

CHAPTER 8

EVALUATION

8.1 Introduction

This chapter presents the results of evaluation done on Intelligent Bank Management Simulation system (IBMS). The evaluation was done by the target users to evaluate the effectiveness of the system and the usage of IBMS as a training tool. The evaluation was done by bank executives from a total of six banks which include Maybank Seremban, Hong Leong Bank Seremban, Southern Bank Subang Jaya, Affin Bank Subang Jaya, Public Bank Seremban and RHB Bank Subang Jaya. A total of 24 users have evaluated the system.

The evaluation process involves six important aspects in evaluating the usefulness of IBMS as a training module and to evaluate the user participation in using the Intelligent Bank Management Simulation system (IBMS).

8.2 Evaluation Process

The most important aspects which was evaluated by the participants were:

1. Program Content
2. Effectiveness of IBMS
3. Practice / Assessment / Feedback
4. Users Appeal and Suitability
5. Ease of Use
6. Presentation

The evaluation process was conducted using an Evaluation form as shown in Appendix C. The details of each and every aspect are explained in detail as below.

8.2.1 Program Content

The Intelligent Bank Management Simulation system needs to have a clear objective which is well understood by the target users. The instruction given in the system should match the objective or the goal of the users. The instruction should be able to address various learning styles and intelligence which is very important for a simulation based system. The information provided by the system need to be accurate and in accordance to current environment. The IBMS should be able to provide materials for enrichment and other remedial activities such as assignments and manuals.

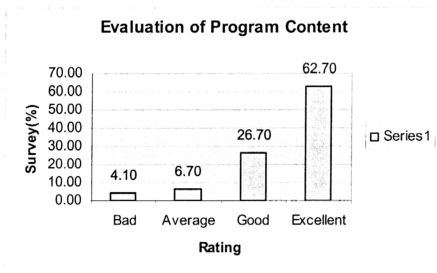


Figure 8.1
Results on Evaluation of Program Content

Figure 8.1 above shows that 62.7% of the participants of IBMS have evaluated the program content as excellent while 26.70 have evaluated the system to be good.

8.2.2 Effectiveness of IBMS

This section is very important in analyzing the users' participation in using the simulation based training system. The participants should be able to recall and use the information from the IBMS. The application should be able to prepare participants for the future through the experiences gained from using the system. The IBMS was also evaluated on the effectiveness to act as an appropriate training tool.



Figure 8.2
Results on Evaluation of Effectiveness

The graph shown above shows that 75% of the participants have evaluated IBMS to be excellent while another 18.8% have evaluated the system to be good.

8.2.3 Practice / Assessment / Feedback

The IBMS was also evaluated for providing relevant feedback in accordance to the participants' responses. Evaluation was done on the effectiveness of practices given to accomplish objectives, immediate feedback and effectiveness of collaborative learning experiences through Intelligent Bank Management Simulation system.

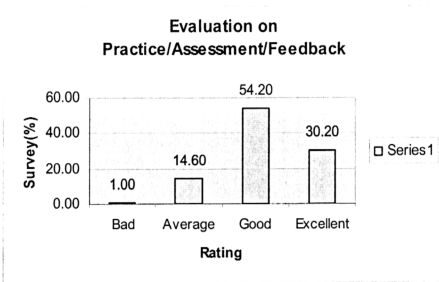


Figure 8.3
Results on Evaluation of Practice/Assessment/Feedback

As shown in Figure 8.3, 54.20% have evaluated the practice, assessment and feedback system to be good while 30.2% have evaluated it to be excellent.

8.2.4 Users Appeal and Suitability

The participant will evaluate whether the training system matches interest level of indicated users or able to gain attention from the user to use the system again. The expected input and the tutorials should be appropriate to the target users. The evaluation also involves the compatibility of the system in terms of user's attention and the required time period to complete the game. Figure 8.4 shows the results of evaluation on users appeal and suitability.

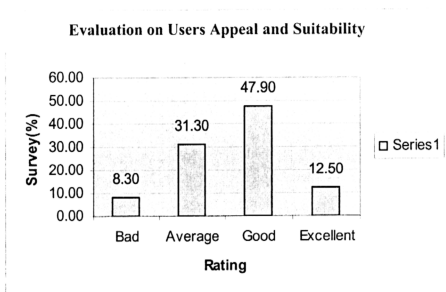


Figure 8.4
Results on Evaluation of Users Appeal and Suitability

8.2.5 Ease of Use

The evaluation was done in terms of user navigation and screen directions. The screen direction needs to be consistent and easy to follow. The help options should be available for the users. The evaluation will also involve the response of IBMS to the user input. The interfaces designed need to be consistent with the environment. Figure 8.5 shows that 57.4% of the participants have evaluated the system as excellent

