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Development of a usable online counseling management system

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Abstract

This paper is aimed at identifying solution regarding counseling management of employees' life problem including personal and work place problems. This paper involved the design, development and evaluation of Employee Needs Assessment Inventory (ENAI) functionality and usability among employees in Malaysia. This project used a quantitative approach called case study in the process of collecting data. In general, this project was divided into three phases: system requirements analysis, system design and development, and formative evaluation. The result from of ENAI formative evaluation had proven that the system could be able to record employees' life problem (health, family, financial, spiritual, work issue, career, interpersonal relationship and work environment). Besides, the system can be used by three tiers (employees, employer and counselor) to access the counseling information, provide communication networking facility for a diversity user, and assist in the generation of reports and analysis, and also to support counseling management for the three tiers.

Keywords : ENAI; Usable online Counseling; Web-based application

1. Introduction

Through the organization of counseling services, it is must take into account the personal problems with assumptions if these problems can be solved to improve performance [1]. Furthermore, The World Health Organization (WHO) emphasizes that most major health problem leading to the inability to work is depression [2]. Depression includes mixing a variety of feelings and behaviors can lead to loss of self-confidence [3]. When a person is suffering from depression, he/she may lose interest in work and stay away from the family. There is a need to capture the depression's symptoms before effective changes or treatment can be made. Accordingly, the use of ICT in healthcare personnel is seen as a higher demanding for innovative methods and new approaches in counseling services. Therefore, the development of online inventory for counseling management is needed and this project has focused on a system development for employees in organization called Employee Needs Assessment Inventory (ENAI). The system can provide useful information to the employees, counselors and employer where this system is able to provide a counseling service that is comprehensive and effective to these three tiers.

ENAI is a management system which consists of three tiers counseling programs that allow workers, counselors and employers to access services related to personal life challenges and improves performance and production at

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