ANNEXURE A

EVALUATION GUIDE FOR EXPERT EVALUATORS

EVALUATION OF *SA GOVERNMENT ONLINE*

A. NOTES TO THE EVALUATOR

The *SA Government Online* web site is available at the URL: http://www.gov.za/

1. Aim of evaluation

This evaluation forms part of a comprehensive evaluation of the *SA Government Online* web site, which is being done to serve as a framework for improving and redesigning it. Amongst others, the evaluation aims to provide answers to the following questions:

Does the information content on the web site

- fulfil users' needs for government information;
- comply with government's obligation and policy towards information provision?
- comply with web site criteria regarding information coverage?

Do users find the information they require?

- To which extent does the web site comply with usability criteria?
- Does the web site support both browsing and searching behaviour of users, and if so, to what extent?

The objective is to get answers on whether users can find the information they require, how they use the web site and tackle everyday tasks, which aspects of the interface work well and which not, and what problems and difficulties are being experienced with the interface. Usability will be assessed with regard to site level usability (home page, information architecture, navigation, search, linking strategy, design and overall writing style).

2. Aim of the *SA Government Online* web site

At the launch of the web site, Thabo Mbeki (then Deputy President of SA) remarked that the web site would ensure that government would be accessible to the people and that it would form part of the democratic open-door policy of government. The introduction of the web site states that "by developing a comprehensive government home page, government has created a mechanism by which the information from government departments, provinces and other government bodies is accessible through a one-stop gateway. This will enable users to get a comprehensive overview of information available on government web sites and to quickly navigate the vast information resources available in government".

3. How to do the evaluation

i. This web site aims to be a **portal** to SA government information. In addition to content carried on the server itself, it also links to information on other government servers. **The evaluation should be done only for information and links contained on the gov.za server,** and not for information on other government web sites. However, the way in which information on these web sites can be reached from the government site is applicable (i.e. how it complies to requirements for a portal site for SA government information).

ii. The evaluation should be done according to the attached **semi-structured evaluation guide**. Please evaluate the web site according to the categories presented in the evaluation guide,

and also consider any additional usability principles that come to mind - the criteria provided within each category are intended as a guideline to ensure a common understanding thereof. You should not limit yourself to cover these criteria only.

Please describe the **potential problems you envisage** inexperienced and less experienced users may encounter while using the web site. **Comments and suggestions** on how to improve usability errors will also be appreciated.

iii.   If necessary, the experimenter will discuss the completed evaluation with you after you completed the evaluation guide, to ensure that she properly understands the responses.

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We appreciate your time and contribution!

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For further information, please contact Hilda Korsten at:
Tel: 083 4562087 or
E-mail: hilda@gcis.pwv.gov.za

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B. EVALUATION GUIDE FOR *SA GOVERNMENT ONLINE*

EVALUATOR INFORMATION:

Name:

E-mail:

Institution:

Designation/Field of work:

Years experience in web site
design and/or evaluation:

EVALUATION OF WEB SITE

The *SA Government Online* web site is available at the URL: http://www.gov.za/

Note: Criteria provided within each category are intended as a guideline to ensure a common understanding thereof. Please do not limit yourself to cover these criteria only. Comments and suggestions on how to improve usability errors will also be appreciated.

1. CONTENT

This issue refers to the information content carried on the web site and the choice of sites linked to.

1.1 Orientation to web site

(e.g. statement on scope, target group and/or purpose of web site; statements/descriptions at specific sections of the web site; copyright and disclaimer if applicable; etc.)

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1.2 Authority

(e.g. is it clear who is responsible for the web site and that it is the official government site of SA? Is information about the responsible organisation readily available? Indication of authors of documents where applicable; indication of the origin of sources/documents where applicable (e.g. bibliographies); reliability of information; reference to documents being available in other formats; choice of URL; etc.)

1.3 Scope of information/comprehensivess of web site

(e.g. availability of all the information one expects to find on the web site: breadth and depth of information covered; substantiveness of information; appropriateness of links made to sources on other web sites; etc.)

1.4 Currency

(e.g. frequency of updating; availability of the most current information, (i.e. is the material included in the updates the most current information available?); indication of when the web site was created, last updated and of update frequency; validity of older information i.e. is there outdated information or information that has a limited period of use?); dead links; etc.)

