UNIVERSITI TEKNOLOGI MARA (UiTM)

NEGERI SEMBILAN BRANCH, REMBAU CAMPUS

DIPLOMA IN INFORMATION MANAGEMENT (IM110)

INTRODUCTION TO WEB CONTENT MANAGEMENT AND DESIGN (IMD311)

CASE STUDY:

GOVERNMENT OF FINANCE MALAYSIA WEBSITE

GROUP

IM1105B

PREPARED BY:

AISYAH NUR AQILAH BINTI MOHD NASIR	2017289316
NUR SYAHIRAH BINTI MOHD SOFEE	2017510895
RAIHANA BINTI TUMIN	2017261728
SYAMIMIE NAJWA BINTI NORLIZAM	2017378201

PREPARED FOR:

ENCIK AHMED NOOR KADER MUSTAJIR BIN MD EUSOFF

11 JUNE 2020

TABLE OF CONTENT

AKNOWLEDGEMENT

First of all, we want to give our gratitude to Sir Ahmed Noor Kader Mustajir for all the advice and guidance to help our group in finishing this assignment. We are really grateful to get such compassionate lecturer that truly support us while doing this assignment and helping us to understand the concept of our topic. We are so fortunate to have Sir Ahmed Noor Kader Mustajir as our lecturer to teach us about this subject.

Furthermore, this assignment would not complete without the cooperation of our fellow group mates and congrats of our hard work to be able to finish this assignment on time. This assignment had bond us closer in this friendship as we can collaborate well together harmoniously even though we had faced some difficulties. May we excel in this subject and be successful in the future.

Lastly, we also want to thanks all the people that help us to complete our assignment regarding providing us ideas and information to complete this assignment. Last but not least, we want to give a very special appreciation for our parents that always support us and pray for our success as we want to be successful and repay their kindness.

1.0   INTRODUCTION

The development of Treasury Malaysia has been operated in year 1950 until today. As a step forward to full integrate and centralize the financial administration of all the states, Treasure Circular No.15 of 1951 was issued. The circular defined the role and functions of the Federal Treasury including the Secretary of the Treasury and the Financial Treasury which is established as the department that controlled and exercise powers on all matters regarding revenue collection and expenditure. Now, the Federal Treasury as a central agency is entrusted with the country's financial management and economic development. The mandate is carried out in collaboration with the Prime Minister Department, specifically The Economic planning unit (EPU) and the other ministries as well as Bank Negara Malaysia. This collaboration helped the government to restructure the country's economy which is always influenced by the international.

The vision of minister of finance is the leading strategic authority enabling financial and economic outcomes to ensure sustainable growth and prosperity for the people and the nation. Meanwhile, the mission is to ensure the management of administrative, finance, human resources and remuneration policies and the ministry of finance and the government planned and implemented effectively, quality, competency and integrity.

The objectives of ministry of finance are:

1. Manages matters related to services, human capital development, performance and stowage, organisational development and management personnel information system
2. Provide support services (includes information management and records), logistics and security facilities that are efficient, quick and proper to all parts.
3. Managing matters related to financial management in an efficient, orderly and with integrity
4. Manage the provision of development and coordinate the implementation of the project with Ministry of finance development in efficiently and effectively
5. Planning government remuneration system is able to attract, retain and enhance motivation and productivity of civil servants in accordance with their capabilities of public finances.

2.0   REQUIREMENT OF CASE STUDY

2.1   <u>BACKGROUND OF THE WEBSITE</u>

The background official website for Ministry Of finance Malaysia is well designed as the colour is white and the font that have been using is suitable and readable. MOF website use a consistent colour theme that matches the logo, which make this website is different from other and look professional. There are search button on right where the user can use it to search any related information and content needed. This intended to help the user, as the display is organized. The background colour of the website matches with the fonts colour and so on. As a background, the colour that been using in white and the text is in black or dark blue. The text that been using in this website is clear as it. The way MOF put some graphic on their website is very original look and has clear images.

The website of MOF is very friendly because the websites serve a lot of information. The homepage for this website is separating. The information on the websites was categorized by its topic. Such as the latest, news, press release, speech, and tender is at the down of the website. The titles of these categories have been divided straight line to make sure that user know which one category they want. This means, for each topic been divided by straight line to ensure that the topic is different from others. While, at the centre in the websites is related with the core business of MOF such as economy & fiscal, tax, budget and procurement. In addition, there is an advertisement on the top of the main site. This could be considered as helping user in finding their needed.

The person who wrote the information on MOF website is one of the MOF people. This is because all the information is regarding the government of Malaysia. Not everyone can write the information in this website. Whoever that wrote the information in MOF websites did a great job as they tell every detail in MOF websites. Just by reading the MOF websites, people can tell that the writer of the websites put a lot of effort and work in this official website of MOF. Apart from that, it's help user in exploring more in finance and also teaches user to always keep up to date with the information in MOF websites.

