

**INFORMATION TECHNOLOGY ISSUES  
AND APPLICATIONS IN MALAYSIA**  
A COLLECTION OF ARTICLES

Chief Editor

Assoc. Prof. Dr. Husnayati Hussin

Editors

Professor Dr. Abu Osman Md Tap  
Professor Dr. Mohd Adam Suhaimi  
Assistant Professor Dr Mira Kartiwi

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# Interaction Design of the Malaysian e-Government Portal

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**Abstract:** The implementation of e-Government intends to provide better services to the Malaysian citizens, as e-Government could reach a wider range of Malaysian population anytime and anywhere through its portal. The effectiveness of the e-Government portal could be measured from its interaction design. In this study, the portal interaction was evaluated using a heuristic evaluation method which comprised usability, accessibility and attractiveness. The findings showed that the participants were satisfied with the portal's interaction design. However, the overall task performance was less efficient. The findings from this study has provided a better understanding of the interaction behaviour toward the Malaysian e-government portal and yielded some recommendations for better design of interaction.

**Keywords:** Heuristic evaluation, Interaction Design, Usability, Accessibility, Attractiveness, e-Government Portal

## 1. INTRODUCTION

Interaction between citizens and their government is enabled by e-Government which is accessible through e-Government portals. Acceptable interaction design for the citizen is important for the success of an e-government portal as portals have emerged to support people and allow organisations to locate information more efficiently.

Research in human computer interaction (HCI) has indicated that interaction evaluation is important for design improvements (Paris, 2005; Sutcliffe, 2002). Evaluations of website interaction and interface are commonly conducted; however, few studies have been conducted on the e-government portal interfaces or interaction. Several aspects of interface usability need further study elucidate the evaluation criteria because there are many specific needs and alternative guidelines for evaluation methods. The choice of usability, accessibility and attractiveness heuristics as the focus of the study is mainly directed by the HCI literature, and at the same time, many evaluators have found that this method could address the specific needs to evaluate e-government websites (Garcia et al., 2005; Lee and Cho, 2007; Soufi and Maguire, 2007). Studies on Malaysian e-government portal (*myGovernment*) are scarce. Evidence from the literature indicates that not much research has been conducted in evaluating users interaction with *myGovernment* portal.

This study seeks to understand the problems encountered by users when interacting with the Malaysian *myGovernment* portal, and aims to answer the following questions: First, are users satisfied, with the usability, accessibility and attractiveness of the *myGovernment* portal? Second, what are users' perceptions of *myGovernment* portal? The remainder of the paper will briefly describe the literature of the evaluation of e-government portal, the inception of *myGovernment*, methods of user studies, results, discussion and conclusion.