



UNIVERSITI TEKNOLOGI MARA (UiTM)
NEGERI SEMBILAN BRANCH
REMBAU CAMPUS
DIPLOMA OF INFORMATION MANAGEMENT

IMD311
INTRODUCTION TO WEB CONTENT MANAGEMENT AND DESIGN

CASE STUDY
MINISTRY OF YOUTH AND SPORTS

GROUP:
IM1105B

PREPARED BY:

MOHAMAD AMIR AMIRUL BIN CHE AZIZ	2017167837
PUTERA KASHFI BIN ZULKIFLI	2017366459
NURHIDAYAH BINTI JALALUDDIN	2017876506
NURIRFAN FARHAN BIN MOHD MUZAMIR	2017500695

PREPARED FOR:

SIR AHMED NOOR KADER BIN MD EUSOFF

11th JUNE 2020

Case Study
Ministry Of Youth And Sports

Prepared By:

MOHAMAD AMIR AMIRUL BIN CHE AZIZ	2017167837
PUTERA KASHFI BIN ZULKIFLI	2017366459
NURHIDAYAH BINTI JALALUDDIN	2017876506
NURIRFAN FARHAN BIN MOHD MUZAMIR	2017500695

Faculty Of Information Management
Universiti Teknologi Mara (UiTM)
Negeri Sembilan Branch
Rembau Campus

Contents

	Pages
<i>Contents</i>	<i>i</i>
<i>Acknowledgement</i>	<i>ii</i>
<i>List of Figure</i>	<i>iii</i>
1.0 Introduction	1
2.0 Background of The Website	2-3
3.0 Nature Business Of Website	4
4.0 UX/UI Of The Website	5-6
5.0 Color Scheme Used	7
6.0 Navigation Of The Website	8-10
7.0 Content Of The Website	11-12
<i>References</i>	<i>iv</i>
<i>Appendices</i>	<i>v</i>

Acknowledgment

Alhamdulillah, first of all we would like to express our sincerest appreciation to Allah s.w.t as finally I be able to finish this assignment that have been given. This assignment had been done will all afford that I have even though there are a little bit a problem that come out last minute. Luckily all the problems can be settle and we can adapt it wisely.

A special gratitude we give to our respected lecturer Sir Ahmed Noor Kader Bin Md Eusoff who contributes in simulation suggestion and encouragement without his guide for this assignment we pretty sure that this assignment cannot be done properly. He always give me a moral support and helped us to coordinate our assignments especially in completing this assignments also teach us to make us more understands about this assignments.

Then, we would like to thanks to our parents for supporting us mentally and physically not just during finishing this assignment but also supporting us by give us the comfortable environment just to make sure that we can prepared this assignment very well.

Lastly, special thanks to our fellow classmates for countless times of understanding. We also appreciate the guidance that given by the other supervisor and everyone who involve in preparing this assignments. We know that currently all the people have been through a lot of trouble because of this method of learning but in order to make sure we were protected from the virus and we hope everyone are doing well and stay healthy from time to time.

Thank you.

List of Figure

	<i>Page</i>
Figure 1. The Navigation Bar Or Tab	7
Figure 2. The Technical Unit	8
Figure 3. Latest News Regarding The Ministry Of Sports And Youth Of Malaysia	8
Figure 4. The Icon For Submitting Any Complaint And Suggestion	9
Figure 5. The Complaint And Suggestion Submission Tab	9

1.0 Introduction

This case study are required to find one website of ministry that have in Malaysia and evaluate the website according to the point that had been given such as 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. This also are one of the way to check either the website are relevant or not for the users. The website that we choose are Ministry of Youth and Sports.

Ministry of Youth and Sport was established on 15 May 1964, in conjunction with National Youth Day of the year. In 1972, the Cultural Division was established and hence the name of the Ministry of Youth and Sports was changed to the Ministry of Culture, Youth and Sports until 1987 when the Cultural Division was transferred under the Ministry of Culture, Arts and Tourism. With the transfer of the Cultural Division, the name of the Ministry of Culture, Youth and Sports has returned to its original name the Ministry of Youth and Sports until this day.

The vision of the ministry are build a more prosperous, prosperous and united Malaysia through youth development and sports culture and the mission are drive holistic development of youth and sports to meet national aspirations. Most of the program that held by this department are focuses on youth and sports it also one of the method to empowering young people so that the voice of young people will be given the opportunity to determine the direction and planning of the organization, the potential for youth to be fully polished and recognized. Youth leadership is nurtured in producing global youth and nurturing communities.