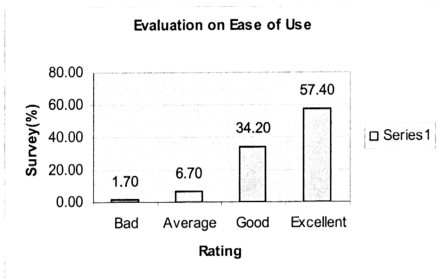


Figure 8.5
Results on Evaluation of Ease of Use

8.2.6 Presentation

The evaluation will involve the presentation of the information which is appropriate and logical. The participants also need to evaluate on the screen display and the presentation of the text which is suitable for the target users. The spelling, grammar and punctuation were also evaluated. Figure 8.6 shows the results of the evaluation on the presentational aspect of IBMS.

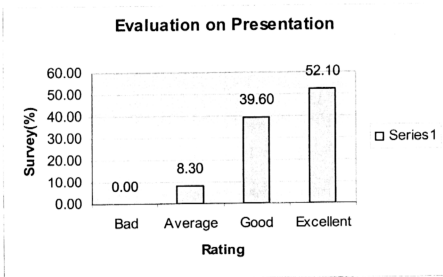


Figure 8.6
Results on Evaluation of Presentation

8.3 Results

Table 8.1 and 8.2 show the results of the evaluation in accordance to the six important aspects:

Table 8.1
IBMS Evaluation Results I

| | | Total Selection for each Rate | | | |
|---|--|-------------------------------|---|----|----|
| | | 1 | 2 | 3 | 4 |
| Program Content | | | | | |
| 1 | Objectives are clearly stated | 0 | 0 | 4 | 20 |
| 2 | Instruction matches objectives | 0 | 2 | 4 | 18 |
| 3 | Instruction addresses various learning styles and intelligences | 0 | 1 | 6 | 17 |
| 4 | Information is current and accurate | 5 | 1 | 8 | 10 |
| 5 | Materials for enrichment and remedial activities are provided | 0 | 4 | 10 | 10 |
| | | | | | |
| Effectiveness | | | | | |
| 6 | Participants are able to recall and user information presented following program use | 0 | 2 | 8 | 14 |
| 7 | The application prepares participants for future real-world experiences | 0 | 0 | 0 | 24 |
| 8 | Participants develop further interest in topic from using program | 2 | 2 | 4 | 16 |
| 9 | This is an appropriate use for training program | 0 | 0 | 6 | 18 |
| | | | | | |
| Practice / Assessment / Feedback | | | | | |
| 10 | Feedback is relevant to student responses | 1 | 0 | 12 | 11 |
| 11 | Practice is provided to accomplish objectives | 0 | 4 | 4 | 16 |
| 12 | Feedback is immediate | 0 | 6 | 18 | 0 |
| 13 | Collaborative learning experiences are provided for | 0 | 4 | 18 | 2 |

Table 8.1, continued
IBMS Evaluation's Results I

| | | Total Selection for each Rate | | | |
|-------------------------------------|---|-------------------------------|----|----|----|
| | | 1 | 2 | 3 | 4 |
| Users Appeal and Suitability | | | | | |
| 14 | The training system matches interest level of indicated users | 0 | 2 | 14 | 8 |
| 15 | Expected input is appropriate for indicated users | 2 | 10 | 8 | 4 |
| 16 | The tutorials are suitable for indicated users | 0 | 8 | 16 | 0 |
| 17 | Required time is compatible with student attention | 6 | 10 | 8 | 0 |
| | | | | | |
| Ease of Use | | | | | |
| 18 | User can navigate through application without difficulty | 0 | 0 | 7 | 17 |
| 19 | Screen directions are consistent and easy to follow | 0 | 0 | 6 | 18 |
| 20 | Help options are comprehensive and readily available | 2 | 2 | 10 | 10 |
| 21 | Application responds to input as indicated by directions | 0 | 4 | 10 | 10 |
| 22 | Interface provides user with an appropriate environment | 0 | 2 | 8 | 14 |

Table 8.1, continued
IBMS Evaluation's Results I

| | | Total Selection for each Rate | | | |
|---------------------|---|-------------------------------|---|----|----|
| | | 1 | 2 | 3 | 4 |
| Presentation | | | | | |
| 23 | Information is presented in a developmentally appropriate and logical way | 0 | 2 | 12 | 10 |
| 24 | There is appropriate variety in screen displays | 0 | 2 | 9 | 13 |
| 25 | Text is clear and printed in type suitable for target user | 0 | 0 | 5 | 19 |
| 26 | Spelling, punctuation and grammar are correct | 0 | 4 | 12 | 8 |
| | | | | | |

