

UNIVERSITI TEKNOLOGI MARA

**EVALUATING FSKM WEBSITE QUALITY USING
ACADEMIC WEBSITE QUALITY EVALUATION
FRAMEWORK**

DARROLD HANSEN MATHEW

Report submitted in partial fulfillment of the requirements
for the degree of

Master of Science in Information Technology

Faculty of Computer and Mathematical Sciences

July 2014

ABSTRACT

Web sites has been evolved since the beginning of Internet to serves information users electronically. Similar to products, web site has to be categorized into elements that can be measured so that the evaluation can come up with the level of quality which the web site possessed. Objectives of this study were to evaluate the quality of FSKM website using Academic Website Quality Evaluation Framework and to provide recommendations for FSKM website quality improvement. The proposed framework which is Academic Website Quality Evaluation Framework is designed specifically for academic website quality evaluation. The sample of this study were the students of Bachelor of Information Technology (CS240) and Master of Science in Information Technology (CS770), Faculty of Computer and Mathematical Sciences, Universiti Teknologi Mara Shah Alam. There were five (5) phases conducted in order to complete this study methodology; instrument preparation (phase one), online survey (phase two), interview (phase three), data analysis (phase four), and findings and conclusion (phase five). Online survey were used to gather quantitative data during Phase 2 of the study, while open-ended questions used for the interview sessions in Phase 3 to gather qualitative data.

Keywords: website quality, quality evaluation, mixed method.

ACKNOWLEDGEMENT

First and foremost, thanks to Allah S.W.T for guiding me and gave me the ability to finish this IT project. Highly appreciation given to my supervisor, Dr. Fariza Hanis Abdul Razak for her teachings and guidance during the entire process of this project. Apart from that, special thanks given to my families and friends for being my motivation and support. I would also like to thanks to the Faculty of Computer and Mathematical Sciences, especially to the lecturers, respondents, and my colleagues for their full cooperation in helping me completing my project. Finally, thanks to all others who have helped me in this IT project directly or indirectly.

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