The programming been using when to develop the website in order to complete the website so its look professional. The process of creating is this website has set of instructions that tell computer how to perform a task. The programming languages such as JavaScript, Python are the programming that been using by MOF website. MOF website using JavaScript in jQuery. This help to add extra functionality to MOF websites. The purpose of jQuery is to make it much easier to use JavaScript on MOF websites. MOF websites using Font Awesome for font and icon toolkit based on CSS. This to ensure when user is visiting the websites the font and the icon be using is clear and relevant to the website. MOF website is also using Bootstrap for UI frameworks. UI framework is software tools to run on web, such as mobile app. In addition, this websites also using programming languages to include all notable in existence. MOF has using programme languages which are PHP. PHP is popular general-purpose scripting language that is especially suited for web development.

In my point of view, using all these programming helps to make the website look great, creatively and look more professional. Everyone can be using this programming to make their website look like a website. This programming surely helps people in make sure the websites completely run same as MOF website or any other website.

In order to create a website, the person should know at least the basic in making a website. Without any basic or any look up the website will not be like website. This is to ensure that the person at least know how to write a text, to put a straight line, the colour of the background. It's a good idea to think what to achieve by making a website before creating one. Apart from that, to make a website such as MOF the content needs to prepare. As MOF the content is more about financial. Consider the information that help the user easy to find and do they think they need. MOF website is one of the government websites that need to be visit to add information about how the finance in Malaysia and what is currently happened in our financial statistic. Ministry of Finance, Tengku Zafrul Tengku Abdul Aziz always keep up-to-date the official website of MOF to ensure the user always keeping up with the information in the websites. Not only that, the MOF website is the website that where user can always seek up when their need to fill up the form about the budget that been stated in *"content of MOF".* This is how people need to be focused on how to do the websites that will look like the website not any templates that been copy paste from random google.

2.2   <u>NATURE BUSINESS OF THE WEBSITE</u>

The nature business of Ministry Finance Malaysia website is financial which is this website covers all information and data regarding Malaysia's finance.   Ministry of Finance is responsible for determining the fiscal policy and managing national budget of the government and they focus on financial of the country.   Since 10 March 2020, the latest Malaysian Minister of Finance is Yang Berhormat Mulia Tengku Zafrul Tengku Abdul Aziz. Its headquarters located in Ministry of Finance Complex, Putrajaya. It is charged with the responsibility for government expenditure and   revenue raising. The ministry's role is to develop economic policy and prepare the Malaysian federal budget. The Malaysia federal budget will be presenting every each October to the Parliament. It is also oversees financial legislation and regulation.

Based on their website they have option for language either in Malay or English. They have a special column which is mySalam for Perlindungan B40 and Prihatin Pakej Ransangan Ekonomi Prihatin Rakyat. Their business cores are economic, fiscal economic and taxes, budgets and earnings. For fiscal and economy, they have fiscal outlook and federal government revenue estimate 2020, quarterly Malaysian economic, fiscal updates 2019, economic data, economic indicators. Other than that, tax. For policy update, it consisting Malaysia Commitment in International Tax Standard, exemption guidelines, tax incentives, tax cases decision, tax agent decision, and tax agent approval. For budget, they have economic stimulus package 2020 consist annual budget 2020, touchdown belanjawan 2020, estimated federal expenditure 2020 and acts and federal constitution and enacted budget.

They also provide latest update, news, press release, speech, tender, hot topics about finance. They will update every single time whenever they have new information. They provide Bantuan Prihatin Nasional link so Malaysia's societies can check their BPN status or make a new application through the website or the link given. Furthermore, the societies can get the form or link of any financial aids that has been given by government at this website. This is more secure than other websites.

Ministry of Finance website provides services for all users in online services, mobile application, microsite, e-participation and feedback, statistic and performance, links and agency. The link for YouTube, Facebook, twitter, Instagram and other social media account are provided on down below the website. These platforms as a medium

for societies to get the up-to-datedness and newest information regarding Malaysia's financial either it is good or bad

2.3   UX/UI OF THE WEBSITE

Based on the Ministry of finance Malaysia website, I do not like the overall impression of the website. The designs is not attractives and too many the use of text in the home page. So, it looks very compact and complicated.

At first glance, you won't be able to find where the content of Ministry of finance Malaysia website. It is because the ui designer do not stated where is the button of content. It is only highlight the title of content at home page. Can you imagine if the person who has shortsighted visit this website and they did not notice the title that been highlight is the content. It is because they more focus to buttons. As we know, content is what website is all about so it is very important

Furthermore, there is something that I want to find but is hard which is a languange. Why is it so hard to find? It doesn't make sense. The language button is hidden in the top of website. It is very confuse because it just show the words between English or Malay. How do we get know it refer to language? The ux designer must clearly label button that the words are refer to the language not just only put the words. Besides, the users are going to know that it is language if they click the word because it will chance the language of the website meanwhile if the user who do not click the word, they will never know that word is refer to language.

