

UNIVERSITI TEKNOLOGI MARA

USABILITY TESTING OF HANDICRAFT  
WEB-BASED SYSTEM (HAWES)

EZA SYAFIQA BT A WAHID

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

**Master of Science (Information Technology)**

**Faculty of Computer and Mathematical Sciences**

**January 2014**

## ABSTRACT

*This thesis discusses about the usability testing of the Handicraft Web-Based System (HA WES) for Kampung Tengah, Malacca to promote the handicraft made by the villagers. However, the deployed system has not been tested before. The purpose of conducting the usability testing is to identify problems that should be addressed and examine the effectiveness, efficiency, satisfaction, learnability and memorability of the website. This website needs to be tested its usability because the users prefer the manually handled more than the online system. To point out the usability problem, the usability of this website has been tested using usability testing method. An experiment has been conducted and tested on the '20 potential users (MSc. IT students) which the results were analysed using quantitative data analysis. This research is intended to identify the usability level of the system and improve the website design in order to make this website is usable and the usability problem is resolved. The usability is tested based on its features, the user interface and also the performance and effectiveness. Through this research, many usability problems have been pointed out and the recommended solutions have been suggested at the end of this research. The usability problems and the recommendations have been analysed based on its features, user interface and performance and effectiveness.*

Keywords: Usability testing, human computer interaction, quantitative method, web-based, handicraft

## ACKNOWLEDGEMENT

*Praise be to Allah SWT Most Gracious, Most Beneficent*

First and foremost, praise to Allah for giving me courage, strength, good health and determination to complete this thesis. Without His blessing and permission, this thesis could not have been completed.

First of all I would like to address my deepest appreciation to my supervisor Dr. Wan Abdul Rahim bin Wan Mohd Isa for his concern, guidance, advices, ideas, support and encouragement throughout this thesis progress. All the advice, criticism, guidance and brilliant ideas during the preparation of this study will certainly never be forgotten.

I would also like to express my gratitude to family for their constant support and prayers during my study. Last but not least, I also would like to thank to all of my friends that give me an ideas directly or indirectly during the completion of this project. Thanks for inspiring me in such a means that could not be written in words.

Thank you, may ALLAH bless all of you.

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