

BIBLIOGRAPHY

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Adviser: Sheryl I. Fernando, BSc

ABSTRACT

The study was conducted to evaluate the Philippine government agency websites particularly Department of Environment and Natural Resources (DENR), Department of Education (DepED), Department of Foreign Affairs (DFA), Department of Labor and Employment, and Housing and Land Use Regulatory Board (HLURB), regarding to its publisher and author, content, structure and navigation, links, and integrity and access.

Specifically, the study aimed to evaluate the websites in terms of their site publisher or author's name on the websites; clarity, breadth of information, credibility, currency, and advertising of the content; organization and navigation of the websites; visibility and functionality of the sites; and integrity and accessibility of the government sites.

The evaluators of the study were 10 IT fourth year students and 10 third year students from BSDC. Evaluators were purposively chosen for they have a background on creating and programming websites. A checklist questionnaire was used to gather data. Descriptive statistics such as percentage and average were used to analyze the data.

Results show that site publisher, copyright and publisher contact of DENR, DepED, DFA, DOLE, and HLURB were easily identified by the evaluators but most of their weakness falls on to the sponsors, affiliation, and contact for authors.

Site content of DOLE has the most understandable and navigable content according to the criteria given. DENR, HLURB, and DFA have close percentage which has low averages in terms of credibility of source and breadth of information similar to DepED site. Majority of the problem of the sites under the content is the currency of information. Moreover, average of the sites does not have evidence of link checking. This means that there are “errors” found wherein the page is deleted, contents changed or the file is moved to a different directory or the site no longer exists.

In structure and navigation, every site was organized in a logical fashion except with DFA website. Almost all of the sites are fairly readable and understandable. Majority of the sites has good graphical design but DFA site with the lowest average, failed to provide useful and adequate graphics. In contrast, some graphics detract from the site. Most of the links of the sites were clearly identifiable and are quite descriptive so as to clearly indicate where and what they lead most especially in DOLE and HLURB sites.

All URL of the five sites were easily identified and can be easily located through search engines or directories. Some sites have also indicated the contacts of their webmaster. Most of the sites did not display security certificate seals and the full information of their site’s privacy policy. On the other hand some websites have indicated how personal their data disclosed to it to be used by the visitors.

The study recommends that our government should set a standard evaluation tool in assessing the different agency websites according to their usability, accessibility and quality. Government agencies should also evaluate their own website for them to see the weaknesses and incompleteness of the site. Moreover, web developers should always check, monitor and update the site in order to provide a user-centric websites that would bring easier, faster, and accessible services to Philippine citizens.



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INTRODUCTION

Rationale

There are about 7.82 million internet users in the Philippines as of year 2005 (CIA, 2006). People from different walks of life like students, teachers, businessmen and professionals now prefer to use Internet as a source of information, for research and recreation because of its availability 24 hours a day, seven days a week. In fact dependence on the internet is continuously growing and the demands for the older citizens who simply do not relate to the online world are now challenged to use a keyboard and a mouse.

Based on the United Nations “World Public Sector Report 2003: e-Government at the Crossroads”, the Philippines ranked seventh in the global web-quality index. This index indicated the degree to which the country's e-government potential was utilized, as determined by their telecommunications and human capital resources (Lee, 2004).

Electronic Government or e-government refers to the use of information technologies like the use of internet and other Information and Communication Technologies (ICTs) in order to improve the delivery of government services, better interactions with business and industry, citizen empowerment through greater access to information and to help come up with more efficient government management (Worldbank, 2007). This provides a greater opportunity for the ordinary citizens to participate more directly in the decision making that can be strengthened through better sharing of information and increased involvement of stakeholders in the political process.

Now that the internet has become part of our life, website accessibility is



considered to be a civil right and laws are being passed in many economies to ensure compliance. Those who are responsible for developing and maintaining websites, government websites in particular should look into the issues and the barriers that affects to their proper delivery of services.

The Philippine government created websites in order to bring easier, faster, accessible services and most important to bridge the gap between the citizens and the government. Websites costs money and are being paid with taxes and so the web manager should see to it that the website is well written and is designed properly, easily accessible, accurate and contributing to the development of the government agency's mission to the public and its advocacy. It is therefore very important to evaluate our government websites that are usually used by the masses to help improve and develop successful user-centric websites and provide opportunities to improve the relationship between government and citizens in a better way and thereby contributing to the achievement of good government goals.

Statement of the Problem

The Evaluation of Philippine Government Websites sought to evaluate the websites based on the site structure and content, integrity and access, and links.

The study sought to answer the following questions:

1. Is the site publisher or author's name indicated on the websites?
2. Is the content of the site clear; has proper scope of information, credible, and current?



3. Is the organization of information and ease of navigation website well-organized?
4. Are the links used in the sites visible and functions well?
5. Is the website easily identifiable?

Objective of the Study

Specifically, this study aimed to evaluate the websites in terms of the following criteria:

1. indication of site publisher or author's name on the websites;
2. clarity, breadth of information, credibility of source, and currency of content;
3. organization of information and ease of navigation;
4. visibility and functionality of links on the sites; and
5. integrity and accessibility of the government sites.

