



UNIVERSITI TEKNOLOGI MARA

FACULTY OF INFORMATION MANAGEMENT

Diploma in Information Management

(IM110)

Introduction To Web Content Management and Design

(IMD 311)

GROUP ASSIGNMENT :

CASE STUDY

Prepared by:

Hanin Nur Deeni bt Hasnor	2017750301
Nur Kasih bt Azahar	2017500725
Nurin Shafiqah bt Mohd Fikri	2017339609
Siti Nur Adriana Sofia bt Mohd Zahini	2017324361

Prepared for:

Sir Ahmad Kader

Submission Date:

11 June 2020

GROUP ASSIGNMENT :

CASE STUDY

Prepared by:

Hanin Nur Deeni bt Hasnor	2017750301
Nur Kasih bt Azahar	2017500725
Nurin Shafiqah bt Mohd Fikri	2017339609
Siti Nur Adriana Sofia bt Mohd Zahini	2017324361

Prepared for:

Sir Ahmad Kader

Faculty of Information Management

Universiti Teknologi MARA

Campus Rembau

Negeri Sembilan

ACKNOWLEDGEMENT

Assalamualaikum WBT. First of all, we would like to praise the ALLAH, the one who gave us the blessing and peace in this world. We also want to thank Allah S.W.T for giving us the opportunity to complete and submit assignments on the due date stated on paper.

Next, we would like to pay tribute to our lecturer, Sir Ahmad Kader, who has been helping us, and for those who are responsible for guiding us so we can finish our assignment with a big smile on our face.

On the other hand, we also want to give a million thanks to our parents who have always helped us with our assignment that was given. They helped us to find the information we need to use. Their help will not be forgotten and we always loved our parents forever.

In summary, we would like to say thank you so much to all the people who engage in order to help us to solve this task especially the fellow roommate. Thanks again, and if there is any work in the future we hope that we can improve our own skills and do better in the future. That's it, thank you.

TABLE OF CONTENT

	PAGES
<i>ACKNOWLEDGEMENT</i>	I
<i>TABLE OF CONTENT</i>	II
<i>LIST OF FIGURES</i>	III
1.0 INTRODUCTION	1
2.0 BACKGROUND OF THE WEBSITE	2 - 4
3.0 NATURE BUSINESS OF THE WEBSITE	5
4.0 UX / UI OF THE WEBSITE	6
5.0 COLOR SCHEME USE	7
6.0 NAVIGATION OF THE WEBSITE	8 - 9
7.0 CONTENT OF THE WEBSITE	10 - 11
8.0 CONCLUSION	12
REFERENCES	13

LIST OF FIGURES

Figure no.		Pages
1.	MOH Malaysia Website	3
2.	Gallery of MOH Malaysia Website	4
3.	First Interface of MOH Malaysia Website	5
4.	MOH Malaysia Website	6
5.	Color Palette	7
6.	Navigation of the website	8
7.	Content on Homepage	10

1.0 INTRODUCTION

Ministry of Health was one of the important government sectors in Malaysia. Ministry of health Malaysia was responsible to taking responsible for health system: health behavior, cancer, public health, health management, medical research, health systems research, respiratory medicine, health promotion, health care tourism, medical device, blood collection, leprosy control, clinical research, health care, dental care, health institution, laboratory, pharmaceutical, patient safety. In a year 2020, website is important thing that every organization compulsory to have it. Because of that, Ministry of Health Malaysia are not missing at all. Plus, this government organization sector also has launched their own application called as “myHealth KKM”. In the mean time, Malaysian people are more interested to website it is because all the information are more secured. Ministry of Health motto was “We're Ready to Help” .

The minister that is responsible is Dato' Seri Dr. Noor Hisham bin Abdullah who has served as the Director-General of Health since March 2013. Right now due to Covid-19 pandemic, he is playing the major people depend on how to solve this issues. Basically Ministry of Health and website also play the important platform to publish the daily information about these issues.

Even though MOH website are not as modern as the other website, the information given were updated and all the information are easy to understand because the knowledge or words used are not so scientific that will make the reader unable to understand. As far as we have read, all those information given by them are easily understand and also there are lots of knowledge to gain. MOH has shown their biggest efforts and achievements this pandemic which is Covid-19 pandemic. They have done so much by healing all the patients that are involved in this pandemic. Director General of Health, Noor Hisham Abdullah, he was named among the top doctors in the world for his response to Covid-19. Malaysian are so blessed for having one of the top 3 doctors in the world because if its not because of him, Malaysia will not get the title of the safest country during the pandemic of Covid-19. The website's of MOH are so updated, Hence, they even did another website where its only gives information specifically about Covid-19 only.

