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## Evaluation of end-user satisfaction among employees participating in a web-based needs assessment inventory

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### Abstract

This paper reports on the end-user satisfaction evaluation of ENAI. It highlights the positive impact and effect of online web-based management system for counseling inventory. Participants have reported satisfaction with ENAI and the service impact within community of users is complementary. Improvement of ENAI can be made to enhance the end-user satisfaction by referring to the user's requirements.

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*Keywords:* Online Counseling; web-based application; usable; user satisfaction

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### 1. Introduction

The growth of new technologies has made it possible for the online delivery of psychological support [1]. The expansive of technology in people's lives has been noticed by health professionals including counselor, psychologist, psychiatrist, etc. Furthermore, it is predicted that the increasing growth and prevalence as well as the users demand will put technology as an essential aspect of healthcare into the future [2]. Many types Internet-delivered support is increasingly being used including online counseling management system in organization [3]

Employer has a responsibility to develop appropriate interventions to respond to the health needs of their employees. Through the organization of counseling services, it is must take into account the life style problems with assumptions if these problems can be solved to improve performance [4]. Furthermore, The World Health Organization (WHO) emphasizes that most major life style problem leading to the inability to work is depression [5]. Depression includes mixing a variety of feelings and behaviors can lead to loss of self-confidence [6]. When a person is suffering from depression, he/she may lose interest in work and stay away from the family. Study shows problems experienced by employees in organizations can influence their performance and job satisfaction, and organizational influences on the production rate. It 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.

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