Importance of the Study

Evaluating websites especially local government websites will help in its improvement and redevelopment. Assessing the service delivery of information and communication technologies (ICTs) will provide justification to the government (web manager and designers) whether the offered services meet the needs of our people in terms of giving them services that is cheaper, more efficient and faster access.

In addition, results of this study can be used by our government web managers and designers, Information Technologies and Educational Communication students for



creating websites that are user-centric, timely, accessible, effective and efficient .This may serve as their guide in maintaining or improving the website.

Scope and Limitation of the Study

The study was conducted from January – February 2007. “Evaluating Web Resources – Checklist by Eddie Byrne” was used by the researcher as an instrument for the evaluation of government websites but modified it in order to fit in the communication research study. The study focused on five government websites namely:

1. Department of Environment and Natural Resources (DENR) – www.denr.gov.ph
2. Department of Education(DEped) – www.deped.gov.ph
3. Department of Foreign Affairs (DFA) – www.dfa.gov.ph
4. Housing and Land Use Regulatory Board (HLURB) – www.hlurb.gov.ph
5. Department of Labor and Employment (DOLE) – www.dole.gov.ph

In connection with the study, ten Information Technology students and ten Bachelor of Science in Development Communication students from Benguet State University have evaluated one website from those enumerated above.

The evaluators had visited the said sites once and had answered the questionnaire while online. However, some of the evaluators revisited the website assigned to them to countercheck their evaluation.



REVIEW OF LITERATURE

Electronic Governance (E-Governance)

By Virtue of Republic Act No.8729 an act which mandates that all government organizations must be able to deliver its basic services electronically, the Philippine government has specifically pushed for E-governance.

Part IV, Section 27 of RA8729 specifically calls on all concerned government entities to be able to recognize and process digital documents, provide electronic issuance of permits and license as well as certificates and registration or approval, as well as online payment (Jimenez, 2001).

The World Bank defines e-government as the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government.

These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.

E-government is not a tool limited to the richer countries. Indeed, some of the most innovative uses of the internet in governance are appealing in the developing world, as ICTs are being used to streamline government and connect it more closely with the people it is supposed to serve.



E - Governance in the Philippines

According to Lee (2004) several laws, regulations and policies exist which spurred the further development of ICT infrastructure, particularly the telecommunications sector. These include the Telecommunications Policy Act of 1995, the Satellite Communication Policy (Executive Order 467, s. 1998) and the Electronic Commerce Act or Republic Act 8792. The Information Technology and Electronic Commerce Council (IETECC) were formed in 2000 as the ICT policy-making body of the Government of the Philippines. It brought together government and private sector of efforts in the development of ICT. One of its goals is the implementation of E-government.

Based on the United Nations World Public Sector Report 2003: “E-Government at the Crossroads”, the Philippines ranked seventh in the global web-quality index. This index indicated the degree to which the country’s e-government potential was utilized, as determined by their telecommunications and human capital resources. The index also determined the level of maturity or sophistication of e-government services provided.

Specifically, the report indicated that the Philippines and others had made, “much faster and more effective progress in their e-Government programs than some of the industrialized countries”. However, despite that good result, much still needs to be done to implement e-government in the Philippines according to Lee (2004).

Findings from the Digital Philippines Foundation (Digital Philippines) e-government assessment program as sponsored by the Asia Oceania Electronic Messaging Association (AOEMA) last April 2003 said that of the 140 Philippine government



websites evaluated there are about 14% of agency websites that were unreachable and only 19% can be considered “interactive”.

According to the Association of Southeast Asian Nations (ASEAN) E-Government Readiness Level Indicator, the Philippines is considered to be at the “evolving” level or developing level while Vietnam, Cambodia, Myanmar and Laos are all considered to be “emerging” or at rising level.

What is a Website

A website is a collection of web pages which can contain any type of information, and can include text, color, graphics, animation, and sound. This can consist of one page, or of tens of thousands of pages, depending on what the site owner is trying to accomplish (Freeservers, 2006). A website is a means of communication, and it is only successful when its message is received by the intended user.

Attributes of a Good Website

There are two primary reasons why people visit websites according to Freeservers (2006). One is to find the information they need and secondly to complete a task.

It stated that the main thing to remember when creating a website is to construct it for the users in a way that it should contain the content they want, and be organized in a way that makes sense even to an outsider. It should be usable and accessible to everyone. Steve Ballmer, President of Microsoft said that accessible design is a good design. Here are the following attributes of a good website:



Site Publisher. A site publisher is a person or corporate body that is the primary claimant to the rewards or benefits resulting from usage of website, incurs at least part of the costs necessary to produce and distribute the site, and exercises editorial control over the finished form of the website and its content.

Site Content. Berners – Lee (1994) stated that content developers should make content understandable and navigable. This includes not only making the language clear and simple, but also providing understandable mechanisms for navigating within and between pages. Providing navigation tools and orientation information in pages will maximize accessibility and usability. Not all users can make use of visual clues such as image maps, proportional scroll bars, side-by-side frames, or graphics that guide sighted users of graphical desktop browsers.

