

Affective Service for Elderly: A Case of Taiwan High Speed Rail Station

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Abstract

This study proposes the design of affective service in public facility for elderly. The aim is to enhance usability of the public facility system for the elderly. The activity focus research methodology covers some stage as follow: define topic research, observation and interview of study target, literature review, design a new service, pre-test the solution, modify and re-design the service then final evaluation.. This service will help the elderly in doing their activities in the waiting room and buying the tickets. It mainly focuses on creating service which based of human' needs to provide an affective service. It based on the observation of elderly activities inside the waiting room in the train station.