1.5 Objectivity

(e.g. biases; balanced content; etc.)

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1.6 Writing and editorial style

(e.g. general writing style and literary composition; quality of grammar, spelling and typing; concise writing style; page length; prominence of important information; handling of microcontent (i.e. headings and page titles); etc.)

1.7 Any other comments on the content of the web site

2. INFORMATION ARCHITECTURE/ORGANISATIONAL STRUCTURE

This issue refers to the information architecture of the web site itself as well as how it leads the user to other SA government information on the Internet.

2.1 The web site as a portal/gateway/entry point to SA government information on the Internet

(e.g. does the web site enable users to get an overview of information available on government web sites? Does the web site make information on government web sites easily accessible and enable users to easily navigate information available in government (irrespective on which server or web site it is located)?)

2.2 Organisational structure

(e.g. the home page as a conceptual space leading to information on the web site; organisational

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scheme and hierarchies; layer depth; chunking of information (is information broken down into logical and digestible parts?); etc.)

2.3 Any other comments on the information architecture of the web site

3. NAVIGATION AND SEARCH

3.1 Site navigation

(e.g. is it easy is to navigate and browse the web site; choice and purpose of links; grouping, visibility and labelling of links; consistency in navigation options; additional navigational aids or organisational methods; single document options for printing or downloading; sense of context or understanding of position within the web site at any given time; etc.)

3.2 Search mechanism

(e.g. ease of use; flexibility of retrieval/search options; effectiveness of information retrieval - precision and recall; relevance ranking and weighting; control/manipulation of results; sorting; refinement of searches; etc.)

3.3 Any other comments on the navigability and/or search mechanism of the web site

4 DESIGN AND LAYOUT

4.1 General impression

(e.g. originality and creativity in the visual design and layout; is the design and layout visually pleasing; general look and feel; does the design and style enhance information delivery and aid navigation; etc.)

4.2 Design and layout

(e.g. balance; stylistic unity and consistency; grouping of information on screens; simplicity/complexity of design; graphical distractions; use of tables; use of frames; etc.)

4.3 Text readability and visibility

(e.g. fonts; case; justification and spacing; emphasis; colours and backgrounds; textures; etc.)

4.4 Graphics, images and animation

(e.g. contribution to clarity and usability of information; large graphics; distracting animation; alternate ways of presenting pages; etc.)

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4.5 Interaction/use of forms

4.6 Any other comments on the design/layout/presentation of information/aesthetic aspects of the web site

5. MISCELLANEOUS

5.1 Purpose and audience

(e.g. does the web site fit the purpose thereof; is the web site appropriate for its intended audience; does it have a understanding of the user's needs; etc.)

5.2 Any other aspects not covered in the guideline that you want to comment on

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6. GENERAL ASSESSMENT AND REMARKS

6.1 Overall rating

○ Very good   ○ Good   ○ Neither good nor poor   ○ Poor   ○ Very Poor

6.2 General comments

Submit | Clear |

THANK YOU VERY MUCH FOR YOUR PARTICIPATION!

ANNEXURE B

USER TEST QUESTIONNAIRE

ANNEXURE B: USER TEST

EVALUATION OF *GOVERNMENT ONLINE*

NOTES TO THE USER

This evaluation forms part of a comprehensive evaluation of the *SA Government Online* website. Your contribution will help us to improve the website and thereby also information delivery by government.

You will be requested to find specific information on the website or perform a specific task. While looking for the required information, we will appreciate it if you could describe what you are doing and why.

Please note! We are not testing whether you get the answers right or wrong. There is also no right or wrong way to look for the required information! We are only looking how people use the site to find the desired information, with the aim of making it is as easy as possible in future.

After using the website, you will be asked to complete a short questionnaire to tell us what you think of the website.

USE THE *SA GOVERNMENT ONLINE* WEBSITE TO FIND THE FOLLOWING INFORMATION

The website can be found at http://www.gov.za.

Question 1

(a) Please give your impression of the home page.

(b) Find a specific speech (title will be provided) that was posted on the website today.

Question 2

Who is the President of South Africa? And Deputy President?