Structure and navigation. Consistency in navigation is one of the golden rules for all designers. Redundancy of links both within a site and on your navigation bars, (horizontal and vertical) are helpful as users explore and learn differently (Agelight, 2001).

According to Fleming (1998) there are ten qualities of a successful navigation:

1. Navigation should be easily learned
2. Navigation should be consistent
3. Navigation should provide feedback
4. Navigation should appear in context
5. Navigation should offer alternatives
6. Navigation should require an economy of action and time
7. Navigation should provide clear visual message



8. Navigation should offer clear labels
9. Navigation should be appropriate to the site's purpose
10. Navigation should support user's goals and behaviors

Links. A link expresses one or more (explicit or implicit) relationships between two or more resources (Berners-Lee, 1994). According to the "Design Guidelines for Users of All Ages", links should be consistently underlined to make them identifiable and so that "screen readers" can recognize them. Conversely, headlines which are not links should not be underlined. It also stated that user should not have to guess or maneuver the mouse to find a link. Additionally after one has viewed a link, the link color should change from the traditional blue to purple or red. Links should be descriptive but no more than maximum of 10-12 words for site readability and quick scans.

Site integrity and access. Site integrity relates to the stability of the site over time. This usually relates to the work of the site manager or Web master (<http://learning.north.londonmetac.uk>). In order to provide a web site with integrity, it must not just perform well, look good or reliable, it must be a combination of all these things, which means that its availability, usability, performance, security, and its reliability should be observed (Testing Solutions Group LTD., 2002).

According to Webxact (2007) the privacy policy should be easy to find, provide adequate information for the visitor and be enforced. A visitor must feel comfortable, "trust" the owner of the website, and feel assured that personal information will be protected and not misused. Studies indicate that website visitors will not provide personal information over the Internet unless they are assured some degree of confidentiality.



Definition of Terms

Currency. How current is the information.

E – government. Refers to the use by government agencies of information technologies that have the ability to transform relations with citizens, businesses, and other arms of government.

External link. Hyperlink that point to another page in other website.

Hyperlink. Reference or navigation element in a document to another section of the same document, another document or a specified section of another document that that automatically brings the referred information to the user.

Integrity. Relates to the stability of the site over time.

Internal link. Hyperlink that point to another page in the same website.

Internet. Sometimes called simply "the Net," is a worldwide system of computer networks.

Link. Reference to another document and sometimes called hot links because they take you to other document when you click on them.

Website. Set of interconnected webpages, usually including a homepage, generally located on the same server, and prepared and maintained as a collection of information by a person, group, or organization.

URL. Abbreviation of Uniform Resource Locator, the global address of documents and other resources on the World Wide Web.

Error. Page cannot be displayed, page is deleted or move to another page, or the site no longer exist.

Browsability and navigation. The easiness of surfing on webpage.



Search engines. Search capability of the site where you can search for information needed. Key words are typed inside the search box.

Design Consistency and logical hierarchy. Arrangement of information and graphic styles in a consistent pattern through out the site.

Accessibility. Availability of information and adequate navigation aids.

Visibility. Hyperlinks are clearly labeled and easy to read.



METHODOLOGY

Locale and Time of the Study

The study was conducted in Benguet State University, La Trinidad, Benguet. La Trinidad is the capital of the Province of Benguet. Benguet State University is located five kilometers away from Baguio City and has a total land area of 658.6250 hectares (Figure 1). BSU is one of the six state universities in the Cordillera Administrative Region. It is known as the Center of Excellence in Agriculture Education.

BSU was chosen as the study area because students and instructors are using the internet in accessing websites including government websites as their source of information.

The study was conducted from January to February 2007.

Respondents of the Study

The researcher has purposely chosen ten (10) Bachelor of Science in Development Communication students majoring in Educational Communication and ten (10) Information Technology students in their fourth year as evaluators. They have a background on creating websites.

Data Collection

The researcher and the respondents used “Evaluating Web Resources Checklist” developed by Eddie Byrne as an evaluation tool. This is based on varying degrees of criteria in assessing the source, the content, and the format of the website with primary



