

**RESEARCH WORKS IN LIBRARY AND
INFORMATION SCIENCE
VOLUME 1**

**Yushiana Mansor
Ahmad Bakeri Abu Bakar**



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Editors

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16. WEB USER EVALUATION

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ABSTRACT

This chapter focuses on research that has been done in evaluating web portals in terms of its content and classification structures used. A number of evaluation criteria were proposed. These criteria include: inclusiveness and comprehensiveness, systematic arrangement, flexibility and expansibility, consistency, a brief and hospitable notation, adaptability and the provision of alternatives, mutual exclusivity, necessary and sufficient criteria and transitivity.

16.1 INTRODUCTION

From the literature, it can be observed that there were two major approaches to research on Internet and web portals. The first approach examined the content of Internet resources and the later investigated structures of classification schemes of Internet resources. Both studies have different perspectives on the measurements and criteria used. Jim (1995) proposed five criteria that included accuracy, authority, currency, objectivity and coverage. Pratt (1996) proposed brief guidelines for the selection and evaluation of information resources in the Internet. These guidelines consisted of quality and content, relevancy, ease of use, reliability and stability, cost, and hardware and software.