USABILITY COMPARISON OF MALAYSIA PREMIER POLYTECHNICS' WEBSITES

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By

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ABSTRAK

Kementerian Pengajian Tinggi Malaysia sedang menaik taraf system pengajian di politeknik untuk menjadikannya institusi pengajian pilihan pertama di kalangan calon-calon yang berminat untuk melanjutkan pelajaran. Tiga politeknik telah dinobatkan sebagai politeknik premier mulai Julai 2010 yang secara umumnya bertaraf lebih tinggi daripada 24 buah politeknik konvensional yang lain.

Selain daripada penambahbaikan daripada segi penjenamaan semula serta kurikulum dan latihan yang dinamik, penyebaran maklumat adalah penting untuk membolehkan pelajar dan orang ramai mendapatkan informasi terkini yang berkaitan dengan politeknik. Salah satu daripada cara penyebaran maklumat ialah melalui laman web yang menarik minat pengguna.

Kajian ini memberi tumpuan untuk mengenalpasti criteria kebolehgunaan yang boleh diaplikasikan dalam menilai tiga laman web politeknik premier. Setakat ini, belum ada sebarang penyelidikan yang dilakukan mengenainya. Pendapat yang biasa, reka bentuk atau susun atur laman web yang tidak berstruktur akan menyebabkan penyampaian maklumat yang kurang berkesan. Sumbangan projek ini adalah untuk mengenal pasti reka bentuk laman web yang terbaik dikalangan tiga politeknik premier serta mengenal pasti kriteria yang perlu dibaiki untuk kebolehgunaan web.

ABSTRACT

The Ministry of Higher Education is upgrading the polytechnic system in order to make it the first choice among candidates interested in furthering their studies. On July 2010, three polytechnics have been promoted to premier polytechnics which are generally of higher standard than the 24 conventional polytechnics.

Besides better re-branding exercise along with more dynamic curriculum and training, public exposure is the way to go if students and people are to know what are being offered by the polytechnics. One way of disseminating this information is through websites that are interesting and deemed as useful to users.

This research focuses on identifying the usability criteria for assessing the three premier polytechnics' websites. There is currently no research done in this area. It is a command perception that unstructured website design or layout would impede the process of information dissemination. The contribution of this paper is to identify the best website design among the three premier polytechnics and identify the criteria to be tackled for designing high usable website.

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TABLE OF CONTENTS

ABSRACT (BAHASA MELAYU)……..……..iii
ABSRACT (ENGLISH)…….…...…iv
ACKNOWLEDGMENTS……...v
LIST OF TABLES…….ix
LIST OF FIGURES…….……x
LIST OF ABBREVIATIONS……..……..……xi

CHAPTER ONE :INTRODUCTION 1

1.1 Problem Statement 3

1.2 Research Questions 4

1.3 Objectives 4

1.4 Scope of Research 5

1.5 Significance of Study 5

1.6 Research Schedule 5

1.7 Summary 6

CHAPTER TWO : LITERATURE REVIEW 8

2.1 Introduction 8

2.2 Usability: Concept and Definition 8

2.2.1 Definition of Web Site Usability Problem 10

2.3 Web Design: Concept and Definition 10

2.4 Comparison: Concept and Definition 11

2.5 Accessibility: Concept and Definition 12

2.6 Evaluation Model: Concept and definition 13

2.6.1 User Experience Model 15

2.6.2 Heuristic Evaluation 16

2.6.3 Voluntary Product Accessibility Template 16

2.6.4 Web Design Perspective 18
2.6.5 Barrier-free Evaluation Model 19
2.6.6 Scanmic Model 20
2.7 Polytechnic: Concept and Definition 27
2.7.1 Background of Ungku Omar Polytechnic 28
2.7.2 Background of Sultan Salahuddin Abdul Aziz Shah Polytechnic 29
2.7.3 Background of Johor Bahru Polytechnic 30
2.8 Summary 30

CHAPTER THREE : RESEARCH METHODOLOGY 32
3.1 Introduction 32
3.2 Methodology 32
3.2.1 Theoretical Studies 33
3.2.2 Use the Model 33
3.2.3 Evaluation the usability of three Premier Polytechnics' website 35
3.2.4 Criteria to be tackled for high usability 36
3.3 Summary 37

CHAPTER FOUR : RESULTS AND FINDINGS 38
4.1 Introduction 38
4.2 Respond Rate 38
4.3 Demographic Profile of respondents 39
4.4 Usability Evaluation Result 40
4.4.1 Analysis of Screen Design in Three Premier Polytechnics'. 41
4.4.2 Analysis of Content in Three Premier Polytechnics'. 42
4.4.3 Analysis of Accessibility in Three Premier Polytechnics'. 43
4.4.4 Analysis of Navigation in Three Premier Polytechnics'. 44
4.4.5 Analysis of Media Use in Three Premier Polytechnics'. 44