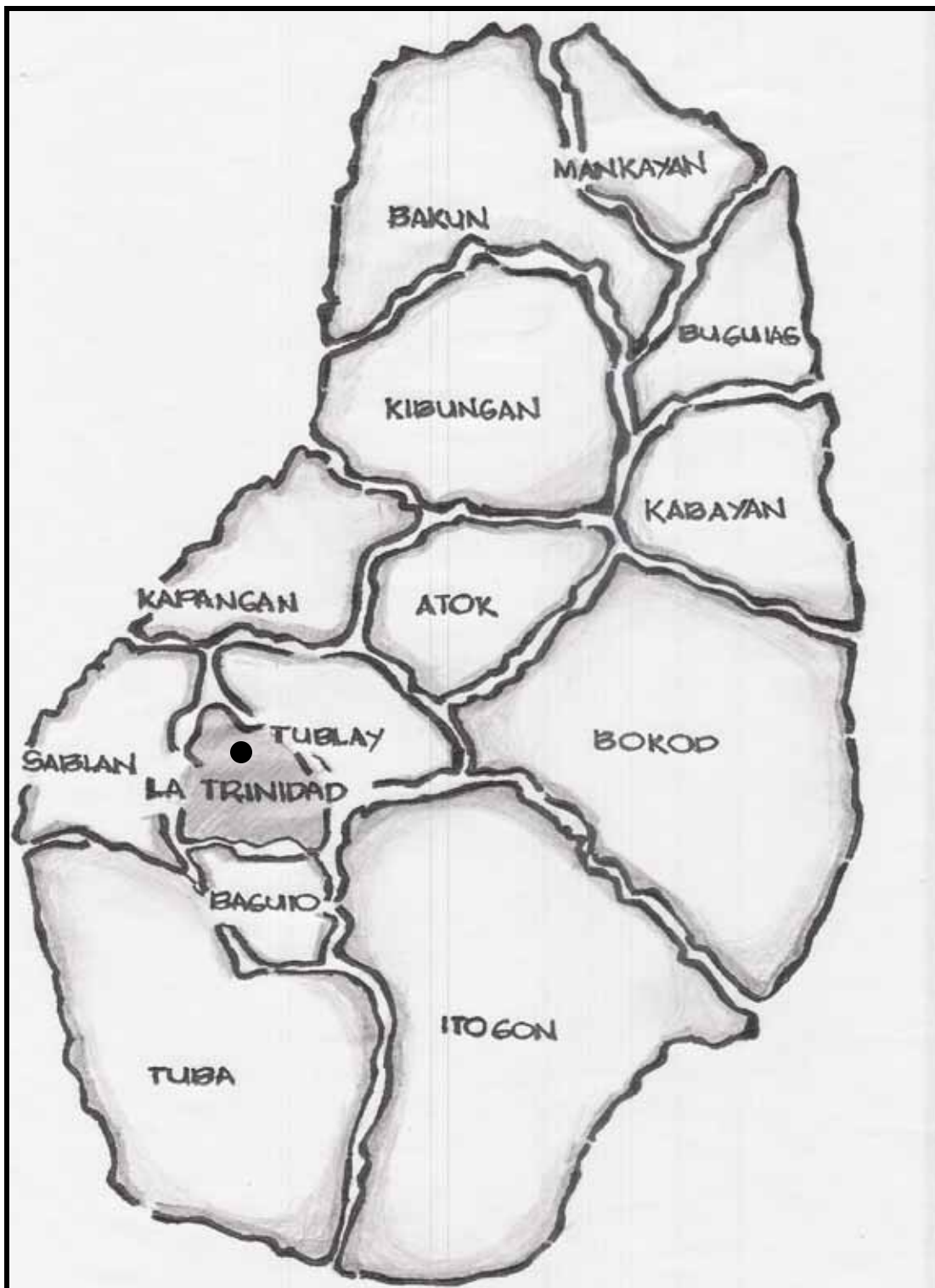


Figure 1. Map of Benguet showing the locale of the study



considerations on accuracy, authority, coverage, currency and objectivity. This checklist was developed by Eddie Byrne, BA, DLIS who is a librarian with the Dublin City Public Library Service which serves a population over half million through a network service since 1980.

Only five out of 20 - E-governance websites were evaluated:

1. Department of Natural Resources (DENR)
2. Department of Education (DepED)
3. Department of Foreign Affairs (DFA)
4. Department of Labor and Employment (DOLE); and
5. Housing and Land Regulatory Board (HLURB)

Each website was evaluated by two Information Technology and two Development Communication students.

Data Gathered

The information gathered was on the indication of site publisher or author's name on the government websites; clarity, breadth or scope of information, credibility of source, and currency of site content; the organization of information and ease of navigation of the websites; the visibility and functionality of links existing on the sites, and the accessibility and integrity of the government websites.

Data Analysis

All data was tabulated, analyzed and consolidated according to the objectives of the study. Descriptive statistics such as percentage and average was used in the study.



RESULTS AND DISCUSSION

This part of the study presents the result and discussion of the tables showing the data gathered including the identification of site content, site publisher/author; Evaluation of site content, structure/navigation, links, and site integrity of the five government sites namely: Department of Environment and Natural Resources (DENR), Department of Education (DepED), Department of Foreign Affairs (DFA), Department of Labor and Employment (DOLE), and Housing and Land Use Regulatory Board (HLURB).

Indication of Publisher or Author's Name on the Website

Table 1 shows the criteria for evaluating the identity attributes of the websites and the number of evaluators who were able to spot them. All four evaluators of each of the five websites were able to spot the name of the publisher and the copyright statement. The contact address for the publisher has also been spotted by almost all of the evaluators except for one who was not able to see it in the HLURB website. The least observed attribute is the affiliation of author which was seen in the DENR, DepED, and HLURB websites by two evaluators each and in the DFA and DOLE websites by one evaluator each.

