enhance the system that commonly used in office nowadays.

- **Some things that I really need to work on NOW**

The things that I need to work on for myself is get rid of laziness and last minute person when doing something. It's a bad thing that need to be improve and avoid cause it can lead to a problem if prolonged.

- **Some things that I could do to improve myself in the future**

The things that I need to improve for myself is the public speaking skills. I got very nervous when I need to talk in the public. Eye contact skill also need to improve to attract people to my speak.

- **One thing that I will remember forever about this project**

Cooperation from all the peers to complete this project are the most memorable thing that needs to be memorized. As we know the cooperation as a team is the most important thing either when study or working.

Class Memories:

