**WEB EVALUATION**

**1) Good Website – www.digi.com.my**

The good website chosen is DIGI, one of the telecommunication companies in Malaysia. Based on the four areas being evaluated, DIGI fulfils most of the criteria needed in providing a very good website for the users.

The first area being evaluated was the Content. The website shows all the content that might be relevant to their users’ need. Most importantly, the website provides information to questions frequently ask by users. The website has quite a lot of multimedia. But it is still able to be downloaded quite fast, thus, creating not much frustration.

The domain name being used is also very easy to remember which really helps when users search for it. When in the website, not only the URLs, the page titles are also been very helpful since the users are able to know the contents inside. When most websites ignore the importance of user trust and protection, DIGI provides enough security in user trust and clients’ protection. As example, we can note that there is security notice on top of the page as well as copyright notices and disclaimer, just below the page.

In terms of language, the text in DIGI’s website is written in English. The text from the main page and the rest of the website are well-written in English, without grammatical error. This website uses sans serif typeface, thus makes it easier for users to read the text in the website. Important information are written in bigger font and being bolded, which help the users to easily notice them. There are also bullet point lists being used in this website.

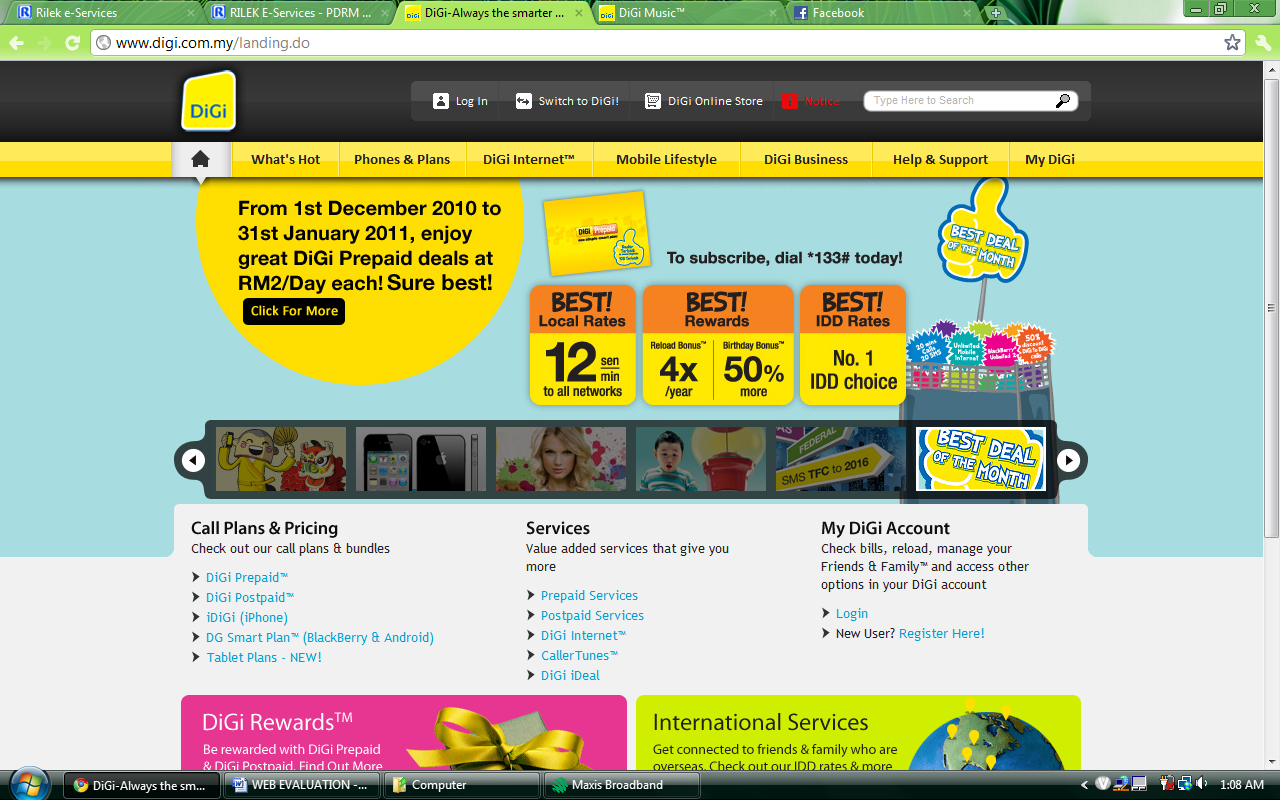
DIGI’s website also highlights the important sections with words and sentences which are very communicative in informing the content inside. As example, in the ‘Need Help?’ section, users can find information if their having trouble with the billing service and some other problems frequently face by DIGI’s users.

