

**DESIGN OF A WEB-BASED APPOINTMENT FOR PATIENT OF OPTOMETRY
DEPARTMENT AT EL-BEIDA HOSPITAL, LIBYA**

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UNIVERSITY UTARA MALAYSIA

2011

**DESIGN OF A WEB-BASED APPOINTMENT FOR PATIENT OF OPTOMETRY
DEPARTMENT AT EL-BEIDA HOSPITAL, LIBYA**

**A project submitted to dean of research and postgraduate studies office in partial
fulfillment of the requirement for the degree**

Master of Science (Information Technology)

Universiti Utara Malaysia

By

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ABSTRAK (BAHASA MALAYSIA)

Hal ini menunjukkan bahawa munculnya World Wide Web telah merevolusi perniagaan proses dan membantu penyebaran maklumat khususnya di rumah sakit di seluruh dunia. Ini projek penyelidikan dengan masalah yang sedang menghadapi pesakit jabatan optometri di rumah sakit El-Beidal Libya pesakit sukar untuk menerima rawatan perubatan kerana kaedah lama rawatan perubatan yang dalam amalan. prototaip dibangunkan untuk membantu pesakit dalam berkomunikasi dan tempahan janji dengan pegawai perubatan di rumah sakit Optometri Jabatan El-Beidal Libya terlepas dari masa dan lokasi mereka. Sistem telah diuji oleh calon pengguna dan mendapati bahawa adalah mudah digunakan.

ABSTRACT (ENGLISH)

It has shown that the advent of World Wide Web has revolutionized the business processes and assists the information dissemination especially in hospital all over the world. This project research on the problem that is currently facing the patients of optometry department in El-Beidal hospital Libya where patients are finding it difficult to receive medical care due to the old method of medical treatment that are in practice. A prototype is developed to help the patients in communicating and booking appointment with medical officers in Optometry Department of El-Beidal hospital Libya irrespective of time and their location. The system was tested by the prospective users and found that it is easy to use.

ACKNOWLEDGEMENT

My praises go to Almighty Allah for guiding and blessing me throughout my staying in Malaysia and completion of this project. I would like to thank my parents for their parental and financial support during my program in Malaysia. Also, my appreciation goes to my mother, siblings and friends for their support throughout my program, May Allah reward all of you abundantly. Also, this gratitude goes to my Supervisor, Prof Madya Dr Wan Rozaaini Bt Sheik Osman for her support and constructive criticism towards the completion of this project, may Allah reward her abundantly and provide for her family. The last appreciation goes to people that are in one way or other took part towards the successful completion of this project, especially the University Utara Malaysian administration, staff and students, May Allah continue to bless all of you, amen.

TABLE OF CONTENTS

PERMISSION TO USE.....	iii
ABSTRAK (BAHASA MALAYSIA).....	iv
ABSTRACT (ENGLISH).....	v
ACKNOWLEDGEMENT	vi
LIST OF TABLES	xi
LIST OF FIGURES	xii
1.0 INTRODUCTION	1
1.1 STATEMENT OF THE PROBLEM	3
1.2 OBJECTIVES OF THE STUDY	5
1.3 RESEARCH QUESTIONS	6
1.4 SCOPE OF THE STUDY.....	6
1.5 SIGNIFICANCE OF THE STUDY.....	7
1.6 ORGANIZATION OF THE REPORT	7
1.7 SUMMARY	8
LITERATURE REVIEW	9
2.0 INTRODUCTION	9
2.2 APPLICATION OF ICT IN HEALTH CARE	10
2.3 FACTORS THAT DRIVE ADOPTION OF eHEALTH.....	12
2.4 PERSPECTIVE OF HEALTH CARE SYSTEMS	12
2.5 RELATED WORK	13
2.6 SUMMARRY	14
RESEARCH METHODOLOGY	15
3.0 INTRODUCTION	15
3.1 METHODOLOGY DESIGN	15
3.1.0 AWARENESS OF THE PROBLEM	17

3.1.1 DATA COLLECTION	17
3.1.2 SUGGESTION	19
3.1.3 DEVELOPMENT.....	20
3.1.3.2 Create a Good First Impression	21
3.1.3.3 Encourage User Trust	22
3.1.3.4 Encourage User Interest and Feedback.....	22
3.1.3.5 Create a Flexible Design Which Will Support the Needs of Different Users	22
3.1.4.0 MOVING AROUND THE FORM (NAVIGATION, WORKFLOW &.....	23
ORIENTATION).....	23
3.1.4.1 Make it Easy for Users to Understand the Workflow and Structure.....	23
Of the Form.....	23
3.1.4.2 Make it Easy for Users to Identify Next Steps (Links and Buttons).....	23
3.1.4.3 Provide Efficient Navigation within the Form.....	23
3.1.4.4 Provide Users with a Quick and Efficient Workflow	24
3.1.5.0 READING THE SITE (WRITTEN CONTENT)	24
3.1.5.1 Style of Language	24
3.1.5.2 Grouping of Information.....	25
3.1.5.3 Make it Easy to Complete the Content	25
3.1.6.0 VIEWING THE SITE (LAYOUT & PRESENTATION).....	25
3.1.6.1 Page Layout	25
3.1.6.2 Use of Images	26
3.1.6.3 Readability	26
3.1.6.4 Accessibility.....	27
3.1.6.5 Appropriate Use of Color.....	27
3.1.7.0 INTERACTION DESIGN	27
3.1.7.1 Error Handling	27
3.1.4 EVALUATION.....	28