Question 3

(a) Find the Act relating to nuclear energy (Act No. 46 of 1999) and open it.

(b) Name government documents and reports which cover transport issues from 1997 – 2000.

Question 4

(a) Find all the media statements made by Minister Asmal.

(b) Find the oldest speech on this site made by Minister Asmal.

Question 5

What is South Africa's national animal?

Question 6

(a) Who is South Africa's Minister of Foreign Affairs?

(b) What would you expect to find when selecting 'Portfolio List'?

Question 7

(a) Find the profile of President Mbeki.

(b) What is Mankahlana's position in the Presidency?

Question 8

(a) When is Youth Day celebrated in South Africa?

(b) What do you think you will find when you select 'Back to index'?

Question 9

(a) Find the website of the South African Parliament.

(b) And that of the Commission for Gender Equality.

(c) And that of a government department with demographical statistics on South Africa.

(d) You need information about the departments of the Western Cape Provincial Government. Find a website with this information.

Question 10

How is the media regulated in South Africa?

Question 11

You need the addresses and telephone numbers of all deputy ministers, ministers, provincial premiers, as well as South African representatives in foreign countries.

Question 12

Find the profiles of all ministers, deputy ministers and provincial premiers (you need the information as quickly as possible).

Question 13

(a) Where on the website will you look for the Government Gazette?

(b) Where on the website will you expect to find a listing of government services to the public?

Question 14

You want to know which posts are available in the Public Service.

Question 15

(a) Find the act relating to nuclear energy (Act No. 46 of 1999). Please make use of the search mechanism.

(b) Find all the media statements made by Minister Asmal. Please make use of the search mechanism.

(c) Find media statements made by Minister Asmal as from 1 May 2000 and sort it from old to new.

(d) Find all information on the site concerning health issues.

Question 16

Where on the website do you expect to find the Constitution of South Africa?

Please complete the online questionnaire

Please give feedback on what you think about the site

THANK YOU VERY MUCH FOR YOUR PARTICIPATION!

ANNEXURE C

ONLINE QUESTIONNAIRE

GOVERNMENT ONLINE WEB SITE SURVEY

We appreciate your participation in this brief survey. The questionnaire should not take more than 10 minutes to complete. Your comments will help us to improve our site and our service to users.

A summary of the results of this survey will be published on the web site.

Please complete the questionnaire only after using the web site. If you have not yet used the site, please return to the home page by using your browser's BACK function.

To complete the questionnaire, please select one of the responses provided or type in your response. Use the mouse or TAB key to move between the fields **(do not use the Enter key)**. After completing the questionnaire, please click on the SUBMIT button at the bottom of this page to submit your response.

Fields marked with an asterisk (*) are required.

A. USE OF WEB SITE

1. What is your **overall rating** of the Government Online web site? (*)

- ◌ Very good
- ◌ Good
- ◌ Neither good nor poor
- ◌ Poor
- ◌ Very poor
- ◌ Uncertain/don't know

2.1 Please indicate your satisfaction/dissatisfaction with the **coverage of information** on the web site (i.e. the range of categories, coverage of information within the individual categories) (*)

- ◌ Very satisfied
- ◌ Satisfied
- ◌ Neither satisfied nor dissatisfied
- ◌ Dissatisfied
- ◌ Very dissatisfied
- ◌ Uncertain/don't know

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2.2 Is there any additional information that you would like on the web site?

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3.1 Please indicate your satisfaction/dissatisfaction with the **currency** of the web site (i.e. is it updated frequently enough; availability of the most current information) (*)

    ○ Very satisfied
    ○ Satisfied
    ○ Neither satisfied nor dissatisfied
    ○ Dissatisfied
    ○ Very dissatisfied
    ○ Uncertain/don't know

3.2 Please motivate your answer

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4. Please indicate your satisfaction/dissatisfaction with the **accuracy of information** on this web site (*)

    ○ Very satisfied
    ○ Satisfied
    ○ Neither satisfied nor dissatisfied
    ○ Dissatisfied
    ○ Very dissatisfied
    ○ Uncertain/don't know