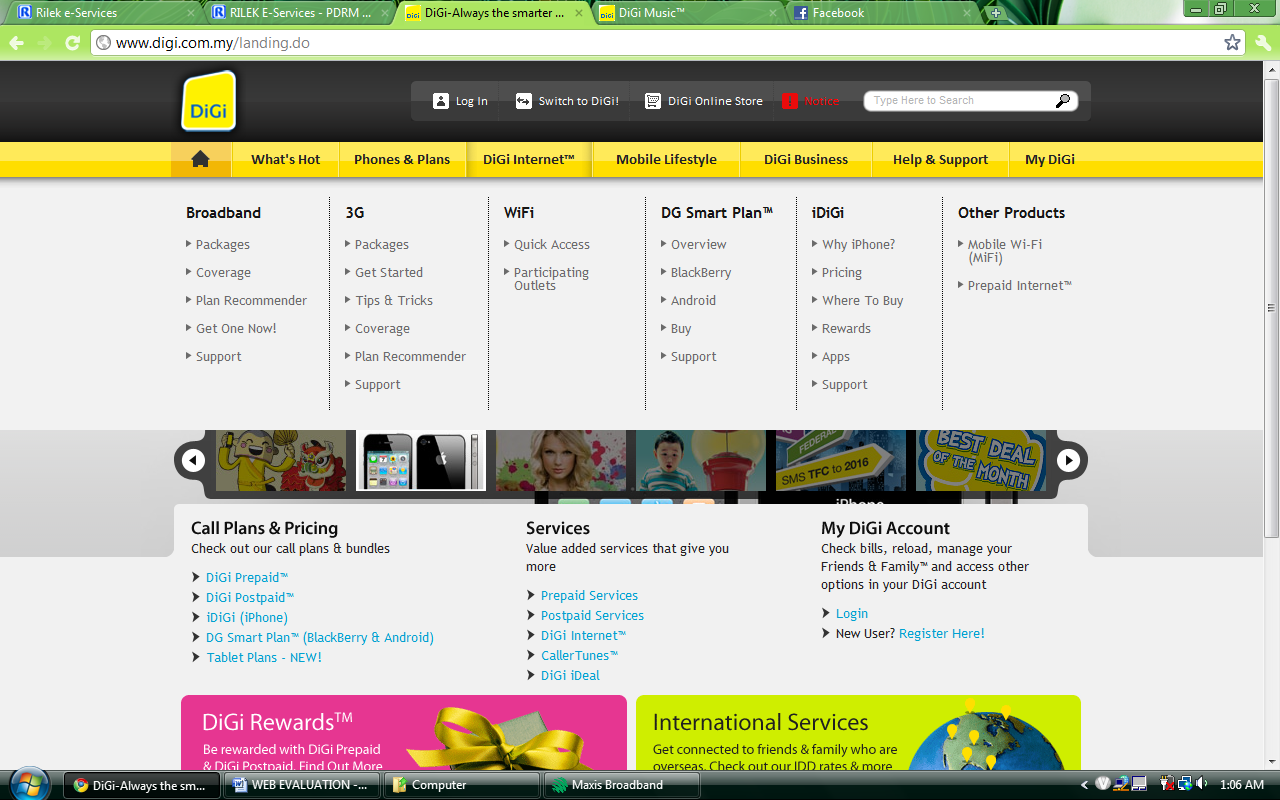
Another important element is the multimedia element. There are a lot of multimedia being used, especially graphics. Though there seems to be quite a lot of them, this website does not have much problem in downloading them, thus, users would not have to wait very long for the website to fully appear in the screen. The media files are not only fast in loading, especially the graphics, are all very attractive and providing information to the users.

