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GROUP ASSIGNMENT:
WEBSITE CASE STUDY: MINISTRY OF EDUCATION, MALAYSIA

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1.0 INTRODUCTION

This assignment or case study is carried out to educate ourselves on how a governmental website works. The pros and cons that a certain website has is essential to be thought of as the amount of public audience these websites have is big. Other than that, the need of evaluating websites are also considered as essential.

Why do users need to evaluate? The aim of evaluation is to provide the basis for course improvement, to determine the need for modification and ultimately to lay the foundations for future planning. It is a continuing process of critical reflection on experience leading to action. Evaluation also gives meaning of a process that critically examines a program that involves collecting and analysing information about a program's activities, characteristics and outcomes. Its purpose is to make judgements about something to improve its effectiveness and to inform programming decisions.

Thus, this case study is giving us space to being educated on how to evaluate and criticize the usage of a certain website based on selected criteria

2.0 BACKGROUND OF THE WEBSITE

A website can be defining as a collection of web pages and related content that is identified by a common domain name and being published on at least one web server. Website can be publicly access or with privately access. Website also are typically dedicated to a particular purpose such as news, education or entertainment. Not only that, website also can be access in multiple devices namely smart phones, tablets, desktops or laptops.

Ministry of Education official website (www.moe.gov.my) is a government website that purposely created for updates and information about education in Malaysia. From our perspective, this website has a very good structure of web content and design. The elements that they have generally meets the characteristics of a good website has. Not only that, MOE website also priors the user interface and user experience where it allows user friendly concept for their user regardless of age.

● Web Development

Web development is the work involved in developing a website for both Internet which is the World Wide Web (WWW) or an intranet, a private network. Website that usually can be access publicly is the World Wide Web or also commonly known as 'web'. The web is being identified by Uniform Resource Locator which is URL (i.e: moe.gov.my) This is the one that being used by the Ministry of Education (MOE) website. It is because, the internet allows this website to be access anywhere but anyone with any web browser. MOE target user definitely would be the Malaysian netizen that can be from all different kind of age range. Accordingly, they chose this web development to make sure that their user finds this very convenient and handy as it can be remotely access.

● Web Developer

Web Developer is a programmer or also called as owner. This website is owned by the Ministry of Education itself. Ministry of Education are the party that is in charge in creating and designing the website structure. Their role as web developer does not stop there instead. they need to always monitor the website's performance to maintain and assure that the website is working well as usual. Other than that, they also need to be alert of user's feedback and complaint. This is to identify if there is

anything wrong with the website. Web developer are also the one who in charge in updating the website with new information or feature.

- **Web Programming Language**

Web Programming Language is used in computer programming to allows communication between the computer and system. It contains numerous code that can be read by the computer. This code runs on the server and then gives static information back to the web browser. Furthermore, the programming language that being used by MOE website are HTML, CSS and Javascript.

- **HTML**

Hypertext Markup Language or well known as HTML is the standard markup language for documents designed to be displayed in a web browser. HTML uses simple tags to markup and format the content. All the tags which in angular bracket (<example>) have the opening and closing tag and all the tags written in the bracket will be sent to the web browser then displayed in the website. The reason of why HTML is being applied by MOE website can be because of the fact that HTML is supported by all web browser. So, there is no need to worry for the browser support as the website would easily show up in all the browsers. HTML provides an easy way to optimize the website in HTML according to browsers to the web developers.

- **CSS**

Cascading Style Sheet (CSS) used to describe presentation of a document written in markup language. CSS modularizes the websites which that modular code in the website allows for greater design consistency, easier maintenance and high performance. One of the advantages of using CSS that can be the factor of MOE using it is easier to maintain and update. As a ministry's website, MOE website needs to be updated regularly as the information related change rapidly. They need follow the up-to-dateness over the time to assure that users did not miss out any info.

➤ JAVASCRIPT

JavaScript enables interactive web pages and is an essential part of web applications. Any organization mostly apply Javascript in their website because of its advantages so do MOE. JavaScript tends to be very fast because it is often running immediately within the user's browser. JavaScript would not be slowed down by calls to a backend server. It allows the website to runs smoothly without crashing with server traffic.

● Domain Name

A domain name plays role as an authority or control within the internet. Any website should be identified by a domain name. For example, this Ministry of Education website uses **gov.my** as the domain name. The name is derived from the word government, indicating its restricted use by government entities.

● Design

Web design are how the web look like when its being viewed by the user. The design of the website must be suitable to be displayed on any device screen such as mobile and desktop where both of them have different size perspective. Moreover, web design needs to have good choice of text size, font and color, color scheme. This element is important to make sure that user experience is guaranteed. Web designer need to consider these elements to ease the user while using the we

3.0 NATURE BUSINESS OF WEBSITE

The nature business of the website gives a description about any services that are available within an organization. Other than that, it also gives the meaning of any general categories of business that actively involved within the organization.

The Ministry of Education Malaysia's website has a wide range of service that is provided for the audiences. Users can access these services by visiting the 'E-Services' page on the website.