5.1 Please indicate your satisfaction/dissatisfaction with the **home page** (*)

    ○ Very satisfied
    ○ Satisfied
    ○ Neither satisfied nor dissatisfied

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  ○ Dissatisfied
  ○ Very dissatisfied
  ○ Uncertain/don't know

5.2 Please provide suggestions on how to improve the home page

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6.1 Please rate the **organisation of information** on this web site (*)

  ○ Very good
  ○ Good
  ○ Neither good nor poor
  ○ Poor
  ○ Very poor
  ○ Uncertain/don't know

6.2 Please motivate your answer

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7.1 Please indicate whether you find it easy/difficult to **find information** on this web site (*)

  ○ Very easy
  ○ Easy
  ○ Neither easy nor difficult
  ○ Difficult
  ○ Very difficult
  ○ Uncertain/don't know

7.2 Please motivate your answer

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8.1 Please indicate how easy/difficult you find it to **navigate** this web site (i.e. to move from page to page, link to link, item to item without getting lost or confused) (*)

- ○ Very easy
- ○ Easy
- ○ Neither easy nor difficult
- ○ Difficult
- ○ Very difficult
- ○ Uncertain/don't know

8.2 Please motivate your answer

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│                                                    │
│                                                    │▼
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9.1 Which of the following **methods** do you use on this web site to **find the information** you need? (more than one answer possible)

- ☐ Browse through menu structure
- ☐ Search page
- ☐ Events section
- ☐ What's New section
- ☐ Bookmarked specific pages
- ☐ Other (please specify) |_____|

10.1 Please indicate how easy/difficult you find it to **use the search mechanism** (*)

- ○ Very easy
- ○ Easy
- ○ Neither easy nor difficult
- ○ Difficult

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   ○ Very difficult
   ○ Uncertain/don't know

10.2 Please motivate your answer

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11.1 Please rate the **effectiveness of the search mechanism** (i.e. do you get the information want?) (*)

   ○ Very effective
   ○ Effective
   ○ Neither effective nor ineffective
   ○ Ineffective
   ○ Very ineffective
   ○ Uncertain/don't know

11.2 Please motivate your answer

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12.1 Please rate the **visual aspects/look and feel/graphical layout** of this web site (fonts; caps; colours; icons; use of graphics; backgrounds and textures; consistent design; logo)? (*)

   ○ Very good
   ○ Good
   ○ Neither good nor poor
   ○ Poor
   ○ Very poor
   ○ Uncertain/don't know

12.2 Please motivate your answer

13. Do you have **any further suggestions** on how this web site can be **improved**?

B. DEMOGRAPHIC INFORMATION

14. In which age group do you fall? (*)

- ○ 18 or younger
- ○ 19 - 24 years
- ○ 25 - 34 years
- ○ 35 - 49 years
- ○ 50 - 64 years
- ○ 65 years or more

15. Please indicate your main field of work (Please select one) (*)

Government/Parastatal ▼

If other please specify:

16. From which country are you? (*)

- ○ South Africa
- ○ Other (Please specify)

17. How often do you use this web site? (*)

- ○ I am a first time visitor

○ Less than once a month
○ 1 - 4 times a month
○ 5 - 8 times a month
○ More than 8 times a month

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18. How did you find out about this site? (*)

○ Links from another site
○ Search engine (e.g. Yahoo, Alta Vista etc.)
○ Word of mouth (friend, colleague)
○ Newspaper, magazine
○ Other (please specify)

Submit Form | Reset Form

Thank you for your participation!

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ANNEXURE D

GOVERNMENT WEBSITES AUDITED

ANNEXURE D

GOVERNMENT WEBSITES AUDITED

Department of Agriculture

Department of Arts, Culture, Science and Technology

Department of Communications

Department of Correctional Services

Department of Defence

Department of Education

Department of Environmental Affairs and Tourism

Government Communication and Information System

Department of Housing

Independent Complaints Directorate

Department of Justice and Constitutional Development

Department of Labour

Department of Land Affairs

Department of Minerals and Energy

National Treasury

Department of Provincial and Local Government

Department of Public Enterprises

Department of Public Service and Administration

Department of Public Works

SA Police Service

SA Revenue Service

Department of Social Development

Statistics South Africa

Department of Trade and Industry

Department of Transport

Department of Water Affairs and Forestry