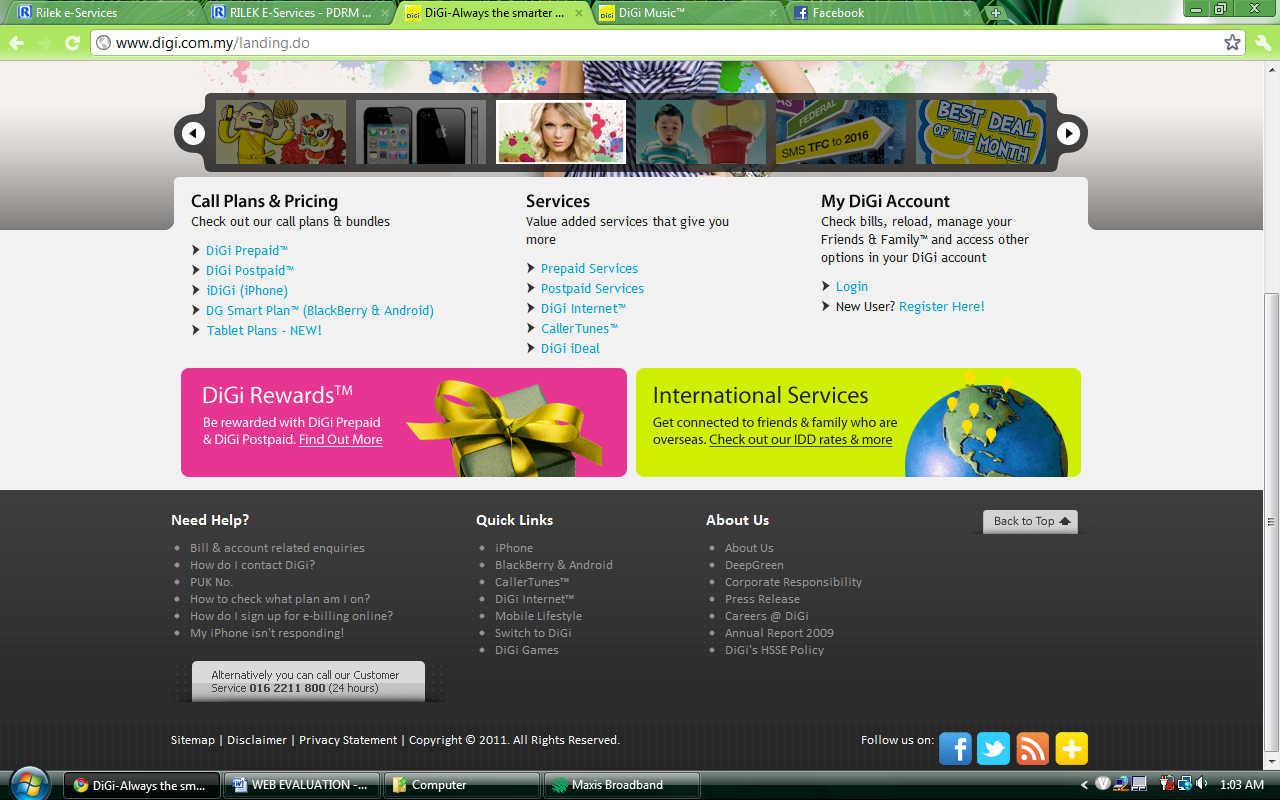
Other than evaluating the Content, another area being looked for is the Information Architecture. The content are all placed where they are supposed to be. The easiest example would be the ‘Need Help?’ section. There, users can find the contact number to the 24 hours customer service. The content are also being organised consistently throughout the entire website.

DIGI’s website is also good in Navigation Design. Users can get around very easily. Users can always get back to where they start as there is Home Button being provided in every new page they clicked. DIGI’s website is being very consistent in guiding the users throughout it. When some page does not have the Home Button, the links directly open in a new window which is very helpful when the users want to get back to where they have started. Other than that, on the very top bar, there is a button where user can directly type out what they are looking for in the website, thus helping users to find what they look for quickly.

The fourth area being evaluated is the Screen Design. The screen designs vary according to the links. But still, the main frame where the Home Button and other important buttons are, still available at the top of the page. DIGI’s website is really a good website as it does not take so much time to be downloaded. However, users will have to scroll down a bit to find many others important content in the website.







