NEWSLETTER

KICT

KICT NEWSLETTER

LEADING THE WAY
LEADING THE WORLD
INTERNATIONAL MULTI-AWARD WINNING INSTITUTION FOR SUSTAINABILITY

KICT

KICT TEACHING & LEARNING
EXHIBITION (TALE)

HUMANISING ICT IN EDUCATION
25 SEPTEMBER 2024 | KICT MULTI-PURPOSE HALL

KULLIYYAH OF INFORMATION & COMMUNICATION TECHNOLOGY
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM)

KICT TALE 2024

Join Us

INSIDE THIS ISSUE

Editorial Board Members

ADVISOR:
DR. NOOR AZURA ZAKARIA

CHIEF EDITOR:
DR. HAFIZAH MANSOR

EDITOR:
DR. AZLIN NORDIN

TABLE OF CONTENT

TABLE OF CONTENT

TABLE OF CONTENT

TABLE OF CONTENT

INTEGRATING *KHAIR* IN USABILITY EVALUATION TO MEASURE THE EFFECTIVENESS OF A WEBSITE

PROF. DR. MURNI MAHMUD
DEPT OF INFO SYSTEMS, KICT
MURNI@IIUM.EDU.MY

INFO 3307: HUMAN COMPUTER INTERACTION (HCI)

USABILITY EVALUATION & METHODS

Usability evaluation is one of the central topics in learning **Human-Computer Interaction**. Usability is often associated with User Friendliness of a product or service. It is also concerned with how easy and enjoyable for users to achieve their goal in using a product or service. **Products and services** may include mobile applications or web applications in various domains, e.g. education, banking, e-commerce, oil and gas etc. Having good usability means users will be able to achieve a goal or task with effectiveness, efficiency, and satisfaction in their specified context of use.

As defined in **ISO/IEC 9241-11**: Usability is the extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use.

IIUM WEBSITE

Evaluation of usability can be conducted with three methods:

- **Usability testing** – observing users as they attempt to complete tasks.
- **Usability inquiry** – talking to users to find out what they expect and what they need.
- **Usability inspection** - expert assessments to find usability problems - commonly using **Heuristic Evaluation** (HE) to measure the usability of user interfaces of applications.

10 Usability Heuristics

HEURISTIC EVALUATION WITH *KhAIR*
REFERENCE: SEJAHTERA ACADEMIC FRAMEWORK (SAF)

In SAF, KhAIR is an acronym for IIUM graduates' attributes which are Khalifah, Amanah, Iqra' and Rahmatan Lil Alamin. These attributes are multifaceted and complicated. KhAIR attributes that are used in the usability evaluation are based on the basic interpretation of the words.

Integrating KhAIR in the usability evaluation is an attempt to explore the opportunity to enhance the method and reveal the characteristics and quality of IIUM website's design and content features.

One key question has been formulated with four sub questions to directly address each element of KhAIR.

- How do the content and design features of the IIUM websites embody the values of Khalifah, Amanah, Iqra', and Rahmatan lil Alamin?
  - How is the concept of Khalifah reflected in the website's mission, which promotes leadership, responsibility, and ethical governance?
  - How Amanah is manifested in the transparency, trustworthiness, and usability of the website's design, ensuring it serves the university community responsibly?
  - How the value of Iqra' is demonstrated through features promoting knowledge, education, and lifelong learning.
  - How the principle of Rahmatan lil Alamin influences the inclusive, welcoming, and compassionate design and content for all users, promoting global harmony and understanding.

RESULTS
USABILITY HEURISTIC & KHAIR

Heuristic evaluation results have yielded that the IIUM website is **user-friendly with high-quality usability**. It also offers good user experience by offering several key features on the website:

- the design is **minimalist**, consistent, and flexible, combining efficiency with aesthetic appeal.
- users can **easily control navigation**, allowing for personalised interaction that meets their needs.
- website **status is always visible**, with strong support for accessibility and ensuring inclusivity e.g **accessibility tools** serve the need of users with various abilities.
- **comprehensive help and support** are readily available for users when needed.

From the KhAIR perspective, the IIUM website is found to saliently embody the values of Khalifah, Amanah, Iqra', and Rahmatan lil Alamin. In brief, the IIUM website shows the following characteristics:

- **Khalifah**: Demonstrates leadership for various levels through a clear mission, vision, and philosophy of the University.
- **Amanah**: Provides reliable, up-to-date, and trustworthy content with credible resources. Activities are well described with interesting and captivating images and videos.
- **Iqra'**: Encourages learning and spread of Islamic teaching with reliable, informative, readable content and attractive presentation.
- **Rahmatan lil Alamin**: Ensures accessibility for all stakeholders, including less able users, reflecting inclusivity and compassion for the ummah.