

Universiti Teknologi MARA

**Optimizing UiTM e-Aduan for Mobile Using
Responsive Web Design (RWD)**

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ABSTRACT

Nowadays, everything can be done through a smartphone and the usage of it keeps increasing. For example, accessing website through mobile is very common now and there some of the UITM websites are not well optimized for mobile which lead to bad usability in mobile such as e-Aduan system. Students have high percentage in using a smartphone. Currently, the e-Aduan system is not optimized for mobile and there are many unnecessary action performed while use this system on mobile such as a lot of zooming and inconsistent scrolling. Responsive Web Design (RWD) is one of the methods to optimize a website and this method will be implemented in the e-Aduan system which is one of the objectives of this project so that the website or system will works well on small screen display such as smartphone. At the end of this project, an innovative or mobile-optimized e-Aduan system will be developed and provide better user experiences for customers.

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CHAPTER 1

INTRODUCTION

This chapter provides the overview of the research project and discusses about the aim of this research, problem statement, research project motivation, stakeholders involved, research objectives and significance of the project.

1.1 Project Motivation / Research Background

UiTM is Malaysia largest institution of higher learning. There an online service that provide traffic checker online to check traffic for a website which is “www.alex.com”. e-Aduan is located at UiTM main website. UiTM main website address is used in checking the traffic and below is the result.

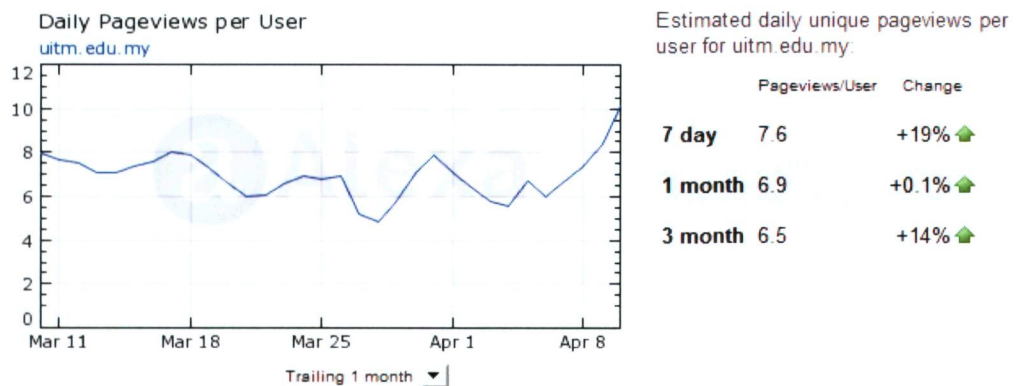


Figure 1.1: Unique Pageviews

(Source: alexa.com)