The DENR and DFA websites had the most attributes identified by their respective evaluators at 29 each out of a maximum of 36 points assuming that all four evaluators spotted all nine attributes in each website. The rest are not far behind at 26 and 25 points. Since all attributes have been observed in all the websites, this indicates that all of the website developers have taken into consideration the importance of letting



visitors know who the authors or publishers are. This is a strong point in a government agency websites because visitors or target beneficiaries are given the opportunity to send in their feedbacks.

Table 1. Indication of website publisher and author

CRITERIA	GOVERNMENT WEBSITES				
	DENR	DepED	DFA	DOLE	HLURB
	No.	No.	No.	No.	No.
Site publisher is identified	4	4	4	4	4
Publisher details are available	2	4	3	4	3
Contact for publisher is provided	4	4	4	4	3
Sponsors are identifiable	3	2	3	3	2
There is link to sponsor's site	2	2	3	3	2
Site/material author(s) are identified	4	2	3	1	4
Contact for author is provided	4	2	4	1	2
Affiliation of author is identifiable	2	2	1	1	2
Copyright statement is included	4	4	4	4	4
TOTAL	29	26	29	25	26
AVERAGE	7.25	6.5	7.25	6.25	6.5
PERCENTAGE (%)	81%	72%	81%	69%	72%



Evaluation of Clarity, Scope of Information,
Credibility and Currency of Site Content

The following tables present the evaluation of clarity, scope of information, credibility of source and currency of site content among the five sites being evaluated.

Clarity of site content. Table 2 indicates the clarity of the site content in terms of its purpose, presentation of information and appropriateness of the materials to their respective audience. Almost all of the evaluators agreed that the information on each five websites is appropriate to the needs of their intended beneficiaries except for one who was not able to decide whether the information in DepED website is right for its intended audience or visitors. The information is also suitable for minors according to almost all of the evaluators wherein one in DENR site and two evaluators in DepED website did not determine it, same is through with the description of page titles. Each four evaluators of DOLE and HLURB concurred that the purpose of these sites is clear while one evaluator on each unmentioned sites were not able to understand the intention of the sites.

DOLE and HLURB websites had perfect points from the five criteria given which means that their information is comprehensible and understandable to visitors. This is very important because it is where one can determine whether the government agencies meet their goals and satisfies the user's expectations. The other sites have close averages with 4.5, 4, and 3.5 as the lowest point.



Table 2. Clarity of site content

CRITERIA	GOVERNMENT WEBSITES				
	DENR	DepED	DFA	DOLE	HLURB
	No.	No.	No.	No.	No.
Purpose of the site is clear	3	3	3	4	4
Page title is descriptive of the content	3	4	3	4	4
Information is presented clearly	3	2	4	4	4
Information is appropriate to your needs	4	3	4	4	4
It is appropriate material for minors	3	2	4	4	4
TOTAL	16	14	18	20	20
AVERAGE	4	3.5	4.5	5	5
PERCENTAGE (%)	80%	70%	90%	100%	100%

Breadth or scope of information. Almost all of the evaluators on each websites believed that there is adequate coverage of the subjects contained on the said sites except for two evaluators who were not able to conclude whether there is enough coverage from DepED website as shown in Table 3. All evaluators of DENR, DOLE, and HLURB websites also agreed that their site contents correspond with the stated scope, purpose, and to their respective audiences.

Most of the evaluators had experienced to view “under construction” pages from the website of DFA, HLURB and one evaluator from DENR site. This is an indication



that web developers of the mentioned sites were not able to complete the content of the webpage which irritates surfers or the visitors who want to view the page.

Table 3. Breadth or scope of information

CRITERIA	GOVERNMENT WEBSITES				
	DENR	DepED	DFA	DOLE	HLURB
	No.	No.	No.	No.	No.
Content matches stated scope, purpose and audience	4	1	3	4	4
There is adequate coverage of the subject	4	2	4	4	4
Site is still under construction and therefore incomplete	3	4	1	4	1
TOTAL	11	7	8	12	9
AVERAGE	2.75	1.75	2	3	2.25
PERCENTAGE (%)	92%	58%	68%	100%	75%

Credibility of source. All of the websites have original works as the evaluators of each site concurred (Table 4). Almost all of the evaluators also find the resources of the sites attracting high quality articles which contribute to the reputation of the agencies like DENR, DOLE and HLURB websites. Most of the evaluators of DENR and DepED sites do not know whether the material or the article on the sites can be verified independently. References to print and other non – internet source were spotted by the four evaluators each on DOLE and HLURB websites while three evaluators each had seen it on DENR



and DFA websites. As seen below, DOLE and HLURB site had 15 points out of a maximum of 20 points which means that their sources are credible and reliable for the public.

Table 4. Credibility of source

CRITERIA	GOVERNMENT WEBSITES				
	DENR	DepED	DFA	DOLE	HLURB
	No.	No.	No.	No.	No.
Material can be independently verified	1	1	4	3	3
Resource is attracting high quality articles/papers which lend its prestige	4	3	2	4	4
There are references to print and other non-internet source	3	2	3	4	4
Content is original work	4	4	4	4	4
TOTAL	12	10	13	15	15
AVERAGE	3	2.5	3.25	3.75	3.75
PERCENTAGE (%)	75%	63%	81%	94%	94%

Accuracy and correctness. Table 5 indicates that almost all of the evaluators on each five websites agreed that the material found on the sites is supported by evidence and there is corroboration of what the article says except one evaluator from DepED site. Almost half of the evaluators each found out that five websites do have “errors” which means that some pages cannot be displayed and evaluators have detected broken links.



