

Usability Evaluation And Methodology Development For E-Government Portals Improvement

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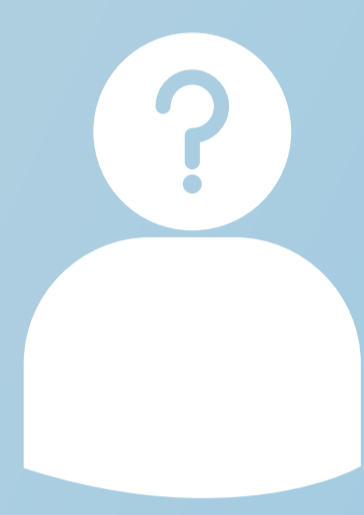
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Research Questions

The central point of this research is to know the problems that real users currently face when using existing e-government sites or portals, and how can the general experience be improved.

The selected approach is related with the outcome that is expected from this project. With the research here proposed is expected that the result of this project is a set of guidelines that will allow developers and designer to conceive or redesign better e-government solutions.



What are the major user concerns related with e-government services?



What legal barriers exist that limit third party development of e-government alternatives and how can we ensure that the legal requisites of Governmental digital forms are fulfilled?



What is the role of digital literacy in e-government developments, and how are these solutions ready for current generation of mobile Internet access devices?



How can e-government services enhance user satisfaction and user adherence?



Methodology

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Heuristic Evaluation

Heuristic Evaluation was originally developed by Jakob Nielsen in collaboration with Rolf Molich and it consists in 10 general principles for interaction design evaluation. They should not be considered as rules, but as guidelines for evaluation and analysis.

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Prototype Development

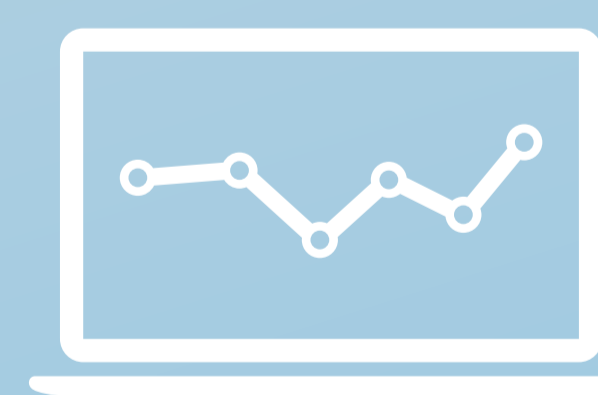
Based on the data gathered from the heuristic evaluation and user testing, a prototype will be developed. Available data shows that the number of users with only mobile devices ownership is increasing. The presented solution may focus on these devices.



User Testing

Usability tests comprise an evaluation methodology that implicates user participation, consisting basically in inviting users to perform typical tasks or in alternative let them explore the interface freely

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Data Analysis

Following the directives from the website usability.gov, data gathered from user tests will be analyzed from the following perspectives: "Successful Task Completion" where each scenario requires the participant to accomplish success in a specific task; encounter of "Critical Errors"; "Non-Critical Errors"; "Error-Free Rate"; "Time On Task" to accomplishment; "Subjective Measures"; and User recommendations and critics about the test subject.

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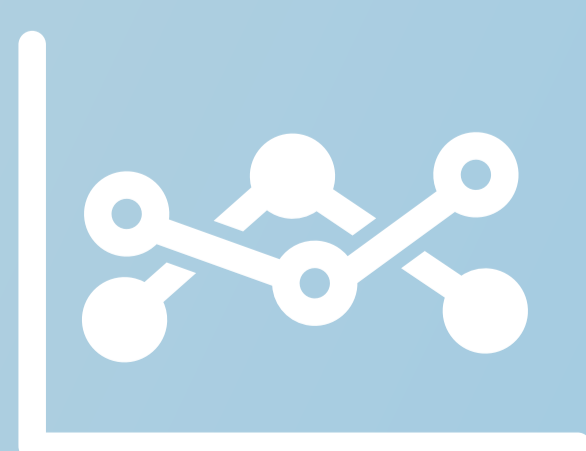
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Prototype User Testing

In this stage the best solutions from the development stage will be submitted to Usability Tests

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User Testing Results Confrontation

After completion of the second batch of User Testing the gathered data from the tests made to the available portal will be compared with the results from the proposed interface in order to confirm if there were improvements, and how can they be replicated to other forms and portals.

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Conclusions

The expected output from this research project is a manual or roadmap that has guidelines to assist designers, developers and decision makers to make the best possible decisions, resulting in functional e-government portals and forms