2.0 BACKGROUND WEBSITE

Website is a platform that web pages and related content that is identified by a common domain name and published on at least one web server. Basically website is a platform that can publish information to the user. This kind of platform was created when people are started to be more with their own gadget. Every website has their own credibility to present how they design the website itself. Mostly right now, all the website that already been hosting was create elegance and fun about the design of the website itself. Because of the design, it could attract more to explore the website. For the website review, Ministry of Health is the website that has been chosen for the review.

- **Domain Name**

Ministry of Health Malaysian using their website domain name as in moh.gov.my. It is because Ministry of Health Malaysia was under the government sector , that why this organization was using the domain name as in gov. Other than that, my is represent as Malaysia

- **Programming**

- PHP
- Apache
- Google Analytic
- j Query
- j Query UI
- j Query Migrate

- **Web Development**

This website was public to all server for using it , but apparently this website was totally secured by MAMPU.



Figure 1 : MOH Malaysia Website

Ministry of health Malaysia website was created by their own organization. For the homepage of ministry of health the website designer has multiple layers of backgrounds. On the bottom is the body background. Then layered on top of that is the content background. The background was using black and white theme. And next, technique is to lay the content directly on a background. This is generally done with body backgrounds consisting of illustrations, textures and images.

Other than that this website was divided into different kind of section. First off all on the top of the website was focusing on connection between user and ministry of health .Next , they provide a next section for languages , font and color of the background. Basically the user can choose of the multiple choices in a way to represent are good to be surfed. The header is about main portal of ministry of health. After that the navigation bars. Move over to after navigation bar, they provide a multimedia and interactive content which is about the current issues in 2020. The motion was running quite fast and the font is quite small.

On the content, a photo slider also about the current issues. At the padding this website provides a section about the statistic, utilities and more. And beside the section of the padding, they also provide content about the current issues, new, hiring staff and a tender. Basically is a user friendly for the user that are interested to be working on government sector but it may too much of section about the current issues.



Figure 2 : Gallery of MOH Malaysia Website

Move to another content which is media and gallery section. This section is about a photo , audio , news and E-Buletin Eksa. Each of the image will bring the user into the web pages. Next , is another photo slider to create a awareness among the user. On the right of the awareness section, there is a button for feedback, download a form and letter for the author.

After that, there a link section between ministry of health and other organization. There was a an animation of the organization logo but each of there was a link that can go through to the organization website it self. On the bottom of the website , there is a section whereby the make a disclaimer of the website and copyright of the website .The font of this section is quite small to the user that will make the user are not attracted with the content itself. There was a social media button on the left of the website that will stick on it. The social media button was good to be put at there because of the user will be more to contact them.

3.0 NATURE BUSINESS OF THE WEBSITE



Figure 3 : First Interface of MOH Malaysia Website

The website we reviewing is the Ministry of Health Malaysia website. This website as been mentioned is a medical and health care website. It is obvious and clearly can be seen as a medical and health care website once the user open it. This website is also one of the online sources of Ministry of Health Malaysia information updates for any kind of information that are related to health to spread the awareness of the importance of taking care personal health. This website information provided will always get updated everyday to let people know about health more day by day. Some people or user also can use this website to search for any sick that they are having the symptoms of. This is to let the person knows how to took care their own health without even going to the hospitals. Hence, the website will be updated by the staff of MOH at their office which is Ministry of Health, Putrajaya. The purpose of the website is to provide information about medical and health and updates about any current issues that are related to health care that was happening around the globe everyday. Example like Covid-19 that are happening in the whole wide world, even before 2020 the corona virus have not reach Malaysia yet but the news been updating the amount of people that had the virus with them and also news about which country involves the most. The information provided by the MOH will be either in diagrams or in article form. MOH used various types of ways to deliver information to the user which is in a form of diagrams or even in a form of articles. It is to avoid user from getting bored with the website because not all user open the website and read all the words in it. Some of them just search for any certain news to know the updates but not any other news.

