IMPROVING USER EXPERIENCE TO THE FNRI’S PROFICIENCY TESTING AND REFERENCE MATERIALS PORTAL

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**Background:**
Despite the availability of a local proficiency testing (PT) and reference materials (RM) provider and high demand for this type of services, the participation is quite low due to difficulties encountered in transacting and insufficient awareness of its availability. The study allowed the preliminary use of the developed Proficiency Testing (PT) and Reference Materials (RM) portals, by the participants and customers in joining FNRI PTs and purchase RMs, respectively.

**Objective:**
This project aimed to improve and maintain the developed Proficiency Testing and Reference Materials E-Access portal in iFNRI.

**Materials and Methods:**
Software enhancement, additional features and functionalities to the PT and RM portals were included to improve users’ experience. Available reference materials were uploaded and contents were continuously updated in the RM portal. In the PT website, two PT Rounds were created to help in the provision of feedback from customers.

**Results and Findings:**
A total of thirty three (33) participants joined the PT Round on FNRI PT 18-01 (Corn-based Snack Food) and nineteen (19) participants joined the FNRI PT 18-02 (Wheat Flour). To continuously offer the best service to the participants and/or customers, this project improved and maintained the developed PT and RM E-Access portals in iFNRI website. The use of the PT portal for the two PT Rounds uploaded can be considered a factor that increased the hits for the portals (PT portal = 6480; RM portal = 1035). Furthermore, visitors of the portals do not consist only of locals but also of other foreign countries (e.g. United States, Hong Kong, Germany, China, Israel, Russia, etc.).

**Conclusion and Recommendation:**
The established and improved PT portal enabled the online organization of two (2) PT Rounds. Simultaneous beta-testing was performed for the added features and functionalities. Overall, enhancement in the portals, including the self-system-generated quotation for immediate request have well-assisted participants/customers. The FNRI-PTL suggests on making its designs mobile-ready to improve its users experience in terms of enhanced portability. Furthermore, this will also provide better transaction process in the RM portal that can be similar to common e-commerce websites.