

UNIVERSITI TEKNOLOGI MARA

EVALUATING USABILITY OF HOMESTAY WEBSITE AT
KAMPONG TENGAH MELAKA USING HEURISTIC
EVALUATION

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

Master of Science (Information Technology)
Faculty of Computer and Mathematical Science

JULY 2014

ABSTRACT

Technology is being embedded into human life as it serves and assists people with daily job and responsibilities. Manual processes are systematically automated with the assistance of web-based systems or applications either systemize or website application. The usability aspect had become essential to ensure the acceptance from the user. The prototype of Homestay Website at Kampong Tengah Melaka was developed in 2012 but it was not being evaluated before. The main objective of this study is to evaluate usability of Homestay Website at Kampong Tengah Melaka using Heuristic Evaluation and second objectives are to provide recommendations to improve the usability of Homestay Website at Kampong Tengah Melaka. An instrument of Nielson's severity rating for usability problem was also adapted into the study. The results were presented in three categories, that is; (i) cosmetic, (ii) minor, and (iii) major usability problem. As a result, the Homestay Website of Kampong Tengah Melaka had mostly cosmetic and minor usability problems. Recommendations were given to improve the usability of the Homestay Website of Kampong Tengah Melaka. Recommendation are based on ten heuristic guidelines adapted from Jacob Nielsen with the priority indicator and comment for each of Homestay Website of Kampong Tengah Melaka pages which will help developer priorities their task. Future work would involve usability evaluation with four (4) experts in Human Computer Interaction (HCI) as the administrator and normal user or customer of the website. The study will benefit the IT Community such as the web developer and designer in the enhancement of the future web usability. This study will also provide information and future reference for academicians and future students as it details the usability evaluation of the Homestay Website of Kampong Tengah Melaka.

Keywords : Usability evaluation, human computer interaction, Homestay Website of Kampong Tengah Melaka, heuristic evaluation, cognitive walkthrough, pluralistic evaluation.

ACKNOWLEDGEMENT

“In the name of Allah, The Most Gracious and The Most Compassionate”

Alhamdulillah, in the name of Allah S.W.T, the Most Gracious and Most Merciful, all praise to Allah because of His Almighty and His utmost blessings, for giving me strength to completing this project.

With this opportunity I would like to express my deep gratitude and appreciation to my supportive supervisor, Dr Wan Abdul Rahim bin Wan Isa for his support, ideas, advice and encouragement.

Special thanks to all Human Computer Intearction (HCI) Expert from Faculty of Computer and Mathematical Sciences for their cooperation and willingness to sacrifice their time during the research session. This study will never be complete without their cooperation.

There is no proper words to convey my deep appreciation to my beloved parent Mr Mat Sah bin Abd Rahman and Mrs Ros Mastura Md Supar, my beloved husband, Mr Jeffrey Iskandar Ahmad and my family for their support and understanding. Thank you so much for your support and with love this project paper I dedicated to all of you.

Thank you,

INTAN NORATIKA MAT SAH

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