When visiting the 'E-Services' page, users can see that the services provided are split into two categories which are for Basic Education and Higher Education.

Basic Education

Basic education has another five parts of services under it. These services are:

- Periodical

This part gives users systems or websites that users can access within a certain period of time during the year. For an example, the system of 'Kemasukan Tingkatan 6' that only be accessed during the pre-university student's election.

- On Going

This part gives users systems or websites that users can access anytime of the year.

- EG Application
- Intranet

This part gives the users more systems in various types of themes. Intranet gives the meaning of any local or restricted communication network especially a private network created using World Wide Web software.

- Mobile Application

This mobile application part is giving description of portable application that can be used for users anywhere. Ministry of Education website also gives a list and links of different other applications that can be useful for the users.

Higher education

This category of the service is mainly providing systems or links of other sites for university students. Under this category, there are other eight parts. Those parts are:

- Institute for Higher Education

This part is mainly the Ministry of Education compiles all the systems or other sites all university students can access to. For example, E-IPTS is a system that will help keep track of the status and performance of students in private universities.

- Graduate

This part gives links for students who are graduating to check on a lot of things such as checking their graduation schedules or updating their graduating status. Other than that, students who already graduated can also find links here that are posting about job vacancies for fresh graduates.

- Disability

This part consists link or system that disabled students can fill in for any scholarships. The link is very much useful.

- Payment

This part is mainly just links that are regarding students' payment such as PTPTN and other bank's websites for students to access.

- Review
- Sponsorship
- Loan and financial aid
- Services channel

4.0 THE UX/UI OF THE WEBSITE

User interface (UI) is the method of enhancing the design and interactivity of mobile or web applications, focus on look or style. It is the point of access where user interact with the designs. The User Interface of an application is each screen, page, buttons and other visual elements that you see while using it. Thus, UI is all about the appearance of the applications.

Meanwhile user experience (UX) is the procedure to improve the user's overall experience when interacting with the application or website in order to achieve its goal of providing maximum customer satisfaction. It focuses mainly on wireframing an application and appropriately structuring all of its components and elements to create the user flow. In short, it is all about the experience for the user while using the application.

In our opinion on the Malaysia Education Ministry's website, it is not the greatest, yet it is among the good website. Even though when we first come to the website, its home page look kind of compact because of the elements that they choose in the image banner, but overall UI of the website is great.

They balance the elements required to indicate where information can be obtained; namely the writing and the icon. Besides the icon also will have indicators which will tells for what the icons are. For example, there is icon look like a book/diary that have phone on it, it stated as directory when hover over it. However, there are icons used which is lacking, it is the flags that can be found on the top of website. When we hover over it, it will be stated as Bahasa Melayu on Malaysia flag and English (United Kingdom) over UK flags. They should state it as language. In addition, the UI designer also put icons for resize the fonts in the website. It still slacking which they should labelled it as 'resize font'. Visitors may not know the function of the up and down arrow located on top of the website.

For us, the UX designer provides the right amount of information for each parts and pages. For example, on the home page, there is part named as ANNOUNCEMENT. Under it, there are only three title of the announcements and if visitors want to know more, they only need to click on the 'more announcement' below it. They do try to fit in all the information of the ministry that can be find on the website, but they choose to only put key information that acts as a hyperlink with an icon that acts as list bullets. This helps visitor a lot in finding the right information from it.

However, while the home page looks fairly good, but the rest of the page of the website are quite featureless. I believe maybe their UX designer do not want to cause their main objective to disseminate information unfulfilled if there are images and etc. They only provide list of related information which act as hyperlink. Another thing that slacking in this website is the line that looks like column line at the background. It interferes in highlighting the information in these pages. Maybe they do not want that site to look too blank. For us, that not the wise choice to make it less empty.

5.0 COLOR SCHEME USE IN THE WEBSITE

Choosing a good colour scheme for our website could be a scary thing. Especially if we're not confident about our colour coordination ability, or feel that we're not a skilled designer. The use of color for each website should also be taken into account for those with color blindness. Because for them, the color we see is different, they will see it as another color. So that also needs to be taken into consideration so that they can be one of our website users. If the use of color we use for the website is too much, our website will become too messy and if our website has too little color one and two can also cause our website users to become too bored and never want to use our website again. because there are many more beautiful and interesting websites.

The Ministry of Education Malaysia website has 3 main colors, blue, white and yellow. But white is their primary color. This makes the MOE website neater and more organized as they choose to use the right color and they know where to color. For website use, blue is one of the coolest colors to use on the website because the human eye is very familiar and comfortable with blue. This website also, when they use blue boxes, they will use yellow in writing so that the color will appear clearer and more beautiful to look at. The use of color for writing on this website is also very good and beautiful. In fact, this MOE website is also a government website so it should be more formal and less annoying as not only students will use this website, but corporate and reputable people will also use the website so it should be able to attract users of all ages.

