



# Evaluation of Government Agencies' Website and Applications

## 1. Abstract

This project thoroughly evaluated 20 government websites, concentrating on usability, user experience, and user interface. An assessment tool was created and was validated rigorously for reliability. The findings offer valuable insights for stakeholders, identifying areas needing improvement. The project concludes with actionable recommendations to enhance user experience, interface, and usability of government websites, aiming to improve digital government services and increase user satisfaction and engagement.

## 2. Motivation

Government websites are crucial but often lack usability, user experience and interface. We evaluated 20 platforms to improve accessibility and effectiveness. Our aim is to empower agencies with actionable recommendations for better engagement and satisfaction.

## 3. Scope

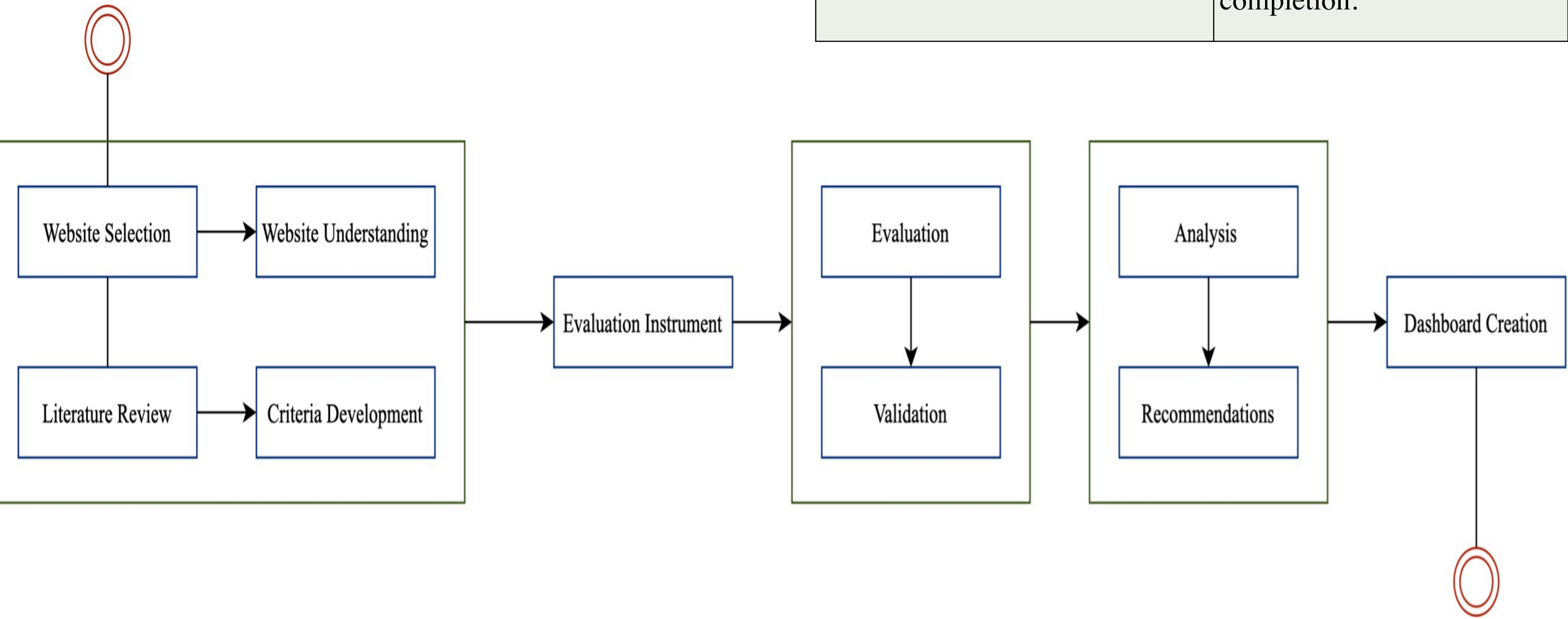
The scope of the project is to evaluate and enhance the usability and user experience of government websites through smart recommendations for improvement.

In-scope	Out-scope
Review	Redesign Websites
Develop Criteria	Implement Changes
Evaluate Usability	Perform Extensive Testing
Evaluate Usability	Assess Legal Implications
Evaluate Usability	Examine Technical Details
Validate Results	Monitor Long-term
Visualize Data	

## 4. Evaluation Instrument

Following the finalization of the criteria list, an Excel sheet was created as the evaluation instrument. This tool aids evaluators in understanding the criteria, measurement, questions, and metrics/scale, enhancing the effectiveness and consistency of the evaluation process.

## 5. Methodology



## 6. Criteria

With guidance from literature reviews and ongoing feedback from sponsors, a comprehensive list of criteria was developed to assess usability, user experience, and user interface effectiveness. The criteria include:

Usability	Simplified Process
	Ease of Task Completion
	Accessibility of Crucial Information
	Clickable Hyperlinks
	Functionality
User Experience	Learnability
	User Awareness
	Minimalism
	Help and Support
	Device Adaptability
User Interface	Engagement
	Language Options
	Website Loading Speed
	Plain Language
	Overall Satisfaction

## 7. Overall Issue

Navigation and Accessibility	User struggle with organization and small fonts.
User Support	Lack of help sections and social media links.
Usability	Complex interfaces hinder task completion.

## 8. Recommendations

Enhanced Navigation and Accessibility	Clear navigation and readable fonts.
Comprehensive User Support	Establish help sections, visible social media links.
Streamlined Interfaces	Enhance design simplify task completion.

## 9. Dashboard



## 10. Conclusion

Through our evaluation of 20 government websites, focusing on usability, user experience, and user interface, we have developed a comprehensive understanding of their strengths and areas for improvement. Our dashboard provides stakeholders with an overall score and detailed analysis, empowering them to enhance accessibility and effectiveness. By considering our recommendations, government agencies can elevate citizen engagement and satisfaction with digital services, contributing to ongoing advancements in digital government.