

Issues of

Human Computer Interactions and System Developments

Sofianiza Abd Malik



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**ISSUES OF HUMAN COMPUTER
INTERACTIONS AND SYSTEM
DEVELOPMENTS**

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Editors

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1. USER EXPERIENCE ON EDUCATIONAL WEBSITES' SEARCH ENGINE

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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