UNIVERSITI TEKNOLOGI MARA

EVALUATION STUDY OF INFORMATION ARHITECTURE USING CARD SORTING TECHNIQUE: A CASE IN LEMBAGA HASIL DALAM NEGERI (LHDN) OFFICIAL WEBSITE

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IT Project submitted in partial fulfilment
of the requirements for the degree of
Master of Science in Information Technology

Faculty of Computer and Mathematical Sciences

Jan 2017

ABSTRACT

Web portal has become one of popular tools to search for information. Vast amount of information can be searched by entering only a single keywords and single click on the web portal. A high increase in number of web applications can be seen from days to days where peoples foresee that searching information using a web portal make life easier and simplified daily tasks. Due to this demands, the increase in the numbers of online web applications is not only applied to e-commerce but also to academics and government field itself. Malaysia has been seen to keep in pace with this demands and many e-government website are now accessible by the citizens online. By providing online platform, citizens are now having more options in resolving matters related to e-government and no longer need to always walk in to the physical buildings. However, providing an online platform only is not reliable if the information or services placed in the web portal is not user-centred. This study will perform an evaluation study on current Information Architecture (IA) in Lembaga Hasil Dalam Negeri (LHDN) official website. Information Architecture (IA) is a discipline in determining an efficient ways on how information on an online website should be arranged in order to deliver information to the users effectively and efficiently. From the preliminary study conducted, respondents felt that it is not easy to search for intended information on LHDN web portal as the arrangement of menu on the web site are not fulfil respondents' logical relationship on those menu. The objectives of this study is to identify user requirement on information arrangement for LHDN official web portal. With the collected requirements, this study will propose a user-centred information arrangement for LHDN official web portal. Card sorting technique will be used in this study to see respondents' logical mental model in arranging and grouping set of menu in LHDN official web portal. Outcome from this study can be used a support alternative for the website architect to enhance LHDN information architecture hence all the information and services provided on the web portal can be fully utilized and improve users' browsing experience.

ACKNOWLEDGEMENT

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