4.0 UX / UI OF THE WEBSITE



Figure 4 : MOH Malaysia Website

User experience (UX) is the interaction and experience users have with a company's products and services. User interface (UI) is the specific asset users interact with. For example, UI can deal with traditional concepts like visual design elements such as colors and typography. The website of Ministry of Health Malaysia doesn't really have product but the website is more about services, healing, ways & tips, corporate information, directory, publications, career, archives, questions & answers and contacts. The user experience (UX) for this website is quite interesting and some of the user experience can give good feedback about the website since they find the latest news about health in Malaysia, Jobs Careers for anyone that are looking for jobs under Medical.

The content of the website is interesting and if any of the users are blind colors, they can choose the colour of the fonts. Other than that, the users can also choose to make the font of the website in bigger or smaller sizes. If there is any complaints or feedback about the website, the users can contact them for any feedback. Since they do that so they can improve the website to become a better-looking website for every of the users in Malaysia or around the world. User interface (UI) design is its complement; the look and feel, the presentation and interactivity of a product. The (UI) should be improved since some of the presentation are not really interesting for the users but they still can get the information that they needed from the website itself. Other than that, even though that the fonts can be changed to bigger or smaller sizes but for me I think the font are a bit disturbing since its quite small and even it says it can be bigger it still not really great. Next, (UI) is the series of screens, pages, and visual elements—like buttons and icons—that enable a person to interact with product or service. For the buttons and icons, the buttons are okay but some of the icons should be improve using the better and latest icons.

5.0 COLOR SCHEME USE



Figure 5 : Color Palette

The website that we choose is Ministry of Health Malaysia, from what we can see they are using Monochromatic colour scheme. Monochromatic colour scheme is all of a single tint, shade, and hue because they lack definition or focal areas, they tend to be relaxing. They are really easy to manage, as there are no more decisions to be made concerning colour. However, depending on which hue is chosen, it could be stimulating as well. Tints are achieved by adding white and shades and tones are achieved by adding darker colour, gray or black. Besides that, website Ministry of Health Malaysia are using blue colour to show more of relaxing and calming since the information are about health in Malaysia. Every time someone visit the website to find any information about the health at Malaysia, they can feel the relax and calming colour of blue. Other than that, blue colour is the colour of the sky and sea. It is often associated with depth and stability. It symbolizes trust, loyalty, wisdom, confidence, intelligence, faith, truth, and heaven. Blue is considered beneficial to the mind and body. Next, blue is also a colour of trust and sincerity. It has a calming and relaxing effects. When any visitors visit the website to search information about the health in Malaysia since now are Covid-19 (Corona Virus) so all of the information about the virus they usually update at the website and give some tips of taking care of your family members, friends and etc. Light blue is associated with health, healing, tranquility, understanding, and softness. Dark blue represents knowledge, power, integrity, and seriousness.

6.0 NAVIGATION OF THE WEBSITE



Figure 6 : Navigation of the website

Navigation of the website is a movement that make an easy way for the visitors to make a movement to go to the next page. Navigation is one of the important things and it play a big role for the website. Besides that, the visitors know the website have more than one page, more than a home page. The navigation bar needs to be quick and clear as it allows the visitors to get an advantage of the information or content in the website. As a result, for Ministry of Health Malaysia or Kementerian Kesihatan Malaysia website, it shows clearly and easy to navigate each of the button to the next page and show the content. Furthermore, the navigation bar is been placed on before the content of the homepage, when the

The navigation bar was invented by Timothy Berners-Lee when the internet become popular the navigation bar become important when the visitors are browsing the website to do some works and on daily lives. The navigation bar is not only for the computers it is also in mobile phones. Furthermore, the Ministry of Health Malaysia website was invented by Ministry of Health Malaysia itself.

The needs of the navigation bar in the website is it make an easy and quick for the visitors to spend their time to go to the next page and homepage to get the information. if the website is not provided a navigation bar or button their visitors may lose some interest to browse their website. The Ministry of Health Malaysia website make a navigation bar in their pages to make an easy to their visitors to browse because it is an important on a website because with the navigation bar it allow their visitors land on the web page that have been click on. For example, contact us button for report or ask anything.

