THE EVALUATION OF USABILITY OF I-REHLAH PROTOTYPE BASED ON EXPERTS' CONSENSUS USING FUZZY DELPHI ANALYSIS

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ABSTRACT

To verify a product's usefulness, each application must go through a testing or evaluation phase. The usability evaluation is described as a test performed on a real user to assess how easy it is to use an application. In this study, the respondents must use the developed prototype and evaluate it by answering the questionnaire provided in order to determine the usability of the i-Rehlah prototype. Since the evaluation of usability could not be applied to Arab tourists as the main respondents, the authors decided to appoint professionals in academia, industry and government as respondents. For the initial phase of construction for the real application, the choice of this technique and a target group of experts is deemed appropriate.

KEYWORDS: i-Rehlah prototype, Fuzzy Delphi Method (FDM), Experts' Consensus, Evaluation of Usability

PURPOSE AND BACKGROUND

This study aimed to obtain the consensus of experts on the elements of i-Rehlah prototype application. The main focus of this study is to assess the efficacy of the i-Rehlah prototype, which aims to make it easier for travelers, particularly Arabs, to travel in Selangor, Malaysia.

METHODOLOGY

This study used the Fuzzy Delphi Method (FDM) to achieve its results. This questionnaire contains three main domains with total of 21 items and was distributed to 10 respondents. The criteria and characteristics of the experts who were the subject of this study were in line with the context of the study because it involved experts in the fields of academia, industry and government.

FINDINGS

The results show that two of the three domains had experts agree; especially on information and interface domains. Meanwhile, for the interactive domains, four of the eight items stated were rejected by the experts due to a lack of fuzzy score requirements.

CONCLUSION

In this study, a product an application called i-Rehlah was developed with the intent of making it easier for tourists, particularly those from the Middle East, to visit the state of Selangor in Malaysia. Due to the emergence of the COVID-19 outbreak, the study was unable to recruit Arab travellers. As a result, the prototype was only examined by professionals who were knowledgeable and qualified to do so before it was released.

CONTRIBUTION/PRACTICAL IMPLICATIONS

This study highlights components and characteristics that must be featured in the i-Rehlah prototype and are considered a vital part of the application. The findings also serve as a useful guide for Arab tourists visiting the state of Selangor.

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