4.4.6 Analysis of Interactivity in Three Premier Polytechnics'. 46
4.4.7 Analysis of Consistency in Three Premier Polytechnics'. 46
4.5 Criteria to Be Tackled For High Usability 49
4.6 Summary 50

CHAPTER FIVE : CONCLUSION AND RECOMMENDATION 51
5.1 Introduction 51
5.2 Achievement of Research Objectives 51
5.3 Limitation 53
5.4 Future Work 53
5.5 Summary 54
BIBLIOGRAPHY 55
APPENDIX A……...……...…..50

LIST OF TABLES

Table 1.1 : Research Schedule 6

Table 2.1: Voluntary Product Accessibility Template (VPAT).....177

Table 2.2 : The criteria of Web Design Perspective 188

Table 2.3: Barrier-free Evaluation Model.....199

Table 2.4: List of Web Usability Criteria for Screen Appearance.....22

Table 2.5: List of Web Usability Criteria for Content 23

Table 2.6:List of Web Usability Criteria for Accessibility.....24

Table 2.7: List of Web Usability Criteria for Navigation 24

Table 2.8: List of Web Usability Criteria for Consistency 25

Table 2.9: List of Web Usability Criteria for Interactivity 26

Table 2.10: List of Web Usability Criteria for Media Use 26

Table 4.1: Demographic Profile of respondents 39

Table 4.2: Analysis of Screen Design.....41

Table 4.3 : Analysis of Content.....42

Table 4.4 : Analysis of Accessibility 43

Table 4.5 : Analysis of Navigation 44

Table 4.6 : Analysis of Media Use.....45

Table 4.7 : Analysis of Interactivity.....46

Table 4.8: Analysis of Consistency…….…….....47

Table 4.9: Usability Comparison Malaysia Premier Polytechnics' Website……47

LIST OF FIGURES

Figure 2.1 :	User Experience Model…….……...	16
Figure 2.2 :	SCANMIC Model…….……	21
Figure 2.3 :	Website of Ungku Omar Polytechnic…….……..	28
Figure 2.4 :	Website of Sultan Salahuddin Abdul Aziz Shah Polytechnic….	29
Figure 2.5 :	Website of Johor Bahru Polytechnic……	30
Figure 3.1 :	Research Methodology ……	33
Figure 4.1 :	Usability Comparison Malaysia Premier Polytechnics' Website.	48

LIST OF ABBREVIATIONS

PSPTN	National Higher Education Strategic Planning
NKRA	National Key Result Areas
JPP	Department of Polytechnic
PTSS	Tuanku Syed Sirajuddin Polytechnic
JPKK	Department of Community Colleges
PUO	Ungku Omar Polytechnic
PSA	Sultan Salahuddin Abdul Aziz Shah Polytechnic
PJB	Johor Bahru Polytechnic
TVET	Technical and Vocational Education Training
COE	Centre of Excellence
MAMPU	Malaysian Administrative Modernization and Management Planning Unit
UEMs	Usability Evaluation Methods
MVC	Model-View-Controller
PAC	Presentation-Abstraction-Control
HCI	Human-Computer Interaction
VPAT	Voluntary Product Accessibility Template
WDP	Web Design Perspective
HTML	Hyper-Text Mark up Language
MOHE	Ministry of Higher Education
UNESCO	United Nation Educational, Scientific and Cultural Organization

DYMM	*Duli Yang MahaMulia*
SIRIM	Standard and Industrial Research Institute of Malaysia
JTMK	Technology and Communication Department
JRKV	Design, Visual and Communication Department
JMSK	Mathematics, Science and Computer Department
UTMK	Information Technology and Communication Unit
SPM	SijilPelajaran Malaysia

CHAPTER ONE

INTRODUCTION

Polytechnic is one of the main channels of generating human capital; undertaking the task entrusted by the government to realize the noble 10th Malaysian Plan (RMK-10) in creating a younger generation that are educated, skilled, creative, innovative, having progressive attitude and critical thinking. Transformation Polytechnic in accordance with the National Higher Education Strategic Planning (PSPTN) and National Key Result Areas (NKRA), is a vision to improve the polytechnics in providing an alternative route to produce highly skilled human capital and adequate quality for the success of the new economy based on innovation and creativity (Yusof,2011).

The Department of Polytechnic and Community College has been restructured into two new departments namely the Department of Polytechnic (JPP) and the Department of Community Colleges (JPKK). This separation is intended to review and move towards better branding of the two institutions in terms of innovative human capital and high employability value. Nowadays, there are 27polytechnics in Malaysia which cater the education and training in engineering, commerce and services. JPP is committed to providing quality service, being efficient and customer

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