



UNIVERSITI TEKNOLOGI MARA (UITM)

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CASE STUDY

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Assalamualaikum.

First of all, we just want to say much appreciation and feel grateful for what ALLAH SWT has given us until today. Without Him, we can do nothing. Then, we want to thanks our beloved family especially our parents for lending us emotional support during our entire semester. They also giving us an opportunity to continue studying and learning at UITM campus Rembau. Next, thanks to our lovely lecturer Sir Kader for teaching us this subject (IMD 311) Introduction to web content and management design .Sir Kader has given us all the knowledge and information for us to apply it to daily life.This subject is teaching our skills and literacy in conducting a website management which we never learn before.It is a new experiences for us to use this opportunity to learn this skills. Not forget to mention to all our fellow classmates being so supportive until the end of semester. For this assignment, We'll make sure to finish it properly and timely InsyaAllah.

1.0 INTRODUCTION OF CASE STUDY

This case study is given to us to see how effectively and critically we can interpret, describe and comment the government website for all of their information inside the website such as the background of website, the nature business of website, the user experience and user interface of the website, the color scheme use, navigation of the website and the content of the website. These all requirements require us to describe and comment according to our view and interpretation of a good website design. Does everything on the website is suitable and relevant? The case study is teaching us on how we can properly design and create our own website with good design and to choose all of the elements and criteria in the website effectively and efficiently. The content and scope covered in the website must be relevant and suitable words are chosen for example to create a website that ease navigation and as a tool of understanding the between what the creator want to acknowledge to the user and the user itself. A good website design must be fulfilled to properly provide a user benefits.

2.0 THE BACKGROUND OF THE WEBSITE

The Ministry of Defense is led by the Minister of Defense and assisted by a Deputy Minister. The Ministry of Defense's organization comprises two main services, the Public Service led by the Secretary-General, and the Malaysian Armed Forces (ATM) led by the Armed Forces Commander. For the background of the MINDEF website, they use several code programming and software in designing and beautify their background of the website. For example the PHP software were used in designing the website in handles the way of the website works. The style and combination of the HTML and PHP were combined together and created a background of the website beautifully and very smooth. The background is just really simple yet very suitable with the color scheme and text of the website. Next, for the website they use Google Analytics which is the details and in depth images for the website. It helps the website to provides valuable insights of the website. Other than that, the website use Microsoft ASP.NET. This allows programmer of the MINDEF website to build dynamic and rich website by using the language in the Microsoft ASP.NET. Plus the background used in the website is perfect sizing on the full screen for the user. With the background also they put high quality images of the soldier for the MINDEF website which able user to see the clear background images plus the text and the navigation bar presented in the website perfectly and smoothly.

For the MINDEF website also the programmer put the UIKit software which allows the framework of the website will be much better and effective with the labels, buttons and the navigation controllers. These elements are designed perfectly and friendly with the images and background of the website. The website does not look bad or strange plus it give the best experiences for the user that visit the website. Furthermore, for the color of the background it so plain and there are some images put for the background but the solid color chosen is just so perfect and suitable for the website and its friendly color which mostly of the color are blue and white. This color does not give the striking effect when you visit the website and look at your screen in the dark, The color just match with the text, font and the other color used in the website. Moreover, the little animation is put in the website and look so beautiful with the chosen animation and shape. All the programming language and designation of the website is really friendly and suitable for all ages when visit the website.

3.0 NATURE OF THE BUSINESS



FIGURE 1 : MINISTER OF DEFENCE LOGO

The Minister of Defence or MINDEF is a website that offers informational for Malaysian community. MINDEF is a government website that offers informational such as latest updated news regarding on Malaysia defence. MINDEF is a non profit website which only published news and informational and knowledge about the Minister of Defence in Malaysia. It is not a economical or business profit organization or association that offers a product or services. MINDEF is an official government website that runs and created by official important people such as YB Dato Sri' Ismail Sabri bin Yaakob, our head Minister of Defence. They created a website that easily to post any information and knowledge with variety of form such as videos, images, mind map and text. MINDEF website is offering several informational content that can be visit and as a reading materials for the user such as the quality and innovational programme in MINDEF, the strategic plan of MINDEF, the educational institute for user, the Human Resource management plan and the latest news regarding on MINDEF are available in the website for the user.

