

UNIVERSITITEKNOLOGI MARA

**USABILITY TESTING ON THE OFFICIAL
PORTAL OF MINISTRY OF FINANCE
MALAYSIA (MOF)**

MASTURA BT MOHAMED TAJUDIN

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ABSTRACT

Usability testing focuses on the evaluation on the easiness of use of a portal functions and see whether the user can perform their tasks efficiently. The project focuses on the usability testing on the official portal of Ministry of Finance (MOF). The participants involved in the usability testing are from the Finance Division, Ministry of Education (MOE). Treasury, which is rely under MOF produces Treasury Instructions, consist of guidelines in handling finance related matters; ministries and divisions that performing financial job tasks in their daily job activities used to refer to the Treasury Instructions to ensure that they are following the right rules and guidelines of the government. The Official Portal of MOF has listed the Treasury Instructions compared to the previous years; new Treasury Instructions will be sent in hardcopy to all of the ministries and the departments related to them. The purpose of it is the ease of use; the ability to access the correct information quickly. However, most of the employees in Finance Division, MOE always reluctant whenever they need to search for a specific Treasury Instruction from the portal. Sometimes the searching ended with frustration because the needed Treasury Instructions cannot be found. There is no usability testing conducted on the portal and that is one of the reason the user always having difficulties while visiting the portal. A Pre-test, Test and Post-Test is conducted on seven participants among the employees of Finance Division, MOE, which they are need to perform five tasks using the Official Portal of MOF. The usability testing techniques used are observation and interview sessions, think aloud, eye-tracking, cognitive walkthrough and questionnaires. Their opinions and recommendations based on their personal experience using the portal are noted. The analyzed results show that the designer of Official Portal of MOF should provide a page displays the required Treasury Instructions without have to download into PDF format, provide function to search and display Treasury Instructions individually and improve the portal performance in user response during peak hours in order to improve the usability level of the MOF Official Portal.

Keywords: usability, usability testing, usability model, usability techniques, usability evaluation.

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