



# How to Make a Summary

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ATIQA NURUL ASRI (ATQ)

**English for Informatics 2 Course, Unit 6, page 75-78**

**Topic:**

make a summary of an article of an IT journal.

**Learning objective:**

By the end of the lesson, the students are expected to be able to use appropriate English to make a summary of an article of an IT journal.

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# Definition: SUMMARY

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- a short statement that gives only the main points of something, not the details (<https://www.oxfordlearnersdictionaries.com>).
- Summarizing a journal article is the process of presenting a focused overview of a completed research study that is published in a peer-reviewed, scholarly source (Korsmo: 2020).

# Definition: SUMMARY

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- It should resemble the original article.
- It involves acts of **sorting** (general, abstract concepts from detailed examples or cases), acts of **connecting important ideas**, and acts of **translation** (rephrasing complex ideas into more concise, portable forms), which can make a long, complicated document accessible for use (<https://www.ufv.ca/media/assets/academic-success-centre/handouts/Summarizing-a-Scholarly-Journal-Article-rev2018.pdf>.)

# Purpose

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The purposes of your summary:

- to **report** the main or essential parts of the article **briefly** and **accurately**.
- **not to give** an **evaluation** or **opinion** of the original article, but, rather, to report the writer's main ideas and findings.

## Steps in Writing a Summary (1)

### Find an article.

Find an article in an IT journal (on the internet or any resources) that **interests** you. For example: Journal of Computer Science <http://cst.ict.ac.cn> and click the **archive** menu to find one.

Check the availability of the author(s) and the year of publication, make sure it is **not** more than **five years**.

Read the **title** carefully because it usually indicates the **writer's topic**.

# Steps in Writing a Summary (1)

Find an article.

<https://thescipub.com/pdf/jcssp.2019.728.735.pdf>

*Journal of Computer Science*

Original Research Paper

## **Role of Web Usability in Online Customer Experience: A Case of Saudi Arabia**

**Saqib Saeed**

*Department of Computer Information Systems, College of Computer Science and Information Technology,  
Imam Abdulrahman Bin Faisal University, P.O. Box 1982, Dammam, Saudi Arabia*

## Steps in Writing a Summary (2)

### Read the abstract.

Abstract is a short paragraph written by the author providing a **short summary** of the content of the article, **with important highlights** of the research study.

It is usually written in no more than 100-200 words.

There are also **key words (3-5 words)** related to the article, understand them because you need to include them on your summary.



# Steps in Writing a Summary (2)

Read the abstract.

**Abstract:** Saudi Arabia is an emerging online target market and many business organizations are focusing on this potential market to increase their revenues. Business organizations need to develop online value propositioning to attract different customer segments. Usability of e-business portals is an important factor for online customer retention. In this research, we have conducted the usability evaluation of some selected websites engaged in Saudi marketplace to understand their user interface quality. The quantitative data was collected during an experiment session with users where two subject groups evaluated two sets of websites and later provided their feedback in a questionnaire. The analysis of results highlights that there is a need to further improve navigation, design and content related factors to foster better usage. Internal navigation within a page, the presence of orphan pages and nonfunctioning of some links were the main problems identified pertaining to navigation category. In case of design related issues, inconsistency in language interfaces, website layout, labeling of icons and menus formatting were the main problems. Missing contact information, last update date, lack of page rationality, alphabetical arrangement of content were the main content related issues which were reported in our study. Our study provides the basis for future research for improving website design and researchers could develop a set of guidelines for appropriate user interface design of e-business portals.

**Keywords:** Usability, Human Computer Interaction, Technology Appropriation, Digital Business, E-Business

## Steps in Writing a Summary (3)

### Read the article.

- Try to get a sense of the writer's topic and the important relationships or connections between the parts of the article.
- Understand the context of the research. Make sure you know what specifically the author(s) will be discussing or analyzing, why the topic matters, whether or not the article is written in response to another article on the topic, etc. (Korsmo: 2020).

# Steps in Writing a Summary (3)

## Read the article

### Introduction

Digital technologies have radically transformed the conventional business resulting in global reach to customers, innovative business models and robust communication approaches. As a result, organizations need to carry out significant changes in their organizational processes to optimally benefit from the advantages of the electronic business. Electronic commerce can be grouped into Business to Business (B2B), business to consumer (B2C), Consumer to Consumer (C2C), Consumer to Business (C2B), Employee to Employee (E2E), Government to Consumer (G2C), Government to Business (G2B), Consumer to Government (C2G), Business to Government (B2G) and Government to Government (G2G) (Chaffey, 2015).

