

UNIVERSITI TEKNOLOGI MARA

**USABILITY
ASSESSMENT ON GOE-EGDMS SYSTEM**

ZAMANI BIN MUSTAFFA

IT Project submitted in partial fulfillment of the requirements
for the degree of

Master of Science (Information Technology)

Faculty of Computer and Mathematical Sciences

July 2012

ABSTRACT

This study was discussed on the Usability Assessment on GOE-EGDMS System which the aim is for investigating usability problems on GOE-EGDMS system. The problems in the system were caused user reluctant to use the system. But our scope was to investigate the design problem from users' perspective in using the system. The studies also help MOA's developer to improve the system according to the problem found in the usability testing. The test participants in the usability testing consist of five government servants and they were observed by researchers while using the GOE-EGDMS system in Usability Lab. The results from this usability testing had been analyzed using top - down analysis. From the analysis we found that, the existing design was so confusing and difficult for users to understand it. Based on finding in the research, we suggest that, improvement is needed on system design, so that it can be easily understood and used by the users.

ACKNOWLEDGEMENT

First of all, Alhamdulillah, praises due to the Almighty Allah S.W.T for giving me the patience to complete this final year project report. There are a lot of efforts and time consumed in order to search for information and carry out researches related to this project and all of that hard work was paid off when the entire task was done and completed.

My biggest appreciation goes to my supervisor, Dr. Fariza Hanis binti Abdul Razak for her continuous guidance, assistance, encouragements, given ideas and advices throughout the timelines of preparing of this report. Her absolute support throughout the course of this project is very much appreciated.

Furthermore, I would like to take this opportunity to thank Pn. Jamaliah Taslim for her patience in examining this report and also to those who are involved directly or indirectly in completing this project.

Last but not least, I would like to express my gratitude towards my beloved wife, my mother and my siblings for their endless moral support. In addition, thank you to all my fellow friends who had assisted me, gave suggestions, and supported me through out the whole process of completing this IT Project.

For those who are not stated here, lots of thanks and appreciation for your help, support, and your valuable friendship. May Allah S.W.T bless all of you for your valuable kindness. Thank you.

TABLE OF CONTENTS

PAGE

STUDENT'S DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
CHAPTER ONE : INTRODUCTION	
1.1 Introduction	1
1.2 Project Background	5
1.3 Problem Statement	6
1.4 Objective	7
1.5 Project Scope	7
1.6 Project Significance	7
CHAPTER TWO : LITERATURE REVIEW	
2.1 Introduction	9
2.2 What is Usability?	9
2.3 Usability testing	13
2.4 Scenario in Context of Usability Testing	15
2.5 Model to Solve Usability Problem	16
2.6 Conclusion	18

CHAPTER THREE : METHODOLOGY

3.1	Introduction	19
3.2	Prior To Test Execution	20
3.3	Test Execution	21
	3.3.1 Execute Task	22
	3.3.2 Post Test Questionnaire (Interview)	27
3.4	After Test Execution	27
3.5	Conclusion	29

CHAPTER FOUR : FINDING

4.1	Introduction	30
4.2	Test Participant Profile Data	30
4.3	Status of Accomplish Task by Test Participants	31
4.4	Log File Result	32
	4.4.1 Log File Analysis	32
	4.4.1.1 Time to Complete Each Task	33
4.5	Interview Result	40
	4.5.1 Feedback Analysis	40
4.6	Conclusion	46

CHAPTER FIVE : DISCUSSION

5.1	Introduction	47
5.2	Usability Problem and Test Participant	47
5.3	Recommendation	49