Next, I found this website has use stimulation to grab user's attention. The Ministry of finance Malaysia website has showing a banner image that fills the announcement regarding finance such as MySalam. It is a good idea but I recommended that the font of "selanjutnya" on the bottom of banner images should be in bold. This is to ensure that font can be notice by user because the combination of banner images with button color makes the font being obscure.

Lastly, I really don't like the segment of hot topic that located at top of website. Don't you think, it is not important to show. Hence,it is too small. So, I am really sure that they will never someone or user will notice or click the hot topic segment. It is because the users who visit this website only for a specific reason.

I don't think people would want to see this site again but if you do, this site is also looking for ui/ux designer to hire.

2.4   COLOR SCHEME USE

Color scheme is a choices of color used in the media. It also tells the perception and the characteristics of color itself. The color has a hidden meaning. The color also can form a symbol in human thought. The right color can soften the eyes of the beholder.

The Ministry of Finance has a simple background. The color they used as a background only white and it is very simple. It makes the home page less appealing. All pages on the portal of the Ministry of Finance have the same background which is white and simple. Even after entering to another web page it is same background as the home page. It can be found on the Ministry of Finance website.

Next, the text colors are used by the Ministry of Finance. There are too many blue text appears on that page. This can make the visitor dizzy, have eye problem, and ill. This is happens on the Site Map page. When the Site Map opens it will display a lot of blue text with the combination of white as a background. Choosing the wrong color can cause the visitors find the information. Even the logo color of Ministry of Finance is blue. The color of black text has a small amount. However, if the site has the right mix of colors it can help the visitor read it perfectly. For example if they change the color of box under the MOF logo and change the certain of color it will become perfect for sure.

Then, Ministry of Finance choose the wrong color for hypertext. A good color is a clear color change when the hypertext is clicked. It helps visitors know they have gone to the next link. Hypertext color is a cadel blue 2 colors and when the hypertext it appear as a cadel blue 3 color. The result is that the color cannot be clearly seen. The use of hypertext colors should be clear in order to help visitors gain important financial information

2.5   NAVIGATION OF THE WEBSITE

Navigation is the process to control the movement from one to another place. It is to find the direction of information and needs. For example when visitors click at the Instagram icon, it will directly to go to Instagram page.

The navigation on the Ministry of Finance has icons that cannot be used at the home page. Really Simple Syndication (RSS), Photo and QR code cannot be used. It happened in the contact section. When it is clicked it will turned out 404 not found. It makes visitors are not clear about the dissemination of information updates, headlines and content of a wide number of people. It is due to the hyperlinks not working properly. Visitors also cannot know about the latest updates, the photos and scan the QR code when using the icons navigation.

Furthermore, the Ministry of Finance has not good navigation style. There is too much content structure. It happened on the home page. The content is too difficult for visitors to find the information quickly and too many choices that require the visitor to take a long time to make a decision. Too many items can confuse the visitors and make them want to leave the site. Limit the number of content may help the visitors to find the information.

Next, there is a certain page where the photo and hyperlink cannot be used. When the visitors go to the mobile application page the image does not appear on that page even the hyperlink to the server also cannot be found. It is due to hyperlinks not working properly. It is happened when mobile applications are opened at the MOF Services. The Ministry of Finance should focus on providing the information in the hyperlink.

The hyperlink seems too many shown. It should be in the bigger point or topic. It helps visitor to find out the things related with the topic. They need to emphasize the visitors. But if the hyperlink appears without paragraph it is uneasy to visitors to find properly.

On the MOF services, the hyperlink work drastically. Clicking on those words will automatically go to the top page. The top page shows the icon of the hyperlinks. Although the above work as there is a icons for feedback, site map, contact and F.A.Q but it still needs to go to the next page to show the information about itself.

2.6 CONTENT OF THE WEBSITE

Critique content is probably one of the most challenging areas of a websites critique. This means its need to review the content of websites produces either it's providing the right quality or the value for user. The content needs to have a wide variety of content that both resonates with a new user and engages the more educated ones. For MOF official website the content is worth to reading. This is because the whole websites news or title is related with the finance in Malaysia. For example, MOF stated that the record of financial is currently in low performance due to the heightened concerns in the global economic environment caused by the COVID-19.

The people who involved in making this content are the people in ministry of finance, the reporter and the user. The people in ministry of finance related as their produces all the content in the website. This to ensure that the user receive the information needed in the official website of MOF. Not only that all the information that have in the website is relevant and been confirmed by Ministry of Finance. For my opinion, this help user in get the fact information and not the fake one. MOF also release the news that regarding with what happen currently in Malaysia such as the price of petroleum products for the period of June 6, 2020 until June 12, 2020.