Moreover, bibliography or references were not spotted by the evaluators most especially in the website of DENR, DFA, and HLURB where three evaluators of each sites were not able to find it. Information should not only be factually precise but should also highlight accuracy and correctness.

DOLE website again has the most attributes observed by its respective evaluators at 18 each out of maximum of 24 points. The rest have close points of 17, 16, 15, and 13 points.

Table 5. Accuracy and correctness of site content

CRITERIA	GOVERNMENT WEBSITES				
	DENR	DepED	DFA	DOLE	HLURB
	No.	No.	No.	No.	No.
Material is supported by evidence, there is corroboration of what the article says	4	3	4	4	4
Bibliography present/references is given	1	4	1	2	1
Appropriate citation style is used	3	4	2	4	2
Information is derived from a print version, it is so indicated	1	2	2	4	4
It is free from errors	2	2	2	1	2
Information / article is available in other formats of locations	4	2	2	3	3
TOTAL	15	17	13	18	16
AVERAGE	3.75	4.25	3.25	4.5	4
PERCENTAGE (%)	63%	71%	54%	75%	67%



Currency. Date indicates currency. Almost all of the evaluators have seen “what’s new” section and have observed recent changes like “updates”, “news”, and “calendar of events” on five websites that can also be a way of emphasizing latest changes. The date the article was written were easily identified by the evaluators of DENR, DFA and DOLE websites (Table 6).

Table 6. Currency of content

CRITERIA	GOVERNMENT WEBSITES				
	DENR No.	DepED No.	DFA No.	DOLE No.	HLURB No.
Date the article was written/site created is given	4	2	4	4	2
It is indicated when it was last updated or revised	3	2	2	2	1
It is indicated how often the information/site is revised or updated	2	0	1	1	1
Date where given - it is clear to what it means	4	3	3	3	1
Site include "what's new section" or highlight recent changes	2	3	3	4	4
TOTAL	15	10	13	14	9
AVERAGE	3.75	2.5	3.25	3.5	2.25
PERCENTAGE (%)	63%	42%	54%	58%	38%

However, majority of the weakness of the sites is the presentation on how current are the information included or written in the site. The indications how often the information or sites are being updated were not easily spotted by the evaluators where



only one from four evaluators has seen it particularly on DFA, DOLE, and HLURB websites while none from the evaluators of DepED website were able to notice the presence of date.

Advertising. Table 7 presents the criteria for evaluating the advertisements present on websites. Most of the evaluators mainly on DENR and DFA websites have obviously distinguished the advertisement from the content of the site. Each three out of four evaluators of DepED, DOLE, and HLURB websites have classified the advertisements. All evaluators of DFA website strongly agreed that the advertisement do not interfere from the content of the said site while DENR, DepED and DOLE had the same result of evaluation. On the other hand, only two evaluators of HLURB have recognized it.

Table 7. Advertising

CRITERIA	GOVERNMENT WEBSITES				
	DENR No.	DepED No.	DFA No.	DOLE No.	HLURB No.
It is clearly distinguishable from the content	4	3	4	3	3
Advertising intrude on the content	3	3	4	3	2
TOTAL	7	6	8	6	5
AVERAGE	1.75	1.5	2	1.5	1.25
PERCENTAGE (%)	88%	75%	100%	75%	63%

Looking at the table, it shows that DFA website have a good presentation of advertisement according to the criteria given which got perfect points. This only indicates



that most of the websites place proper and right ads which do not intrude from the content of the sites.

Organization of Information and Ease of Navigation

Structure and navigation is composed of six categories: design consistency and logical hierarchy, browsability and ease of navigation, readability and understandability, use of graphics, accessibility of information, and the use of search engines.

Design consistency and logical hierarchy. Majority of the evaluators of the five websites said that the headings of the webpage are descriptive and therefore assist in and make easier for the user to find information quickly wherein only one evaluator from DepED website opposed. As shown on Table 8, almost all of the evaluators of DFA website concurred that the look on the site and its menu bars are inconsistent. In addition, three evaluators agreed that it is unorganized and so supports the next criteria wherein structure is inconsistent; therefore it is not clear where the location of the users is. The table then indicates that the latter site is very poor on this category with 15 points out of maximum of 28 points. DOLE and DENR websites got the same points with 27 each which mean that they have established a consistent, logical screen lay-out throughout their sites.

Surveys have shown that the most important thing about a website for the user is the ability to find what they are looking for easily. Web surfers are generally impatient and will want to quickly find out what they are after. And to find the information easily, the key factor is to develop a user-friendly navigation system to prevent users from getting lost (UNESCO, 2005).



