

# The Development of Mobile Application to Enhance Communication Knowledge in Service Tasks at Convenience Stores for People With Hearing Impairments

## A Mobile App to Improve Communication for the Hearing Impaired in Convenience Stores.

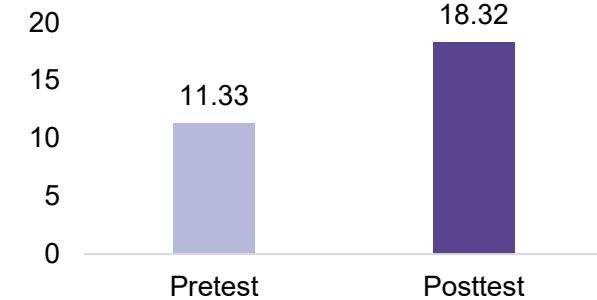


- **Participants:** 50 hearing-impaired individuals & 50 staff
- **Tools:** Sign language app, knowledge test, quality & satisfaction surveys



- App quality: Avg. score 4.80
- Knowledge improved: 11.33 - 18.32 ( $p < 0.05$ )
- User satisfaction: Avg. score 4.75
- App enhances communication in service tasks

### Knowledge improved



Topic	Score
Content of the Application	4.77
Content Presentation	4.66
App Management	4.39
Usability	4.62