The language that been used in this content of MOF websites is easy to read and understandable. The use of appropriate language is matter because the meaning of the word is relative. For this reason, I believe that it is important to choose language which is precise and clear as possible. As for MOF website the use of language in every content is precise and clear language. Hence, the use of a language also matched the formality of the situation and the relationship toward user. As the language in this website is focused on the financial during this lockdown, all the content is regarding on how Malaysia manages the outbreak effectively. There are various strategies that have been formulated

to ensure that Malaysian economy remain on strong foundation. This clear that the uses of language in this content is easy to read and can make the user understand the content in MOF official website just by reading through the website.

Is it important that the websites design in MOF is well captures the design . Such as for mobile it's should be evaluated on a mobile device. In this content of MOF, their provide QR Code for user to scanned and it will directly go to the website that will provides all the information needed. For this content, it's a bit hard if you don't know the context. For user the content and information that provided by MOF in the Mobile Web Treasury will be added from time to time. This mobile application, user need to click to each of title to go to their official gateway. For this content, it is a bit hard as the user need to click on each of the title to go straight away directly to the gateway. For this side, MOF should upgrade their website in mobile application so it helps in reducing hardness toward user.

Content in this website can be get in the MOF official websites at *"contact us"*. User can get the information through the SMS service or directly email to MOF. In this website the number that been provided by MOF have more than one MOF have their *"contact us"* ups and down in their websites. Different tools have been using in this website. User need to click on the left to get the number to contact. While the at down the user just need to copy the number and the can directly contact MOF. In my opinion, MOF should only put one (1) number phone to contact. This show that the user will be confused on which number they should be contacted.

User can visit this website whenever they want. The websites are open to all people who need information in this MOF websites. Not only that this website has no limitation ages for using this website while seeking the content in this website. This is a good opportunity for all people in using this website as the has no limitation ages. All the ages can used MOF official website. As the website is not overcrowded with content and information. all the latest news, media release is related with currently lockdown.   In addition, the tittle of the page is measurable. If the user open either in laptop or mobile the measurement will remain the same and the website will stay static.

The good content in websites surely will influence people in visiting the website without any hesitation. As MOF is under government the content must be relevant for people to make as references when they need the facts. MOF is one of the finance websites that people will always visit as they provided application to help people in need and need financial help. Such as *"Bantuan Sara Hidup"* and other. This is as much as it can help the community to have stable financial. Not everyone has a stable financial in Malaysian so this will help people in receive help from the government. As a user, I think the content is complete and relevant for the user to seek the information needed, as it easy to read and understandable. I would recommend this website if someone refereed to me. The way this website looks is so professional and relevant.

3.0   Conclusion

The conclusion is there are some obstacles that we define in Ministry of Finance Malaysia website. This case study focuses on the critic, comment, opinion and evaluates how to organize and design website to allow its users for easily locate what they are looking and searching for. These obstacles help the role of website designer in improving the website contents and design which is being more attractive, organized and systematic. The used of font and scheme color also important in order to get the better and good website among other government website.

REFERENCES

C., Kreibich. (2019). *A photographer's critique of the new twitter web ui*. Retrieved from
https://uxdesign.cc/a-photographer -critique-of-the-new-twitter-web-ui-4a957fad830b

Coronavirus disease (COVID-19) in Malaysia. (2020). Retrieved from
www.Who.Int.https://www.who.int/malaysia/emergencies/coronavirus-disease-(covid-19)-in-malaysia

Interaction Design Foundation. (n.d.). *User interface (UI) design.* Retrieved from
https://www.interaction-design.org/literature/topics/ui-design

J., Ferranti. (2020). *Example of bad ux design on website*. Retrieved from
https://www.marion.com/website-with-bad-ux-design/

Malaysia Fiscal Expenditure, 1981-2020 Data, 2021-2022 Forecast, Historical, Chart. Trading economics. Retrieved from https://tradingeconomic.com/malaysia/fiscal-expenditure

Ministry of Finance Malaysia. (2020). *Fiscal & economy*. Retrieve from
https://www1.treasury.gov.my/fiscal-conomy/

Wikipedia Contributors. (2019, April 6). *Tax*. Wikipedia; Wikimedia Foundation. Retrieved from
https://en.wikipedia.org/wiki/Tax.

Wikipedia Contributors. (2019, June 13). *Economy of Malaysia*. Wikipedia; Wikimedia Foundation. Retrieved from https://en.wikipedia.org/wiki/Economy_of_Malaysia

Wikipedia. (2020, March 10). Minister of Finance (Malaysia). Retrieved from
Https://en.wikipedia.org/wiki/Minister_of_Fianance_(Malaysia)