Table 8. Design consistency and logical hierarchy

CRITERIA	GOVERNMENT WEBSITES				
	DENR	DepED	DFA	DOLE	HLURB
	No.	No.	No.	No.	No.
Site is organized in a logical fashion	4	3	1	4	4
Look is consistent throughout the site	4	3	1	3	3
Menu bar is consistent throughout the site	3	4	1	4	3
Site structure such that it is always clear where you are within the site	4	3	2	4	4
There is table of contents, a site map, an index	4	3	3	4	3
Headings are descriptive	4	4	4	4	4
Headings assist in and make it easier for the user to find information and quickly	4	4	3	4	4
TOTAL	27	24	15	27	25
AVERAGE	6.75	6	3.75	6.75	6.25
PERCENTAGE (%)	96%	86%	54%	96%	90%

Browsability and ease of navigation. Table 9 shows that all three evaluators of each five sites believed and have recognized that there are adequate navigation aids within the page leading to the top. While three evaluators of DFA website and all four evaluators of each respective websites stated that there is adequate user support. However, almost half of the evaluators of each sites except with DENR website agreed



that there is excessive scrolling. This excessive scrolling can create difficulty among users in navigating the webpage and might disorient the users. Ease of navigation is very important for the users to navigate the website without hassle.

DOLE website have shown good browsability and ease of navigation which means that it has provide adequate navigation aids where users are confident to surf the site same is through with DENR followed by HLURB and lastly DFA and DepED with 11 points out of maximum of 16 points.

Table 9. Browsability and ease of navigation

CRITERIA	GOVERNMENT WEBSITES				
	DENR	DepED	DFA	DOLE	HLURB
	No.	No.	No.	No.	No.
There are links back to the "home" page from each sub page	3	2	3	4	3
There is adequate user support (documentation, e-mail help, fax-back service)	4	4	3	4	4
There is excessive scrolling (horizontal/vertical)	3	2	2	2	2
When pages are long, there are adequate navigation aids within the page leading to the top, end of document	3	3	3	3	3
TOTAL	13	11	11	13	12
AVERAGE	3.25	2.75	2.75	3.25	3
PERCENTAGE (%)	81%	69%	69%	81%	75%



Readability and understandability. Texts on the sites should follow basic rules of grammar, spelling, and literary compositions. This means that they are free of typographical errors, misspellings, and grammatical errors. In addition, keeping the most basic and common fonts in use ensures that design is easily read by the audience. The site is readable as concurred by almost all of the evaluators except for one who was not able to conclude on DepED website.

Paragraph alignment such as left-hand alignment offers high level of readability. Three evaluators believed that DENR, DepED, and HLURB websites content are legible and is mostly highlighted in DOLE website (Table 10). The table below also shows that three evaluators of each five websites had agreed that there are some typographical errors within their contents.

DENR, DOLE and HLURB had the most attributes identified by their respective evaluators where they got the average of 3.5 among the five criteria given and the others got the average of 3.

Table 10. Readability and understandability

CRITERIA	GOVERNMENT WEBSITES				
	DENR No.	DepED No.	DFA No.	DOLE No.	HLURB No.
Composition- appropriate literary style has been adapted	4	3	3	3	4
Site measure up in terms of readability	4	3	4	4	4
Site measure up in terms of legibility	3	3	2	4	3
Any typographical errors	3	3	3	3	3
TOTAL	14	12	12	14	14
AVERAGE	3.5	3	3	3.5	3.5
PERCENTAGE (%)	88%	75%	75%	88%	88%



Use of graphics. Graphics and arts serve a function and enhance the content and should be decorative. Icons and other graphic elements are commonly used to direct users to the content rather than distract the viewers to screen. Most of the evaluators of five sites had observed that their graphics are in good design and therefore proves to be functional and contribute to the usability except with the DFA site where only half of its evaluator agreed (Table 11).

Table 11. Use of graphics

CRITERIA	GOVERNMENT WEBSITES				
	DENR	DepED	DFA	DOLE	HLURB
	No.	No.	No.	No.	No.
Graphics/multimedia - they are of good design	3	4	2	4	4
Graphics prove functionality and so contribute to usability	3	4	2	4	4
Graphics detract from the site	3	2	3	3	3
Background image where present overwhelm the web page	2	2	3	2	2
It contributes to the slowness of a page load	3	2	4	3	3
Background image adversely affect the site's readability	2	2	3	4	2
Images provide alternative text when switched off	3	2	0	3	1
TOTAL	19	18	17	23	19
AVERAGE	4.75	4.5	4.25	5.75	4.75
PERCENTAGE (%)	68%	64%	61%	82%	68%



Majority of the evaluators in almost all of the websites had seen that some graphics detract from the site. Moreover, evaluators had also noticed that most of the websites do not provide alternative text when photo or graphics is switched off like in DFA website where all of the evaluators strongly agreed. To add to that, most of the evaluators had also observed that some graphics contribute to the slowness of page loading where some users easily get irritated. Background image present in DOLE website overwhelm the webpage where all of its evaluators had strongly observed.