The color used also very good because when it opens at night, there is always a brightness of the phone, laptops will be placed at the lowest rate, so the use of color is very important and the website of the MOE successfully uses color which corresponds to the surroundings when brightness is lowered the user will still be able to see the text clearly because the background used is also appropriate and beautiful. Just for the advertisement on the website, I would like to suggest that it be small enough to make it look better. This is because the ads have taken up a lot of space and caused users to scroll down too much if they want more information on the website. If the website is opened in a smartphone, the ads will come out in small size but if the website is opened with a laptop, the ad will come out in a very large size and the colors in the ad can sometimes hurt the user's eye, especially those who already have glare and so on.

6.0 NAVIGATION OF THE WEBSITE

Navigation is an important thing for users to use when they enter or browse our website. Especially if we are a government website, a sales website and so on. If our website does not have a navigation bar, it will make our users no longer want to visit our website because it is difficult to go to another page because we do not have any navigation bar. This navigation bar also needs to be placed on every page of our website to make it easy for our users when they want to move from one page to another. The font that they used inside the website also can play an important role in every website.

For this Ministry of Education Malaysia's website, they have a very large and organized navigation bar. It makes users feel very comfortable using their website. The navigation they use also has top navigation, footer navigation and more. The purpose of this navigation is to make it easier for users when they browse our website. More like the website of the Ministry of Education Malaysia, it is said that all people in Malaysia will visit this website for information on education. So, they should make this website a lot of information but simple and easy to understand and not boring and not too boring. So, from my point of view, MOE has been able to do that because, their navigation is very easy to see because it is clearly visible, unlike some websites that have user-friendly navigation and all of the navigation provided on this KPM website works well. There is no need to press too many times, and its journey is very smooth when looking for information from this website.

In addition, the navigation on this MOE website can also be used if we want to open in new tab. Why do I say that, because there are websites whose navigation can't do that so it can sometimes be frustrating for users to get information at a time because users have to open one webpage and make it slow. However, it can simplify their work and save them time to get information. As for this MOE website, nothing needs to be modified as everything is beautifully organized and neat and all the button icons are clearly visible at the top left and bottom, all of which can be seen and easily understood by various ages because before we click that icon or something of that navigation, we can see where that icon is going if we press it. So of course, it can be understood by all ages and its colors are also very visible. Font that they used inside this website also is in a good font, can be read clearly and it is not too big or too small for the user.

7.0 CONTENT

Content of a website is a combination of few elements needed in a website. For examples are text, hyperlink, navigation bar, video, images and sounds and etc. Content play a major role in your search engine placement, it is the reason most visitors are seeking from the website in the first place.

- **Hyperlink**

Content also provides a great opportunity for hyperlink. Hyperlink is a link that direct user to any reference data with a click. Hyperlink can be in the form of text or image. Text hyperlinks are often blue and underlined while the image, user need to move the cursor on the image to see whether it is a hyperlink or not. This is because, when user move the cursor over a hyperlink, whether it is text or an image, the arrow will change to a small hand pointing at the link. With just one click, the link will jump into the next new page. A good website will have the intention of make its user feel convenient while using the web. So, they can just apply that to hyperlinks. Reader will find it easy as they do not have to go to other page and type what they are looking for instead, the web has already prepared it for them. Same goes to MOE website where they put a lot of hyperlinks in their content. The hyperlinks that we can see on th website such as hyperlink timeline cover, hyperlink that direct to an announcement as well as link to their e-mail.

- **Graphics**

Having graphics on a website actually helps it to look more appealing to their user. A website with only text would not look interesting and will lead to make the user feel boring. As we know, a book with no pictures will be boring and less used by the kids. So do the designing web concept. To let user feel attracted to view the website is the major objective. So, by having these graphics they would feel fun and would not matter to spent more time on the page. As well as MOE, they have images and videos on their website. They put the graphics element to attract their user that comes from various ages.

- **Text**

Text should be informative, easy to read, and concise. Choices of font, size and color of the text is also important. This is to enable user to read and understand the words well. The text on a web could not be too small nor too big. It should be in 'just nice' size depending on the type which is the heading or sub heading. Text displayed must be clear enough for user to see it just like MOE website. It is guarantee that user of this website has no trouble in reading and understanding the words.

- **Navigation**

Navigation is a process of navigating a network of information resources in a website. This has related with the user interface where it is about the interaction of human and computer. The use of website navigation tools allows for a website's user to experience the site with the most efficiency and the least incompetence. Any website should be easy to navigate and the menu items should easily accessible from any page. The user should always know exactly where they are or on what page they are. There are few types of navigation such as, header, footer, side bar and etc.

As for MOE website, they also implemented these navigation tools in theirs such as menu bar, header and footer.

8.0 CONCLUSION

In conclusion, the Ministry of Education Malaysia's website is for spread wide range information regarding the education in Malaysia. So, the audience are come all ages. The UX/UI of the website still needs some improvement especially in highlighting the information. On the other hands, they choose colour wisely by minimalist the usage of colours. The navigation bar also quite good, which they use san serif font and big, which suitable for all ages. Lastly, the content elements are adequate and useful for visitors in finding information via the website. Overall, of the website, it is at a modest level where there are some improvements that can be made.

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