UNIVERSITI TEKNOLOGI MARA

Development of USE Lab Website for User Science and Engineering Laboratory
(USE Lab)

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ABSTRACT

User Science and Engineering Laboratory (USE Lab) of UiTM Shah Alam is a new high cost laboratory built for the purpose of usability testing research and project. The attention received by this lab is still less by looking at the few numbers of projects done. Hence, this research needs to be conducted as an effort to attract people who are interested in the area of usability practices to gain more information of services and facilities offered at this USE Lab. The main purpose of this research is to give opportunities on the USE Lab to promote their services through a website. For this reason, this research focuses on the design issues of developing the USE Lab website. The objectives of this research are to identify the contents of USE Lab website and to analyze the User Interface (UI) Design that will be applied in developing the USE Lab website. The achievement of these objectives is based on the reviewed done on 10 selected usability laboratory websites and from the literatures review on journals, articles, and books. The results from the comparison on those websites will be considered to be used in the design based on the guidelines from reading the journals and understanding the literatures review. Overall, this research had contributed in producing the USE Lab website for User Science and Engineering Laboratory of UiTM Shah Alam.

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CHAPTER 1

INTRODUCTION

1.0   Introduction

This chapter briefly describe about the background of the problem which leads to the rational of this research called problem statement. It also describe about the aim, objectives and significance of this research.

1.1   Research Background

The issue of usability is a big concern for most of system designers and a main focus of research in the area of HCI (Dillon, 1988). It is the degree to which software and hardware are easy to use and fit the need for people who is going to use them. Usability characterizes the ease of use that encompasses the efficiency, effectiveness, satisfying, and acceptance by those who use the product (UPA, n.d.) (University of The West Indies, n.d). Moreover, usability according to the International Standards Organization (ISO9241-11) defined all of the above characteristics as to which a specified set of users can achieve a specified set of tasks in a particular environment. This suggests that in order to get usable product, a usable system of testing process should be develop to fulfill the user's need.

Therefore, to get a useful product or a website is hard to achieve without working on the usability testing in which this be done in a usability lab. According to Peter Abraham (2008), usability laboratories or the user lab have been around for many years to try and meet this need.