

Abstract

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Mobile Reservation System: the case of the Arab academy for Science and Technology

The main subject of the research study is the implementing of m-health reservation system at the Arab Academy for Science & Technology (AASTMT), Egypt. Egypt is considered a good representative of mobile usage in the Middle East, with a population around 80 millions, a total number of mobile subscribers over 60 millions. The AASTMT was selected as a case university that offers health services to staff & students in Egypt. The paper proposes a comprehensive m-health insurance reservation system. The proposed system is based on the current electronic medical records of the staff at the academy's clinic. The study at hand tries to answer the research question: What are the main usability problems that affect user experience with regards to m-health reservation system?