Next, improving the level of survival and well-being is the ultimate goal of every individual, not the youth, as they are a group that has the potential to impact the future of a country. Accordingly, several factors should be taken into account such as the level of education, health and their source of income. Therefore, their level of survival and well-being should be given due consideration.

Throughout this report we can see the weaknesses of this ministry's web site are and what point they can improve according to what we thinks and feels. This report also had been evaluate by using 5W 1H questions so that its easy to evaluate according to the point that had been stated.

2.0 Background of The Website

Background, is one of the important design components as it is mainly used to provide a visual decoration of an element, which will result in increased ease of reasoning or understanding of a content. Background also played an important roles to make sure the information that want to deliver are being understand by the people.

Same goes to Ministry of Youth and Sports, they also want to ensure that the users can easily access the website and gain information that they want. This website are used a domain name so that the user can easy to find their website. Other than that, this website also one of the type that use a multi-website so that when user click on certain information they will go for another pages instead of the same website.

Next, this website were developed by the Corporate Management Unit and Portal under the Information Management Division. Currently, this unit are consists 4 people that had been assigned to make sure all the information are correct and no bad element or information should be on the website. Corporate Management Unit and Portal also are the one who had the authorization to reproduce the work, updated the news and changes all the information in the website when needed, to strictly prevent unauthorized access and protect personal data they are using appropriate security technology and use the latest technologies such as encryption of data to protect data that been presented on website.

At the bottom of the website, the user can get know when was the site updated last so this shown that information are frequently updated by the developers. Mostly people want to see the latest information, the will see the either the information are valid or not by see the date of the event. When the user scrolls until the bottom of the site, the can just click on the button "go to top" to go back up again, its also a method for the users to surf the website easily. Other than that, for older users the website offers a wide selection of text size options. The text size option appears outside of each page, users can choose whether to choose larger or smaller text sizes, as appropriate.

To make sure the sharpness and clarity of an image the website were created the best view in 1920x1080, this means that the screen will have a width of 1,920 pixels while the height of the screen will be 1,080 pixels. This resolution currently are the standard screen for modern computing. When the users access the website they can get the clear view of the website and the picture and the video will be in high definition and the users can see the more stuff at once

As we know this ministry are using orange color to represent themselves so they apply the same thing to their website. The user can see white color and also orange. To provide a user friendly navigation, and for those people who are more comfortable to surf this portal with a language other than 'Bahasa Melayu' they can change the language to English but content on the site displayed after being translated may have a different meaning than the actual meaning and Ministry of Youth and Sports are not responsible for any damage or misinformation that may result from the content being translated.

3.0 Nature Business Of Website

The nature of business is basically an activity of interest undertaken by an individual with an intention to earn something out of the activity to offer him primarily the means of living and to some extent create wealth for expanding the said activity or indulging in some other activity, which is also activity. Same goes to website, its also same have some meaning and same term.

The Ministry of Sports and Youth Malaysia website overall activities is all about sports in Malaysia. This website is also providing about latest news or information about sport in Malaysia, job vacancy in sport field, collection of acts and regulations for sport, gallery, future plan for Malaysia sport and Open Data about Malaysia sport. The website is also related to the youth to help them improve their life and produce a better young generation for our country.

As we know Ministry of Sport and Youth Malaysia is an official organization under government that handle about sport and youth. We also can know more about them at their official website. At their website we can learn what type of activity they have, their organization, official latest update from government about sport in Malaysia and month programme handle by them. We also can check at the bottom of official page there will be copyright by Ministry itself.

Our government already separate the type of minister into different group. By other words, each ministry organization or group have their own official buildings and website. There is no mixing information for each website. For example, there is no traffic law information in the Ministry of Sports and Youth Malaysia website but u can find it on Jabatan Pengangkutan Jalan Raya (JPJ) website.

Ministry of Sports and Youth website is being handle by department of information management. is responsible to update and control this official website. Before publishing any information, they need approval from top management to avoid publishing wrong information, there will latest information about news or job vacancy. On the day that they updating their content, the website will be in a problem because they receiving high traffic request by user.

