

EVALUATING E-GOVERNMENT WEB USABILITY: A CASE STUDY OF PENANG.NET

**A thesis submitted to the Faculty of Information Technology in partial
fulfillment of the requirements for the degree
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By

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ABSTRACT

Electronic Government (E-Government) initiatives have often sounded very promising but been difficult to implement. Therefore, it is important to ensure that people, have opportunities to benefit from the Web by the government, especially from on-line public services or the online information. The study takes into consideration how E-Government should be understood. It presents the review of literature regarding the examination on E-government evaluation methods adopted in leading information technology advanced countries. This study aims to provide usability evaluation of the Penang state E-Government web sites: Penang.Net by using the benchmarking approach by using a form of the benchmark approach to assess the degree to which each of the web site usability and the contents usefulness. By then it contrasts the web page of the three web sites and a discussion of the best practice for various usability criteria. The result of this study can be used to inform the subsequent re-design of the Penang.Net home page. The finding is intended to measure the performance and quality of Penang.Net web against the others state government service website. The suggested guidelines established in this study aimed to provide suggestions to the Penang state government that enables then to produce E-Government web sites that are both usable and benefit to Penang people.

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CHAPTER 1

INTRODUCTION

Malaysia's Electronic Government (E- Government) initiative began in 1997 with the launch of the Multimedia Super Corridor's E-Government Flagship Application. Electronic Government (E-Government) presents Malaysia a new and innovative approach to addressing traditional problems of government services by utilizing the Internet and World-Wide-Web. As E-Government web sites are the gateways for the Malaysia citizen to access information and services provided by the government in the information age, the E-Government websites have to be easy for all Malaysia citizens to use.

The Malaysian Government was acutely aware of the need to upgrade the efficiency and effectiveness of its administrative machinery in ensuring the success of this unprecedented endeavor. Thus E-Government was introduced as one of the seven flagships of the MSC. E-Government as a benchmark for global government by employing high-end, state of the art information and communications technologies

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