

UNIVERSITI TEKNOLOGI MARA

**TREND OF USABILITY AND
ACCESSIBILITY EVALUATION
METHOD ON E-GOVERNMENT
WEBSITE**

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Computing Project submitted in partial fulfillment
of the requirements for the degree of
Master of Science in Information Technology

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
July 2016

AUTHOR'S DECLARATION

I declare that the work in this Computing Project was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as reference work. This Computing Project has not been submitted to any other academic institution on non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

E-government is a medium for delivering the service and provide information that interrelated to the government for their citizen through internet. At the same time, government can improved their services according to the citizen needs. By using e-government, it can help the government to become more efficient in managing the service and at the same time it also can reduce the operating cost and time. Citizen also get the beneficial from the e-government where they can interact with the government through online and it will cut their time and cost to go to government office. The purpose of the research is to identify the method for measuring the usability and accessibility on e-government website and to identify the trend in evaluating the usability and accessibility of the government website. This study used articles that published in Science Direct and IEEE Xplore digital library. This study analysed the articles that published between 2000 until 2016 that related to e-government website evaluation. In addition, this study analysed the data based on publish years, research method and research model to see the trend of research article based on usability and accessibility evaluation. The result from the analysis show that, the trending years of publication was 2010 for both dependent variables. While for research method result, the most methods had been used was survey through questionnaire for usability evaluation while for accessibility evaluation, automated evaluation is the most methods that been used to evaluated. The result for research model, it shows that most of the articles majority used Nielsen guideline for usability evaluation and Web Content Accessibility Guideline (WCAG) for accessibility evaluation.

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