The online marketplace is different from conventional market structure and has its own ecosystem. In an online marketplace, horizontal and vertical search engines, specialist directories, aggregators, affiliates, blogs and company websites have a huge influence on customers

online shopping preferences. Furthermore, diverse customer segments provide a challenge for online businesses to develop online value proposition for their customers. In order to be successful in online business, merely providing an online portal does not warrant a success. A successful e-business operation requires well thought out strategy, digital business infrastructure management, digital marketing, e-supply chain management, e-procurement and e-customer relationship management practices in place. The businesses also need to rely heavily on (re) intermediation, counter mediation and even disintermediation to gain a competitive advantage in the online marketplace (Chaffey, 2015). In this research, we are primarily focusing on the role of usability of company websites to foster customer satisfaction in the e-business. Usability is defined as the ease in using of a software application to achieve its intended objective with effectiveness, efficiency and user satisfaction (Nielsen, 1999). If an e-business website is not usable, it will neither be able to convert offline customers to online customers nor retain the existing online

## Steps in Writing a Summary (3)

**Read the article.**

- Skip the rest of the article to the conclusion to find out where the proposed research ends up
- It is to learn more about the topic and to understand where the complicated outlines and arguments will be leading.

## Steps in Writing a Summary (3)

**Read the article.**

### **Conclusion**

The online marketplace has transformed the conventional business processes. Although this has increased the global reach of the businesses, it has also increased the power of end users. Customers have now become proactive in information sharing and website is the key resources in establishing their purchase intent. Customer acquisition and customer retention strategies focus on the provision of quality service to customers. In order to be successful in digital business, technological infrastructure needs to be appropriated for the needs of different customer segments. This is a very challenging task and requires a well thought out strategy, execution and management. User interface design is one of the core dimensions of usable e-business applications and organizations need to give special attention to improve the usability of their e-business portals.

## Steps in Writing a Summary (4)

**Read the article again, and make notes.**

- It is done by making notes in the margins of the paper to capture essential ideas and sorting more abstract, general information or ideas from detailed, concrete information (by highlighting these different kinds of information).

<https://www.ufv.ca/media/assets/academic-success-centre/handouts/Summarizing-a-Scholarly-Journal-Article-rev2018.pdf>

## Steps in Writing a Summary (4)

**Read the article again, and make notes.**

**You have five goals in this note-taking process:**

1. to make note of the writer's main ideas which will usually be general and abstract
2. to make note of the more detailed description of examples or cases that help the writer to interpret or analyze the more general, abstract ideas she is attempting to work with
3. to notice the distinction between abstract and detailed information (by highlighting each in different colours!)
4. to capture the connections between important ideas
5. to make note of important ideas in shorthand form: don't copy the writer's words into the margin, but retain key words, translating the writer's complex ideas into nuggets of information

<https://www.ufv.ca/media/assets/academic-success-centre/handouts/Summarizing-a-Scholarly-Journal-Article-rev2018.pdf>



## Steps in Writing a Summary (5)

### Writing a draft.

Write down a brief description of the research, such as:

- ✓ The author(s)' name(s), the year of publication, the source (the link, the title of journal, the page of the article in the journal)
- ✓ The research problems
- ✓ The background of the research (the reasons why the author conducted the research, the users' needs/problems)
- ✓ The methodology (the steps in doing the research, the system designs, the flowchart, etc)
- ✓ The implementation (the coding, the testing)
- ✓ The results
- ✓ The conclusions



## Steps in Writing a Summary (5)

### Writing a draft.

- Make sure you include and discuss any words or terms that the author(s) present(s) in your summary.
- Do not use personal pronouns (I, you, us, we, our, your, my).
- Don't draw your own conclusions.
- Focus more on paraphrasing the ideas when writing a journal article summary without losing focus of their meaning and intended content.
- Always use the present tense when you are discussing the contents of a scholarly article.

## Steps in Writing a Summary (6)

### Revising and Editing.

Go back and compare the content of what you have written to see that it matches and supports the context of the article.

It should present a short review for the readers, which is important when they are browsing and searching for specific information about a particular topic.

# References

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- How to Summarize a Research Article: [https://writingcenter.uconn.edu/wp-content/uploads/sites/593/2014/06/How to Summarize a Research Article1.pdf](https://writingcenter.uconn.edu/wp-content/uploads/sites/593/2014/06/How%20to%20Summarize%20a%20Research%20Article1.pdf)
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