Note:

Rate 1: Bad

Rate 2: Average

Rate 3: Good

Rate 4: Excellent

Table 8.2
IBMS Evaluation Results in Percentage

| | | Ratings in % | | | |
|---|--|--------------|------|------|------|
| | | 1 | 2 | 3 | 4 |
| Program Content | | | | | |
| 1 | Objectives are clearly stated | 0 | 0 | 16.7 | 83.3 |
| 2 | Instruction matches objectives | 0 | 8.3 | 16.7 | 75 |
| 3 | Instruction addresses various learning styles and intelligences | 0 | 4.2 | 25 | 70.8 |
| 4 | Information is current and accurate | 20.8 | 4.2 | 33.3 | 41.7 |
| 5 | Materials for enrichment and remedial activities are provided | 0 | 16.6 | 41.7 | 41.7 |
| | | | | | |
| Effectiveness | | | | | |
| 6 | Participants are able to recall and user information presented following program use | 0 | 8.3 | 33.3 | 58.4 |
| 7 | The application prepares participants for future real-world experiences | 0 | 0 | 25 | 75 |
| 8 | Participants develop further interest in topic from using program | 8.3 | 8.3 | 16.7 | 66.7 |
| 9 | This is an appropriate use for training program | 0 | 0 | 25 | 75 |
| | | | | | |
| Practice / Assessment / Feedback | | | | | |
| 10 | Feedback is relevant to student responses | 4.2 | 0 | 50.0 | 45.8 |
| 11 | Practice is provided to accomplish objectives | 0 | 16.7 | 16.7 | 66.6 |
| 12 | Feedback is immediate | 0 | 25 | 75 | 0 |
| 13 | Collaborative learning experiences are provided for | 0 | 16.7 | 75 | 8.3 |

Table 8.2, continued
IBMS Evaluation's Results in Percentage

| | | Ratings in % | | | |
|-------------------------------------|---|--------------|------|------|------|
| | | 1 | 2 | 3 | 4 |
| Users Appeal and Suitability | | | | | |
| 14 | The training system matches interest level of indicated users | 0 | 8.3 | 58.4 | 33.3 |
| 15 | Expected input is appropriate for indicated users | 8.3 | 41.7 | 33.3 | 16.7 |
| 16 | The tutorials are suitable for indicated users | 0 | 33.3 | 66.7 | 0 |
| 17 | Required time is compatible with student attention | 25 | 41.7 | 33.3 | 0 |
| | | | | | |
| Ease of Use | | | | | |
| 18 | User can navigate through application without difficulty | 0 | 0 | 29.2 | 70.8 |
| 19 | Screen directions are consistent and easy to follow | 0 | 0 | 25 | 75 |
| 20 | Help options are comprehensive and readily available | 8.3 | 8.3 | 41.7 | 41.7 |
| 21 | Application responds to input as indicated by directions | 0 | 16.6 | 41.7 | 41.7 |
| 22 | Interface provides user with an appropriate environment | 0 | 8.3 | 33.3 | 58.4 |

Table 8.2, continued
IBMS Evaluation's Results in Percentage

| | | Ratings in % | | | |
|---------------------|---|--------------|------|------|------|
| | | 1 | 2 | 3 | 4 |
| Presentation | | | | | |
| 23 | Information is presented in a developmentally appropriate and logical way | 0 | 8.3 | 50.0 | 41.7 |
| 24 | There is appropriate variety in screen displays | 0 | 8.3 | 37.5 | 54.2 |
| 25 | Text is clear and printed in type suitable for target user | 0 | 0 | 20.8 | 79.2 |
| 26 | Spelling, punctuation and grammar are correct | 0 | 16.7 | 50.0 | 33.3 |
| | | | | | |

Note:

Rate 1: Bad

Rate 2: Average

Rate 3: Good

Rate 4: Excellent

8.4 Conclusion

The evaluation process composed of six important categories that have been evaluated by the participants of Intelligent Bank Management Simulation Training system (IBMS). The results show that IBMS was able to gain and maintain attention throughout the lesson. It is also able to provide and maintain appropriate levels of challenge.

The evaluation results conclude that IBMS is an effective tool if not a reasonably well developed tool which can be used for training purposes. The evaluation shows positive results in terms of using a simulation based training system. The participants have also evaluated that the system plays an important role in providing training for the participants to manage a bank and create strategy and decision making for the banking industry.