**2) Bad Website – rilek.com.my**

This website is used for users to check their traffic summons, and some other services from the government. If that is what being looked for by the users, then yes, it appears on the home page. There is not much multimedia in this website. All there is, are words only – no graphics except for the logos.

The domain name is quite easy to memorize. However, users might have the tendency to spell it wrongly as ‘rileks’ or ‘relax’. The page title is ‘Rangkaian Interaktif Laman Elektronik Kerajaan’, users might expect that there are other government services as well. However, this website only provides so little service from the government.

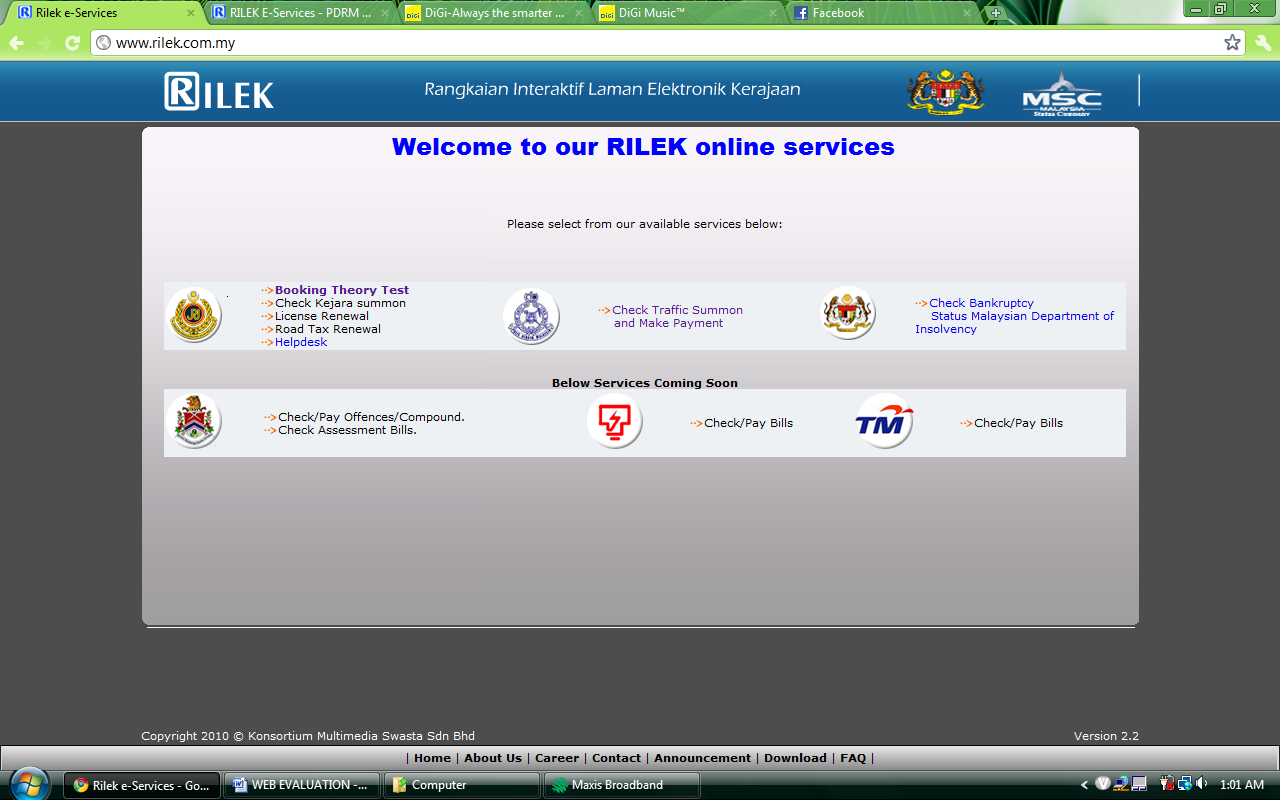
This website does not supply enough secure user trust. There is no privacy statement or security notices. However, it does provide contact info for the users.