4.0 UX/UI Of The Website

UX Design refers to the term User Experience Design, while UI Design stands for User Interface Design. Both elements are crucial to a product and work closely together. But despite their professional relationship, the roles themselves are quite different, referring to very different parts of the process and the design discipline. User experience (UX) refers to any interaction a user has with a product or service. UX design considers each and every element that shapes this experience, how it makes the user feel, and how easy it is for the user to accomplish their desired tasks. UI design is the look and feel, the presentation and the interactivity of a product.

Ministry of Sports and Youth Malaysia website basically use orange colour as the main colour for website. Orange colour is very good because it is a balanced colour and u can mix with any background colour. Once user open their website, there will be a lot of colourful background and great image for every content. As we can see on the top of the website, there will be sliding image which is make this website look attractive and really creative. The layout for this website quite simple and there is no special for this website layout. The problem for this website user interface is the font. The size of font is really small and some words cannot be read and choice of fonts are really bad they need any other fonts that more attractive and easy for user to read.

In our opinion, this website is not well handle because some icons cannot be used and also in the middle of website there will be 2 line of box which user can choose which information they needed, but there is no respond from the box. The arrangement of information are really bad because there will be same icon and information on the same page. The wire frame for this website are good, we can see the logo of Ministry of Sports and Youth Malaysia but the social media icon on top of the page are really bad idea for a government website. All of their social media official account is linked with this website, that is good because user can visit their social media page and get the latest information.

Ministry of Sports and Youth Malaysia website look like not by a professional web designer because there is a lot of mistake and lack of design. The font, arrangement, linked icon and some other things are not working and not suitable for government website. Some other link are also have been removed from the website but it still there. There is no customer service for this website and user cannot inform or complain about the condition of this website.

Ministry of Sports and Youth Malaysia need to change their web designer for a better experience for user. They can try to hire another professional web designer that can change their whole website user-interface (UI) and user-friendly (XI). For example, such as 8VERSTUDIO, VISHTEC, WINNEFY and any other web designer company. These things need to change as fast as possible because it will affect the user of the website.

This website design looks like old and never be update before. There is also no change on their icon, task bar and any other certain parts that are not working. The searching box on the top of right website looks like we are in 2005 website. Certain logo that the organization are not exist anymore is also not been removed by them. They only updating the website content but not the design or other parts.

5.0 Color Scheme Used

Colors used in a website plays an important role in manipulating one's attention. Using the correct colors in the correct place may not pose much of an impact but it really does without the users knowing. Its also one method to attract users when they access to the website and also can give variety of expression as the colour itself are representing a feeling.

Ministry of Youth and Sports website uses a plain white background with a strike of orange as the background. This colour are suitable and really match with the website because as we know that Ministry of Youth and Sports are use orange colour to represent them. Not only that, this website also provided access to people with had disabilities of colour blind, they can change and select the color from the given color selection and the website background color will change immediately but they the website only provided primer colour as this colour had their own attraction to those people who are color blind.

A blue bar at the bottom of the website that allow users to go to websites related to the agency and also one of the cooperation partner that help Ministry of Youth and Sports to carry out all their events . The reason why they used a white background is so that the details are highlighted and users have an easier time looking and not distracted by a colourful background.

Most of the world's leading websites uses white a base for the background such as Facebook, YouTube and Twitter. Those websites can enable dark mode which can turn the website into a black background and still give the same impression. An orange and white background matches the official logo of the KBS. The texts in the website uses a gray colour that does not give so much attention but just enough to it.

6.0 Navigation Of The Website

Ministry of Sports and Youth Malaysia website emphasize the definition of a simple and meaningful website and it is because the navigation that being use and being display in the website are simple enough for the new user to navigate through the Ministry of Sports and Youth website to search for their desired information such as their History and their Staffs Organizational Chart. Started with the question on what is navigation in a website and it can be define as the navigation refers to the process of navigating and exploring a network resources or pages in the World Wide Web as for this case it is the website of the Ministry of Sports and Youth Malaysia.

Next, we move on to the question on where is the navigation bar or tab are located in the Ministry of Sports and Youth website. This question answer is the navigation bar or tab are located on top of the website home page and this is because it is easy for the users to find the navigation bar through the website without any hassle and difficulty. Plus, this effort shows that Ministry of Sports and Youth really want to make their website easy enough to be navigate but full of information to cope with the users information needs especially the media. The image below shows that the navigation bar or tab is located on top of the Ministry of Sports and Youth website.



