Issues of Human Computer Interactions and System Developments

Sofianiza Abd Malik

IIUM PRESS
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
ISSUES OF HUMAN COMPUTER INTERACTIONS AND SYSTEM DEVELOPMENTS
ISSUES OF HUMAN COMPUTER INTERACTIONS AND SYSTEM DEVELOPMENTS

Editors
Sofianiza Abd Malik

IIUM Press
## CONTENTS

DEDICATION ................................................................................................. iii  
PREFACE ........................................................................................................ vii  
ACKNOWLEDGEMENT .............................................................................. viii  
INTRODUCTION ............................................................................................ ix  
LIST OF ABBREVIATIONS ............................................................................. x  

1. User Experience On Educational Websites’ Search Engine  
   Murni Mahmud, Idyawati Hussein, Sofinaniza Abd Malik ....................... 1  

2. Cultural Differences In Use Of Mobile Phones By Older People  
   Sofiniza Abd Malik, Alistair Edwards ....................................................... 9  

3. Older World: Developed Versus Developing Countries  
   Sofiniza Abd Malik .................................................................................. 15  

4. What Is Age?  
   Sofiniza Abd Malik, Alistair Edwards ....................................................... 25  

5. Different Role Of Personas  
   Sofiniza Abd Malik, Alistair Edwards ....................................................... 31  

6. Tagging Web Images For Blind Users  
   Ahmad Fazilah Misman, Peter Blanchfield .............................................. 41  

7. Human-Computer Interaction Within The Malaysian University Curriculum  
   Murni Mahmud, Idyawati Hussein, Abu Osman Md. Tap ....................... 51
8. A Preliminary Study: Malaysian Women In Human-Computer Interaction Practices
   Murni Mahmud, Idyawati Hussein, Abu Osman Md. Tap ................................. 65

9. Bab E-Syifa’ Clinic Administration System
   Mohd Danial Abu Bakar, Roslina Othman ................................................. 71

10. Malaysian Teachers Network Portal
    Mohd Naim Abdul Hamid, Roslina Othman ............................................... 91
1. **User Experience on Educational Websites’ Search Engine**

Murni Mahmud, Idyawati Hussein, Sofianiza Abd Malik  
Department of Information Systems, Faculty of Information and Communication Technology, International Islamic University Malaysia, Malaysia

**ABSTRACT**

This paper reports a user experience study on using search engine, which was conducted on selected universities’ websites. The study aims to evaluate the user experience of the search engine. Results indicate that many educational websites in Malaysia may require better search engine for improving the user experience when searching for information. The adverse rating is due to search engine poor usability. Nevertheless, users continued browsing and navigating the websites to complete the task at hand – to search for related courses on Human Computer Interaction with related keywords. Regardless the low engagement level, users rating on overall usability on websites is still high due to satisfying experience with other parts of the websites.

**1.1 INTRODUCTION**

User experience (abbreviated as UX) is how a person feels when interfacing with a system. The system could be a website, a web application or desktop software and, in modern contexts, is generally denoted by some form of human-computer interaction (HCI). The visual appeal of a website by a user is often more influential than the actual product efficiency and ease of use (Philips and Chaparro, 2009). So, if a user likes the appearance of a website