The navigation bar place should be in a standard place. The Ministry of Health Malaysia website navigation bar position is standard location because they put the navigation in the places where the visitors can expect and easily see or find it because if they using the non-standard style it makes their site are no friendly or easy to use. Next, it is great when Ministry of Health Malaysia navigation bar shows their main navigation in their site because it will communicate will the visitors instantly and directly. For example, for young generation that want to know more information about history of establishment Ministry of Health Malaysia with the clear navigation the visitors can find and see it easily. Other than that, the navigation of the bar is simple for the user because the position they put the navigation is in the clearest and simple design and without it the website navigation will lose their visitor interest.

The visitors will use the navigation bar to through all the web pages that Ministry of Health Malaysia have because the visitors want to know what are information that they provided. For example, how many public health labs do Ministry of Health Malaysia have by clicking the navigation bar it will show how many do they have and where is the place. It shows the ease of use of the navigation when the visitors click on them and it go to the content that contained on the title. Other than that, when the visitors using and clicks on the navigation they are effectively and appropriately go to another pages and it shows it is easy to use and simple. For example, for senior visitors when they found trouble finding the navigation bar, they will get confusion and can lead to frustration in searching the information. In short, the ministry of health website navigation is great to use even for senior visitors.

The how to use the navigation bar of Ministry of Health Malaysia have many useful navigation that can assist their visitors navigate through all the web pages. Firstly, the visitors need to know what information that they want. For example, organization chart on menu bar that located on top of information or screen the visitors can find by clicking them and directly go the page. As a result, the visitors know that they in right place by clicking on them. Secondly, on how to improving their website that suggested by us is they can keep up to date their navigation on website by adding the menu bar may that way can help other visitors find the hidden navigation such as Ministry of Health Malaysia information under corporate info. Furthermore, the ministry of health Malaysia makes their navigation work in both of device and for their visitors. Lastly, Ministry of Health Malaysia can detect on how their audience navigate their website. As a result, Ministry of Health Malaysia can detect how their visitor behaviour or how many navigation that are always click on their website.

7.0 CONTENT OF THE WEBSITE



Figure 7 : Content on Homepage

The content of the website has been developed by the Ministry of Health Malaysia. Other than that, the information that contained in the website, the publisher of the official sources, and primary of the sources is the Ministry of Health Malaysia, they are the authorize of the website.

The content that ministry of health is about medical, and health and they are using both type of content which is text and multimedia. They have an important information but the content and the way their organize it are not really interesting. On their homepage website has are the up to date information on what happening in Malaysia health. for example, circular director general of health Malaysia no 2/2020: online cases of notification of cancer cases. Other than that, press releases. press release about Malaysia health director that published on June 9, 2020 about the detected cosmetic products contain scheduled poisons. Next, tenders or quotes. on June 6, 2020 have a tender offer for influenza tender vaccine season quadrivalent for 2020 and career advancement is about promotion of x-ray scanners (diagnostic) grade U32 to grade U36 in the ministry of health Malaysia. The content itself are not enough to make sure they have an important news that Malaysians need to know. Furthermore, there are more content in another web pages that are provide for the visitors such as the statistic of health, health information and online services. The content that have in homepage and web pages have in two (2) format which are in pdf such as for circulars and website view like the other. For example, health information about haze that happen every year in Malaysia and what actions can be taken by Malaysians as a precaution step however they do not use a some high quality image that help the visitors get the best vision and understand their content.

The content of the website is on every web pages. The visitors just need to know what types of information that they are searching on. For example, on the website of Ministry Of Health Malaysia navigation bar content online service public and health statistic if the visitors need to know about online service public they need to click on that button. The content position of the information contained present in correctly because it goes directly to the web page. Other than that, the content is directly show for the answer to the visitors frequently asked questions. For example, the question that is often asked by the Malaysian ministry of health is about knowing the safety of cosmetic products. The visitors will use the content of the website when they visit the Ministry of Health Malaysia website to find information that they need. The content of the website will be most valuable to the visitors to find the information at the beginning of what they need as it easy to find and also for the senior citizen that need to find out the information with the content it will helps them to find it. The visitors will go to the Ministry of Health Malaysia website when they want to know about health.

