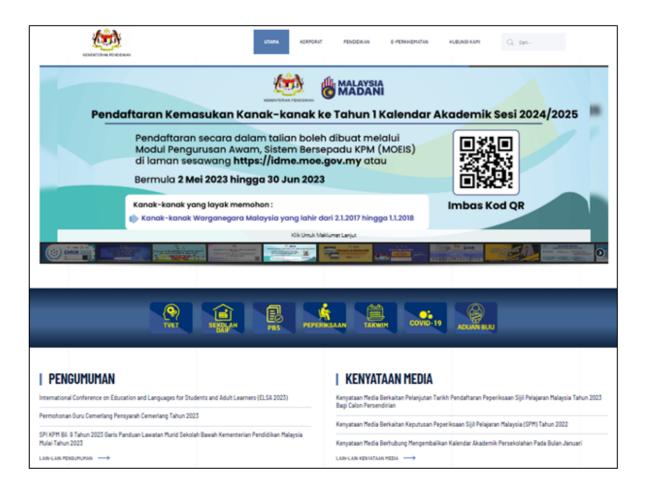# Evaluating the Contents of the Official Portal of the Malaysian Ministry of Education: A Website Review

INTRODUCTION

The most important resource for information about the educational system in Malaysia may be found at https://www.moe.gov.my/, which stands for the Official Portal of the Ministry of Education Malaysia. The language of the website contents is in *"Bahasa Melayu"* or Malay language. This study of the website's review will be to evaluate the usefulness, quality, and effectiveness of the portal in terms of its dual roles as a communication platform and an educational source (Khairudin *et al.*, 2019; Aziz *et al.*, 2010). The Malaysian Ministry of Education plays an important role in managing and developing the country's education system. The Official Portal of the Ministry of Education Malaysia is the official channel for providing information on policies, programs, and the latest developments in education in Malaysia.

This portal's significance in the field of education makes it an interesting and important subject for analysis. Through this website review, we can get a better understanding of how the Malaysian Ministry of Education conveys information to the community, educators, students, and other related parties (Rozali and Said, 2015). The purpose of this article is to evaluate the official Malaysian Ministry of Education website in terms of its design, user interface, navigation structure, content, information, interactivity, performance, and reliability of the website. By conducting an in-depth review of this portal, it is hoped to provide valuable insight and recommendations that can improve

user experience and the accessibility of educational information in Malaysia.

The purpose of this evaluation is to provide the Malaysian Ministry of Education useful feedback that will help them improve their website and make educational resources more readily available to the public. The significance of this review is elucidated by emphasising the role of the Malaysian Ministry of Education in the advancement of the country's educational framework and its influence on the community and the prospects of Malaysian youth. Through the process of assessment and offering impartial perspectives on this platform, we can make a valuable contribution towards enhancing the standard of education in Malaysia.

Web Interface Content Review

The corporate section of the ministry's official portal website seeks to educate visitors on the organisational setup and duties performed by the ministry. The Corporate Division is described in the following detail; The Malaysian Ministry of Education has a division called the Corporate Division that is in charge of handling organisational management and corporate matters. They participate in the creation, execution, and management of business projects and programmes that advance education in Malaysia.

Organisational structure: The Corporate Division often comprises departments that oversee a range of operations, including legal, corporate relations, communication, and administration of human resources. Within the Malaysian Ministry of Education, each unit is responsible for carrying out certain duties in support of operations and organisational growth. The ministry's management and personnel are in need of assistance and direction from the Corporate Division about corporate management. They monitor changes and trends in the business environment, maintain compliance with relevant laws and regulations, and carry out strategic initiatives in an attempt to improve organisational effectiveness and efficiency.

Contact Information: Individuals or outside parties who desire to contact the Corporate Division for communication reasons or further information may utilise the contact information provided on the Corporate Division's website, which typically includes the office address, phone number, and email address. A basic summary of the corporate and organisational management components of the ministry is provided in the corporate part of the Ministry of Education Malaysia's Official Portal website. Users may get pertinent information about how the Malaysian Ministry of Education controls corporate factors within the context of the nation's education growth by understanding the purpose and function of this area.

The education section in the web interface is blessed with several important things that visitors can know, including Preschool Education, Primary Education, Secondary Education, Post Secondary, Technical Education, and Vocational Training (TVET), Special Education Teacher Education Institute Private Education Institutions. The e-services part consists of splitting up with a few key components, such as Periodic, All-Time, EG Application, and Mobile Application. In general, the "Contact" section of a website of "https://www.moe.gov.my/pendidikan" is intended to provide users with access to contact information that can be used to communicate with affiliated organisations. This contact information typically consists of an address, phone number, email address, and a user-fillable contact form.

The "Contact" section is intended to facilitate communication between users and associated entities, in this instance the Malaysian Ministry of Education. Users can use the provided contact information to ask inquiries, provide feedback, or request information not displayed on the website. Malaysia Education Ministry, Block E8, Complex E, Federal Government Administrative Centre, 62604 W.P. Putrajaya, Malaysia, is where the Ministry of Education is located. It is the government body in charge of running the country's education system. With the goal of giving everyone a good education, the Ministry is a very important part of how education works in Malaysia.

People who want to get in touch with the Ministry can do so in a number of ways. The phone number for the Ministry is +603 8884 6456. With this number, people can get in touch directly with the Ministry's officials to ask questions, get information, or talk about any issues linked to education. People can also send an email to adukpm@moe.gov.my to get in touch with the Ministry. This email address is a handy way to communicate with the Ministry in writing, give feedback, or ask for specific information. It is a good way to get in touch with the Ministry's staff because people can say what they want, ask for explanations, or have educational conversations.

In terms of user experience, the website's navigation system is simple, allowing visitors to quickly access the information they want. The search tool is powerful, enabling users to rapidly find specific information throughout the vast repository of resources. The website is also mobile-responsive, allowing for a consistent surfing experience across several devices. However, there are a few areas where further progress may be achieved. While the website has a wealth of information, several areas may benefit from better organisation and classification to increase user usability. Incorporating interactive elements, such as discussion boards or online communities, may also encourage increased interaction and cooperation among instructors, students, and stakeholders.

Overall, the Ministry of Education Malaysia's official site serves as a significant resource centre for educators, students, parents, and other stakeholders in the Malaysian education system. Its comprehensive content, regular updates, and user-friendly interface contribute to its effectiveness in disseminating

information and facilitating communication. This website may continue to serve as an important platform for promoting and enhancing education in Malaysia with continually enhancements and user input.

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Correspondence:
Muhammad Fakruhayat Ab Rashid
Geoinformatic Unit, Geography Section, School of Humanities, Universiti Sains Malaysia, 11800 USM, Pulau Pinang, MALAYSIA.
Email: muhammadfakruhayat97@gmail.com