4.0 USER EXPERIENCE AND USER INTERFACE OF THE WEBSITE (UX / UI)

a) USER INTERFACE

Why this website is so attractive? It is because the website of the MINDEF does have a colourful and interesting graphical user interface. As the user visit and observe it can show them that this website does provide the users with a blue user interface for all platform of devices. Next, through the website, there will be multiple icons that will assist the users directly to the content on which things that the users want to look for. As an example, on the homepage of the website there will be some icons such as Link, Directory, MINDEF Staff, Online Services, Information, Visitor's Guide, Human Resource Management Information System Malaysia and Complaint System in order to help the users directly find their necessary needs. Other than that, on the homepage also the users can found there will be a moving bubble "UI" which is beautiful and interesting and also the users can slide the arrow on the right and left corner of the homepage to see some information relating to the website. The last one is, why this website is suitable for all range of users? the typography of this website is really suits for all users because the fonts and the arrangement was really well organized, it is readability and consistence which a little bit help for some users that having a sight problem such as low vision can surely read the contents of the website.

b) USER EXPERIENCE / UX

Why this website is a user-friendly? It because it does provide the users with the user flows which directly represent the vision, mission and the objective of the Ministry Of Defence Malaysia plus it can be reach by both device such as smart phone or laptop. How it assist the users? This website also serve the users with the wire frames for the most of the navigation tools to conduct the users in order to fulfil their necessary needs or information that they are looking for through the website, all about the Ministry Of Defence Malaysia. By having the wire frame, the users can found the logo of Ministry Of Defence Malaysia, the headline and also the sub headline also the texts that was wrote in the website is readability and consistence suits to the multimedia concept that was called "Casper". Other than that, through the website, the users also can find out some analytic reporting about the date that located at the bottom of the website page. In Addition, this website also provide the users with the customer service which really helps the users that want to attach their complaint regarding to some issues relating to the companies through the system that was called "Sistem Pengurusan Aduan Awam". Finally, the best thing about this website is how they inform or remind the users. The website will provides the users with updated news regarding to what happened in Malaysia nowadays that link with another social media such as Facebook, You tube and Instagram. As an example, the website itself attached with some updated useful information and videos that linked to the social apps in order to remind or to inform the users about what does happened from a day to another day on particular events.

5.0 COLOR SCHEME USE

Based on the website, the color scheme that have been used to this website is mostly the blue colour for their background and also white, bright blue, dark blue and black for the icons and the fonts for each section of the website pages. Next, the logo of the website is the logo for Malaysia country and there will be various type of colour with some icons such as orange tigers located on the right and the left of the emblem, red hibiscus, “Keris” and others. Why these icons colour has been used for the logo? It is because it was the element and the sentiment which is implemented in the state code for the “13 states” contained within the Federation of Malaysia. Finally, how this colour for this website affect to the visitor? through the research based on the suggestion of color scheme by the professional website designer, the reason why this website mostly used the blue colour, it is because it represents trust, security, stability, peace and calmness to the country of Malaysia. It is suitable because it relates to the life of every individuals in Malaysia for entire decades which have multiple races and religions that living in harmonies, happily and democratically. This is a recommendation for the color scheme section, this website should provide the color blind mode for the users that who are having color-blind issues in order to make sure can look after their necessary information.

6.0 NAVIGATION OF THE WEBSITE

Navigation is the most important thing in a website other than content and the background because if it's not been navigate properly the whole website will become a mess. Depends on how creative the designer to make the website look interesting only at one glance. But sometimes even a creative website also have some advantages and disadvantages because the more creative the website the more difficult to explore it.

The first thing that I would like to talk about the navigation of this website is ease of use. This is the advantages of this website because it does people who really bad with technology or I.T also can use it easily because it does not complicated compare to other website that probably very confusing for the people to explore even though they really need to access the website. I think every person can use it properly even though the website a little bit complicated but as long the website is in Malay, people will find it easy because they understand the language.

There are a lot of ways of how people can gain knowledge to find or searching and even explore the complicated website. One of the way is by strengthening individual Information Technology (I.T) skills in order to overcome the difficulties in approaching the technology that always grown in time.