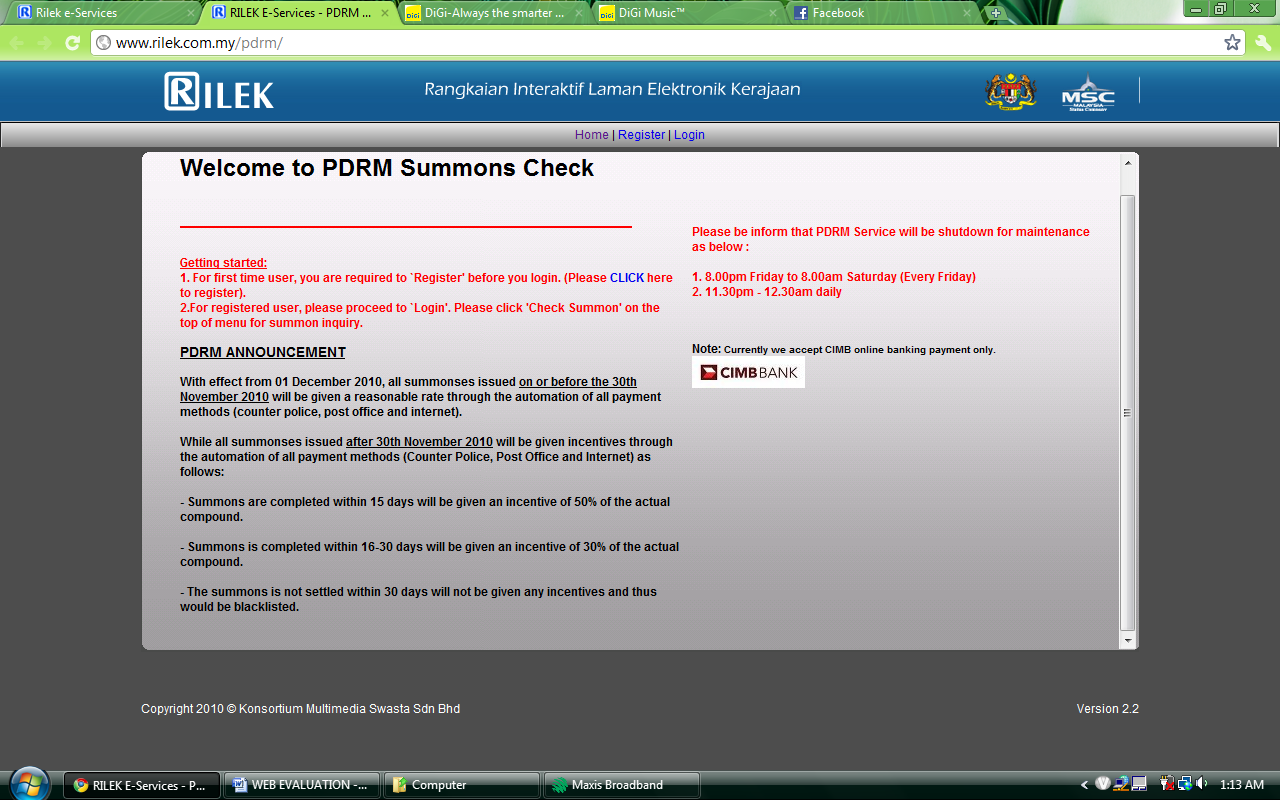
The text in this website is written in English except for the page title. Other than the title, the texts being used throughout the website are not so suitable. They are a little bit too small causing users to have to pay more focus to read what has been written there.

From the point of Information Architecture, this website does not being consistent in organizing the content. As example, when we clicked on the ‘Check Traffic Summon and Make Payment’, though it can be reached within three clicks, and it goes to the new page, but, not providing us with the link to come back to the home page. This is one of the reasons of why this website is a bad website.

In the area of Navigation Design, as stated before, it does not provide enough buttons such as home button, throughout the website. The screen design is simple, which is acceptable. However, the text should have been written a bit bigger for users’ sake. It is so hard for users to find those buttons as the texts are so small.

The Screen Design is not really bad because of its simplicity. However, they did not use up all the spaces on the screen. There is no use of cramping all text together in that one small space if users find it very difficult to read the content. Other than that, this website also does not provide the printable version.





**References:**

<http://www.digi.com.my/>

<http://www.digi.com.my/postpaid/plan_overview.do>

<http://www.rilek.com.my/>

<http://www.rilek.com.my/pdrm/>