

**UNIVERSITI TEKNOLOGI MARA**

**USABILITY EVALUATION OF  
MALAYSIA SECONDARY SCHOOLS  
WEBSITES IN FEDERAL TERRITORIES  
KUALA LUMPUR, PUTRA JAYA AND  
LABUAN**

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## ABSTRACT

Since the development of increasingly sophisticated communication technology and gadgets affordable prices, the cost of accessing the Internet becomes more affordable and more people are able to get connected to the Internet. It become a trend today, all organizations have their own websites for specific purposes such as sharing information or sell products to their customers. The development of information technology is also very fast in the field of education. Schools are not left behind in developing their own official webpage. In the event of catching up with this tremendously rising growth of interest and importance to have a website, sometimes usability aspects are not given serious attention and emphasis during the development phase. This study investigates the usability issues of Malaysia Secondary Schools Websites in Federal Territories Kuala Lumpur, Putrajaya and Labuan using selected automated tools that is Web Page Analyzer ([websiteoptimization.com](http://websiteoptimization.com)), DeadLink Checker and Broken Link Checker. The samples of-53 websites of secondary schools were collected based on list of secondary schools that derived from Education Management Information System (EMIS Online), a web portal developed and maintained by Malaysia Ministry of Education. The web portal can be accessed at <https://emisportal1.moe.gov.my/emis/emis2/emisportal2/>. The data collected and then analyze with statistical application (SPSS) based on usability measure using Nielson usability guidelines for ideal size of web pages, number of broken links and the webpage size. The result of this study shows that Malaysia Secondary Schools Websites in Federal Territories Kuala Lumpur, Putrajaya and Labuan still lack of usability aspect. This study provide few recommendations for future improvement of the usability aspects of Malaysia Secondary Schools website based on the finding highlighted in this study. This report consists of several sections from the introduction to the field of study, literature review from previous work, research methodology, analysis and finding, conclusion and recommendation. In future, it is suggested that this study will involve larger sample which includes all secondary school websites all over Malaysia in order to present clearer view of the website usability issues in the subject matter.

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