The next important thing in navigation of this website is the "you are here" indicators. Visitors need to know at all time where are they in the website. If a visitor in "home" page, then the home page need to have some visual indicators that show to the visitors that they are at the home page. As for this website, every page has the indicator that show where are visitors where are they. This could help them from lost in the website. If someone lost in a website or confused while exploring the website, they probably give a bad feedback to the web page.

As for the disadvantages of this website is, for me this website has too many pages. It is okay for us the young generation to explore all the pages contain in the website but for the older generation, it is kind of hard for them because not everyone has the I.T skills to properly explore the website. Even in the younger generation, some of them did not have the I.T skills because of their parents did not teach them because of their lacks of knowledge. The second disadvantages and the last point for the navigation of the website is some people might feel it is a distracting element for them. Because some people really likes to read all the contents that has been written and prepared in the website, but sometimes the navigation bar might be distracting them to read the content. Also because of the navigation are too much and the pages also become a lot, the probability of information overload can happen. These are all our opinions and comments on the navigation in the website.

7.0 CONTENT OF THE WEBSITE

There are many types of ways as to how to evaluate a website content. There are a lot of criteria to be based on to evaluate the contents on a website. It is important that the contents on a website have all the criteria needed because, it is the aspect that determine whether a certain website is good or not. It can also be the one aspect that determine whether the visitors of the website like or attracted to the website. It is also important that a website fully fulfil all visitors desire.

One of the criteria is, authority. Authority reveals that the person, institution or agency for a site has the qualification and knowledge to do so. As for MINDEF website, the authorship of the website or can be stated as who developed the website can be easily known to the public or the visitors of the website. There are also contact information on the website if there is something that the visitors want to ask anything. All of the contact information are fully provided. As for a specific information regarding the author or the developer such as, the personal background is not available as this is a government website. The reason why we can trust all the content on the website whether they are accurate or not is because it is a government website and also developed and created by them.

Moreover, there is coverage criteria where we evaluate what does the website covers and a lot more in the scope. MINDEF is an acronym for Ministry of Defence so, just by looking or knowing the name we can already know that this website will be about and contain a lot of information about MINDEF. The topics of the contents of the website can be explored and made known by the visitors easily by just selecting on a topic that they want to know about MINDEF or an information about MINDEF on the navigation bar. It is so easy to navigate on the website and the visitors will surely find what they are searching for. As for the value of the contents, it is an official website so, the information that are available there can be easily said that it is good compare to other website that also contain some information about MINDEF.

Furthermore, we will talk about when was the last time the website is updated or the currency of the contents on the website. There is no information on when was the website was created or introduced. As it is a government website, we can just expect that it is updated regularly. However, even if the up to date-ness of the website contents can be questionable, there is a section where the visitors can see the social media updates. The visitors can look at the latest tweets from MINDEF on their official Twitter account. There are also several other social media that the visitors can see and interact with which is, Instagram and YouTube. By looking at the section, we can already know that all the information that contain in the contents of this website are the latest information.

Last but not least, we will discuss about how accurate does the contents that are available on MINDEF website. It is important that we trust any information that are available online or that can be found online. Every people needs to be very cautious when surfing through the internet or searching for information on the internet. As for the reliability of the information in the contents of the website, it can be said as reliable and can be trusted as it is an official government website or a respectable agency. All of the factual information that are available and can be found by the visitors also can be trusted and can be said that all of them are from proper channels and sources. By reading some of the contents on the website, the visitors will found out that they can trust all of the information. The grammars, spelling and word composition are also following the basic rules.

8.0 CONCLUSION OF CASE STUDY

To recapitulate, the case study is giving us a wide skills and knowledge regarding on how to create and conduct a good website such as MINDEF website. The website is super effective and all of the elements and criteria of the website such as the color scheme used, the navigation bar, the color background, the user experience and user interface, the content and scope covered, the comprehensiveness of the website is all in one place. This type of website surely will get a lot of visitor for their proper designation of website. Not just that, we must emphasize the content and scope that should be cover in our website otherwise the user will don't get the information, knowledge or beneficial element in our website. A good website must be emphasized to those who want to create a website for businesses, economical, educational, informational and others. We must properly learned the literacy skill on how to create a website with full elements and criteria of the website fulfilled for the user.

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10.0 APPENDICES



MINDEF

FIGURE 1