

UNIVERSITI TEKNOLOGI MARA

**USABILITY TESTING ON PTPL
GROUP OF COLLEGES WEBSITE**

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ABSTRACT

PTPL is a private college that provide education at certificate and diploma level in information technology, engineering, business, hospitality, culinary art and health sciences. Like any other higher education institutions, PTPL have a website to facilitate users to obtain information relating to their college. The website used to attract funding from other places and increase the popularity of institutions around the world and provide a way to present their image on the Internet. To ensure this goal is achieved, a website should be able to meet the user needs, easy to use, effective and enjoyable. Usability is the most important for the website because user will leave the website if it difficult to use. However, base on preliminary study conducted with some users, the information contained in PTPL Group of Colleges website is incomplete and not constantly updated. Furthermore, usability testing has not been conducted since the early development of this website. Therefore, the main purpose of the project is to investigate the usability problems of PTPL Group of Colleges website and suggest the design improvement for PTPL Group of Colleges website based on the identified problems. This project focuses on PTPL Shah Alam. To fulfil this purpose, usability testing was conducted on six (6) participants where they were interviewed and performed a particular task to identify problem on the website. The results show that the information contained in the website is not updated and incomplete. The interface design of the website is unorganized and unattractive. The participants also need to go through many steps to get information. The result of this project would assist PTPL College to identify usability problems that occur in their website. It also can help web designer to develop a good website and provide a better user experience among the users. For future project, the scope of the project can be extended to other PTPL branches and involves participants from all over Malaysia because users with different backgrounds will have different experiences and needs.

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TABLE OF CONTENT

STUDENT'S DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
LIST OF FIGURES	vii
LIST OF TABLES	viii

CHAPTER ONE: INTRODUCTION

1.1	Background Of The Project	1
1.2	Problem Statement	2
1.3	Aim	3
1.4	Research Questions	3
1.5	Objectives	4
1.6	Scope	4
1.7	Significance	5
1.8	Report Outline	5

CHAPTER TWO: LITERATURE REVIEW

2.1	Pusat Teknologi dan Pengurusan Lanjutan (PTPL) College	7
2.2.	Important of College Website	8
2.3	Usability	9
2.3.1	Usability Model	10
2.3.2	Usability Features for College's Website	11
2.4	Usability Evaluation	13
2.4.1	Usability Evaluation Method	14
2.4.2	Heuristic Evaluation	14
2.4.3	Persona	16
2.4.4	Cognitive Walkthrough	17

2.4.5	Focus Group	17
2.5	Usability Testing	18
2.5.1	Usability Testing Technique	19
2.6	Summary	21

CHAPTER THREE: METHODOLOGY

3.1	Methodology Phases	22
3.2	Preliminary Study Phase	24
3.3	Usability Testing Planning Phase	25
3.3.1	Identify Testing Objectives	25
3.3.2	Identify Testing Approach	25
3.3.3	Prepare The Instruments and Materials	26
3.3.4	Identify The Participants and Location	26
3.3.5	Setup Appointment with Participants	27
3.3.6	Identify Ethical Issues	27
3.4	Usability Testing And Data Collection Phase	27
3.4.1	Setup Equipment and Facilities	28
3.4.2	Brief the Participants	28
3.4.3	Testing	29
3.4.5	Collect and Compile the Data	31
3.5	Data Analysis Phase	32
3.6	Documentation Phase	32
3.7	Summary	32

CHAPTER FOUR: ANALYSIS AND FINDINGS

4.1	Results	33
4.1.1	Pre-Test Result	33
4.1.2	Test Result	35
4.1.3	Post-Test Result	39
4.2	Summary of Results	45
4.3	Summary	51