Figure 1. The Navigation Bar Or Tab

Furthermore, the person who manage the website to prevent it from malfunctioning and this question can be answered with the Department of The Information Management under The Ministry of Sports and Youth Malaysia and to be concise the Technical Units that being led by Mr. Muhamad Khairi Bin Abdul Aziz manage the website to keep it always functioning and responsive for the users. The Technical Units of the Ministry of Sports and Youth manage to keep the website always functioning and free from any viruses by always maintain and supervise the website to prevent the website become malfunctioning and cannot serve the users that want to search for the information regarding about the Ministry of Sports and Youth Malaysia. The image below shows the Technical Units that being led by Mr. Muhamad Khairi Bin Abdul Aziz and his staffs.

↓ Unit Teknikal		
Muhamad Khairi Bin Abdul Aziz	PSUK(PM)T	Unit Teknikal
Norlela binti Abdul Rasol	PPTM(PM)T1	Unit Teknikal
Rashidah Binti Mohd Nor	PPTM(PM)T2	Unit Teknikal
Mohd Faisal Bin Ahmad Basir	JTK(PM)1	Unit Teknikal
Mohd Zaian Syah Bin Abd Rashid	JTK(PM)2	Unit Teknikal
Mohd Nurfakhri Bin Mohd Najid	JTK(PM)3	Unit Teknikal
Mohd Shukri Bin Sulaiman	PPTMT(PM)	Unit Teknikal

Figure 2. The Technical Unit

Next, when the website posted the latest news or updates regarding about the Ministry of Sports and Youth Malaysia. Latest news and post regarding the website are essential and crucial for the website to increase the number of users and visitors and users are tend to visit the most updated website because they want to get their hands on the latest news to fulfil their daily information needs. In addition, the latest post or updates regarding the Ministry of Sports and Youth Malaysia were posted on 5th of June which the title of the news or updates is “Debat Rakan Muda 2020, Medan Anak Muda Bahas Usul Secara Dalam Talian” and this updated news successfully attracted 73 users to view and read the news as shown below.

DEBAT RAKAN MUDA 2020, MEDAN ANAK MUDA BAHAS USUL SECARA DALAM TALIAN

Diterbitkan: 05 Jun 2020 Jumlah paparan: 73



PUTRAJAYA, 5 JUN 2020 – Pandemik COVID-19 yang melanda dunia termasuklah di Malaysia ketika ini bukanlah satu halangan mutlak bagi kerajaan untuk merangka dan melaksanakan program buat anak muda. Pengaplikasian teknologi digital dijadikan inisiatif terkini seiring dengan arus pemodenan bagi pelaksanaan program seperti Debat Rakan Muda. Pertandingan seumpama ini merupakan antara inisiatif terawal yang diambil oleh Kementerian Belia dan Sukan dalam menyediakan platform buat golongan muda memaksimumkan potensi mereka.

Debat Rakan Muda merupakan satu pertandingan debat ala parlimen yang melibatkan anak muda berumur 15 hingga 20 tahun. Program ini merupakan anjuran Kementerian Belia dan Sukan melalui Bahagian Pembangunan Rakan Muda, Jabatan Belia dan Sukan Negara dengan kerjasama Muafakat MARA Malaysia. Matlamat utama pertandingan ini adalah untuk membudayakan perdebatan sebagai kaedah anak muda mengetengahkan idea dengan bernaas dan profesional sekaligus membawa dimensi baharu pelaksanaan program secara dalam talian.

Figure 3. Latest News Regarding The Ministry Of Sports And Youth Of Malaysia

Moreover, the Ministry of Sports and Youth of Malaysia is where did they retrieve their latest news and can they be trusted. This website is directly under the supervision of the Ministry of Sports and Youth thus their latest news and updates are legitimate and it is truly can be trusted. Plus, the columnist or the author all of their news are working directly under the Ministry and they acted as their media staff if the Ministry release any official statements and they need to act quickly to post about it on their website to serve their visitor and users of their website the latest and updated news regarding the Ministry of Sports and Youth Malaysia.

Lastly, we move on to the last question on the evaluation of the website of the Ministry of Sports and Youth and the question is how can the users and patrons of their website can report any website malfunctioning and submit their suggestion on how to improve their website services and design. Next, users especially the sports enthusiasts are urged by the Ministry of Sports and Youth Malaysia to submit a complaints or suggestion regarding about their website so they can improve their methods of delivering the news to their users. The image below shows that the users can send a complaint and suggestion tickets to their website administration panel navigation button.