3.2 CONCLUSION.....	29
3.3 SUMMARY	30
ANALYSIS AND DESIGN	31
4.1 INTRODUCTION	31
4.2 WBTL SYSTEM REQUIREMENTS.....	31
4.2.1 WBAPS FUNCTIONAL REQUIREMENTS.....	32
4.3 WBAPS MODELING AND SYSTEM DESIGN	35
4.3.1 USE CASE DIAGRAM	35
4.3.2 USE CASE SPECIFICATION	38
4.3.3 WBAPS SEQUENCE DIAGRAMS	48
4.3.4 WBAPS CLASS DIAGRAM	54
4.4 PROTOTYPE IMPLEMENTATION.....	56
4.5 SUMMARY	60
DISCUSSION OF RESULTS.....	61
5.0 INTRODUCTION	61
5.1 EVALUATION TECHNIQUE.....	61
5.2 EVALUATION OF QUESTIONNAIRE	62
5.3 DATA ANALYSIS.....	63
5.3.1 DEMOGRAPHIC DISTRIBUTION OF SAMPLE.....	63
5.3.2 USABILTY TESTING RESULTS.....	66
5.3.2.1 Descriptive Statistics of Perceived Ease of Use of WEBAS	66
5.3.2.2 Descriptive Statistics of Perceived Usefulness of WEBAS	67
5.3.2.3 Descriptive Statistics of Interaction Design.....	68
5.4 SUMMARY	69
RECOMMENDATIONS AND CONCLUSION.....	70
6.0 INTRODUCTION	70
6.1 PROBLEMS AND LIMITATIONS	70
6.2 RECOMMENDATIONS FOR FUTURE WORK	71

6.3 CONCLUSION.....	71
6.4 SUMMARY	72
REFERENCES	73

LIST OF TABLES

Table 3.1: Functional RequirementsT	18
Table 4.1: Functional Requirements	32
Table 4.2: Non-Functional Requirements	34
Table 4.3: Log in Use Case Specification.	38
Table 4.4: Register Patient Use Case Specification.....	41
Table 4.5: Make appointment Use Case Specification.	43
Table 4.6: Manage Announcement Use Case Specification	45
Table 4.7: Manage Patient File Use Case Specification.	47
Table 5.1: Sex Distribution of Respondents.....	63
Table 5.2: Age Distribution of the Respondents.....	64
Table 5.3: Occupational Distribution of the Respondents	65
Table 5.4: Descriptive Statistics of Perceived Ease of Use of WEBAST.....	66
Table 5.5: Descriptive Statistics of Perceived Usefulness of WEBAST.....	67
Table 5.6: Descriptive Statistics of Interaction Design	68

LIST OF FIGURES

Figure 1: Research Design Methodology (Vaishnavi & Kuechler, 2004)	16
Figure 4.1: Symbols Used To Represent Actors and Uses Cases in Uml diagram.	36
Figure 4.2: WBAPS Use Case Diagram	37
Figure 4.3: Log in Sequence Diagram.....	49
Figure 4.4: Make Announcement Sequence Diagram	50
Figure 4.5: Register new patient Sequence Diagram	51
Figure 4.6: Make Appointment Sequence Diagram	52
Figure 4.7: Manage Patient Sequence Diagram	53
Figure 4.8: WBAPS Diagram.....	55
Figure 4.9: WBAPS Home Page	57
Figure4.10: Make Announcement in WBAPS	58
Figure4.11: Register Page in WBAPS.....	59

CHAPTER ONE

INTRODUCTION

1.0 INTRODUCTION

The advent of the World Wide Web has revolutionized business processes and radically changed the dissemination of information which has spectacularly influenced the society and thus the role of Information and Communication Technology (ICT) cannot be overemphasized. While it could be said that a lot of research has been carried out on the impact of ICT applications in traditional business processes in the private sector, it is also true that over the past decade research on e-Government has increased enormously. This can be attributed to the growing interest of the use of ICT in public administration (Laudon, 2000).

E-Government as the name suggests means electronic government. Like other contemporary terminologies, the term is defined and used in different contexts. However, the common premise is that e-Government involves the automation of current non-computerized procedures to communicate with citizens, transact business, and disseminate information by government agencies. It mostly involves

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