The content is so important because it helps and educate people about surfing the website and the content need to be accurate with contained information. The visitors need to know what the website is about. The Ministry Of Health Malaysia know their audiences which Malaysian citizen and they need the news or information about the current issues such as COVID-19. They can click the link and directly can go to the COVID-19 website. Other than that, the content is straight to the point. The ministry of health Malaysia are straight to the point which is every web page have one heading and only focus on it such as haze information that is under health info. Next, the content that they put is on the right place. It is on the above of information and left of the screen. As a result, the visitors already find it without scroll it down and up. This will assist to provide for each web pages content have the keywords.

The content of the website is not fully organized because they do not highlight on the important news or information. This will allow the visitors overlook the important information or did not find the information that they want. Firstly, if the ministry of health Malaysia keep update their version of the website it will helps indirectly progression of the website. Secondly, as the Ministry of Health Malaysia is a government website the way they use the mother tongue of Malaysia as their main language in their website which is Bahasa Malaysia it is the right language that they use because it is important to speak the same languages as your audiences.

8.0 CONCLUSION

In conclusion, the website Ministry of Health Malaysia should improve their website by make it more modern and according to latest website. Other than that, not too full of information make it simpler but the information is thorough, reliable, and complete. Moreover, the simple the website the easier to attract people to visit the website. Next, the website should look more elegant, simple, with the colour of fonts and types of font that look much better. Ministry of Health Malaysia website should improve their presentation, button, and icons with the latest version and more modern since its already year 2020, and most of the users are attracted to simple websites. They should also improve their user interface and user experience website by making it useable for everyone and the presentation are not too much information in one place, make it simple but complete.

Other than that, Ministry of Health Malaysia website is one of the websites that easy to access. The visitors are able to access and get the information and the navigation that they use is at standard place and simple. Next, make the Ministry of health Malaysia website be more attractive as it one of the attractions for the visitors to look up upon the latest information and news because people nowadays are most likely spend their time on the internet to searching information such as senior citizen. Lastly, it is important to all the elements that the website keep up to date and use because somehow with the wrong position it may lead the visitors interest lose.

REFERENCES

1. Adobe System Incorporated. (2015). Color Wheel Pro: Color Meaning. *Www.Color-Wheel-pro.Com*. <http://www.color-wheel-pro.com/color-meaning.html#:~:text=Blue%20is%20the%20color%20of>
2. Alscher, D. (2019, June 6). The 6 Color Schemes to Keep Everything Picture Perfect. *Learn.G2.Com*. <https://learn.g2.com/color-schemes>
3. Google. "Are You Making These Common Website Navigation Mistakes?" *Neil Patel*, 15 Feb. 2019, neilpatel.com/blog/common-website-navigation-mistakes/. Accessed 11 June 2020.
4. Kementerian Kesihatan Malaysia. (2019). Portal Rasmi Kementerian Kesihatan Malaysia. *www.Moh.Gov.My*. <https://www.moh.gov.my/index.php?mid=5>
5. Khunt, D. (2018, March 29). What Differentiates User Experience and User Interface? - *DZone Agile*. *Dzone.Com*. <https://dzone.com/articles/what-differentiates-user-experience-and-user-inter>
6. Lamprecht, E. (2019, December 19). The Difference Between UX And UI Design - A Layman's Guide. *Careerfoundry.Com*. <https://careerfoundry.com/en/blog/ux-design/the-difference-between-ux-and-ui-design-a-laymans-guide/#:~:text=While%20user%20experience%20is%20a>
7. Ministry of Health Malaysia. (2019). Portal Rasmi Kementerian Kesihatan Malaysia. *www.Moh.Gov.My*. <https://www.moh.gov.my/index.php/pages/view/205?mid=51>
8. Nolan, E. (2014, December 30). Types of Color Schemes in Design. *OC Creative*. <https://www.occreates.com/types-of-color-schemes-in-design/>
9. UserTesting. (2018, October 18). UI vs. UX: What's the difference between user interface and user experience? *UserTesting*. <https://www.usertesting.com/b>
10. "Web Navigation." *Wikipedia*, 1 Apr. 2020, en.wikipedia.org/wiki/Web_navigation#History. Accessed 10 June 2020.
11. "What Is Web Content? - Definition from Techopedia." *Techopedia.Com*, 2019, www.techopedia.com/definition/23885/web-content. Accessed 10 June 2020.
12. "What Is Web Site Navigation? - Definition & Information." *Marketing Terms*, 2018, www.marketingterms.com/dictionary/navigation/. Accessed 10 June 2020.