Figure 4. The Icon For Submitting Any Complaint And Suggestion

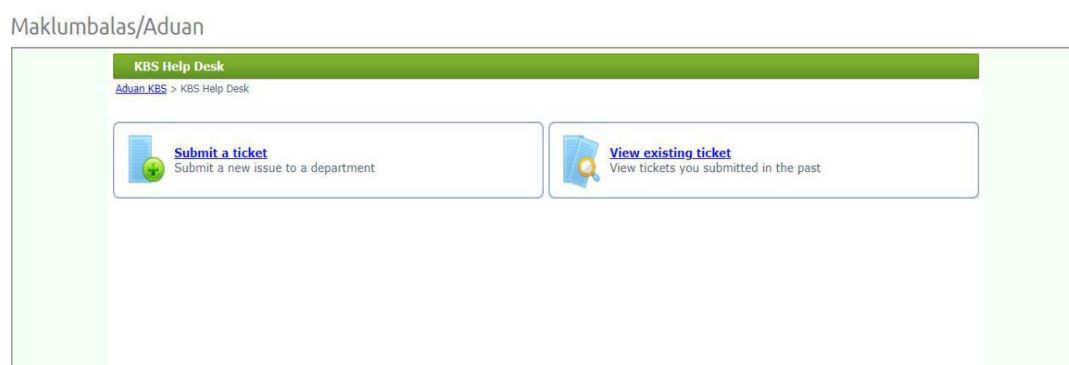


Figure 5. The Complaint And Suggestion Submission Tab

7.0 Content Of The Website

For the content of the website, there are various ways on how to evaluate a website content to make sure the content of the website are truly reliable and legitimate or it is cannot be trusted. Plus, it is truly essential that the contents that have been posted on the website meet all of the criteria that we will evaluate in this report and it also can be the only one true aspect that determine whether the visitors or the users of the website are commonly attracted to the contents that have been posted on the website because an updated website will surely attract more visitors or users.

Next, for the first criteria for the evaluation of the content of a website is Authority. These criteria can be defined as authority is an institution, person or even an organization that have the right qualification and knowledge to manage the content and the well being of the website. Thus, for this Ministry of Sports and Youth Malaysia website, the authorship of this website can be easily being recognize by the visitors or the users of this website because the Ministry of Sports and Youth Malaysia (KBS) are quite popular among all of the other governmental department. In addition, users can also submit a suggestion and complaints token if they want to ask anything regarding the content that have been published in the website to avoid any confusion in the future. The true reason why do we can trust all of the content that have been posted in this government supervise website is because this is their truly own website and all of the website content are directly came from their own trusted media sources.

Next, move onto the second criteria for the evaluation of content of a website and that criteria is the content update. Yes, it is true that there is no info on when this Ministry of Sports and Youth Malaysia website first establishment and when was it being created. However, the content of this government website will be updated regularly because we need to bear in mind that this is a government supervised website and it need to be updated because they are the most reliable source for the user or visitor to get an updated news or information. But, there is a negativity of this KBS website up-to-dateness contents because the content that have been publish on their website are quite outdated compared to the information that have been posted on their social media account such as Facebook and their Instagram.

We will also talk about the coverage criteria regarding the news and contents that have been published on the Ministry of Sports and Youth Malaysia (KBS) website. As for the Malaysian including ourselves the short-form or the acronym of “KBS” will instantly be recognized by the most of us as the Ministry of Sports and Youth Malaysia and most of the Malaysian citizen will already know that KBS website will contain the information mostly regarding sports and youth developmental activities. Most of the contents of this website are created especially for sport enthusiasts and professional athletes and they can easily navigate through the website to search for their desired contents by selecting the navigation tab located on top of the website such as “History of KBS”.

Lastly, we will talk about the accuracy of the content posted and available on the Ministry of Sports and Youth Malaysia website. Plus, it is truly important and very crucial that the website provides the user with a legitimate and truly trusted information to their users and visitors because any articles or news that has been posted online, will be easily being spread across the network if the news have caught many attention of the users. The users also need to have an online etiquette on check for their legitimacy before trust anything that has been posted online. As for this KBS websites, we found that all of the news and articles that have been posted on their website are truly essential and legitimate because there are always an author that write the news and they always credited the author afterwards and for the basic use of grammar and spelling, they are exquisitely accurate and no grammar or spelling error are to be found on the KBS websites.

Reference

Kementerian Belia dan Sukan (2020, Mei 27). Retrieved from <http://www.kbs.gov.my/>

Appendice