Accessibility of information. Three out of four evaluators each on DepED, DOLE and HLURB sites were able to see the size of downloadable files while only one evaluator each have spotted it on DENR and DFA websites. Links and downloading instructions were noticed by all of the four evaluators of DepED and DOLE websites while only few have noticed it on the website of DFA and DENR as shown on Table 12. According to Freeservers (2006), one reason why people visit websites is for them to get the information they need and so therefore articles or contents of the site must be adequately available and there should be enough navigation aids and instructions on how to get the information they need.

HLURB and DOLE websites have the highest points with 12 each out of a maximum of 16 points followed by DepED and DENR websites.



Table 12. Accessibility of information

CRITERIA	GOVERNMENT WEBSITES				
	DENR No.	DepED No.	DFA No.	DOLE No.	HLURB No.
Size of downloadable images or files are indicated (indicating length of download)	1	3	1	3	3
There are links and downloading instructions to any software required to use the resource	1	4	2	4	3
Single downloadable text file is provided for printing purposes	4	1	2	4	3
Downloadable file size is indicated	2	2	1	1	3
TOTAL	8	10	6	12	12
AVERAGE	2	2.5	1.5	3	3
PERCENTAGE (%)	50%	63%	38%	75%	75%

Search engines. Table 13 indicates that all four evaluators easily identified the search engines of DENR, DepED, DOLE and HLURB sites however most of the evaluators failed to spot instructions and tips for searching in almost of the websites most especially in DENR website.

Most of the evaluators also identified some additional features offered by all of the websites like e-mail link, forums, online forms, feedback, message board and guestbook. Providing interactive features most especially on government website agencies create an effective communication between the government and the citizens.



Table 13. Search engines

CRITERIA	GOVERNMENT WEBSITES				
	DENR No.	DepED No.	DFA No.	DOLE No.	HLURB No.
There is a search capability at the site	4	4	0	4	4
There are instructions and tips for searching	0	2	0	3	1
Site offers additional features (e-mail links, ordering, chat forums)	4	3	4	3	4
TOTAL	8	9	4	10	9
AVERAGE	2	2.25	1	2.5	2.25
PERCENTAGE (%)	67%	75%	33%	83%	75%

Visibility and Functionality of Site Links

Links play an important role on websites. It connects and direct users according to the information they need.

Visibility of links. As seen on Table 14, most of the evaluators have seen that links implements colors changes. Links are also clearly identifiable according to the evaluators of DOLE and HLURB websites. On the other hand only few of the evaluators recognized the images as a link most especially in DOLE and HLURB websites. This indicates the users can still be confused and where to find some navigation aids.

DOLE website proved that its links are visible which obtained 17 points out of a maximum of 20 points. The rest are close with 16, 15 and 13 points.



Table 14. Visibility of links

CRITERIA	GOVERNMENT WEBSITES				
	DENR	DepED	DFA	DOLE	HLURB
	No.	No.	No.	No.	No.
Links are clearly identifiable	2	3	3	4	4
Site implements link color changes (on hover activated)	3	3	4	4	3
Clear that an image does indeed act as a link	4	3	3	2	2
Text links are provided in tandem with image links	4	2	2	3	4
Hotspots (section containing links) on image maps clearly defined or recognizable areas	2	2	3	4	3
TOTAL	15	13	15	17	16
AVERAGE	3.75	3.25	3.75	4.25	4
PERCENTAGE (%)	75%	65%	75%	85%	80%

Functionality of links. Majority of the evaluators concurred that links are descriptive enough so as to clearly indicate where and to what they lead, same is through with the appropriateness of the links present on the webpage which were mostly highlighted in DFA, DOLE and HLURB websites (Table 15). On the other hand, the weakness of the agency websites falls into the balance of internal and external links where only two evaluators each from DENR, DepED and DFA websites were able to determine that there was indeed an equal use of the said links.



DOLE and HLURB websites had all the attributes from the criteria given which proves to be very functional in terms of its links with perfect points each followed by DFA site with 10 points out of 12 maximum points.

Table 15. Functionality of links

CRITERIA	GOVERNMENT WEBSITES				
	DENR	DepED	DFA	DOLE	HLURB
	No.	No.	No.	No.	No.
Internal, external links – there is an appropriate balance	2	2	2	4	4
Links are descriptive enough so as to clearly indicate where and to what they lead	2	3	4	4	4
Links are relevant/ appropriate	3	3	4	4	4
TOTAL	7	8	10	12	12
AVERAGE	1.75	2	2.5	3	3
PERCENTAGE (%)	58%	67%	83%	100%	100%

Evaluation of Site Integrity and Access

Site integrity relates to the stability over time. Almost all of the URLs of the agency of websites were easily identified by the evaluators most especially on DFA, DOLE and HLURB websites while three evaluators agreed in DENR and DepED site. Almost all of the evaluators said that the pages are consistently available wherein all four evaluators of HLURB website have observed it. Moreover, five sites can be easily located in the search engines as shown in Table 16. This is a good indication most



especially for the government agency sites so that citizens or their target beneficiaries can easily access the site whenever they need to get information.

Table 16. Site integrity and access

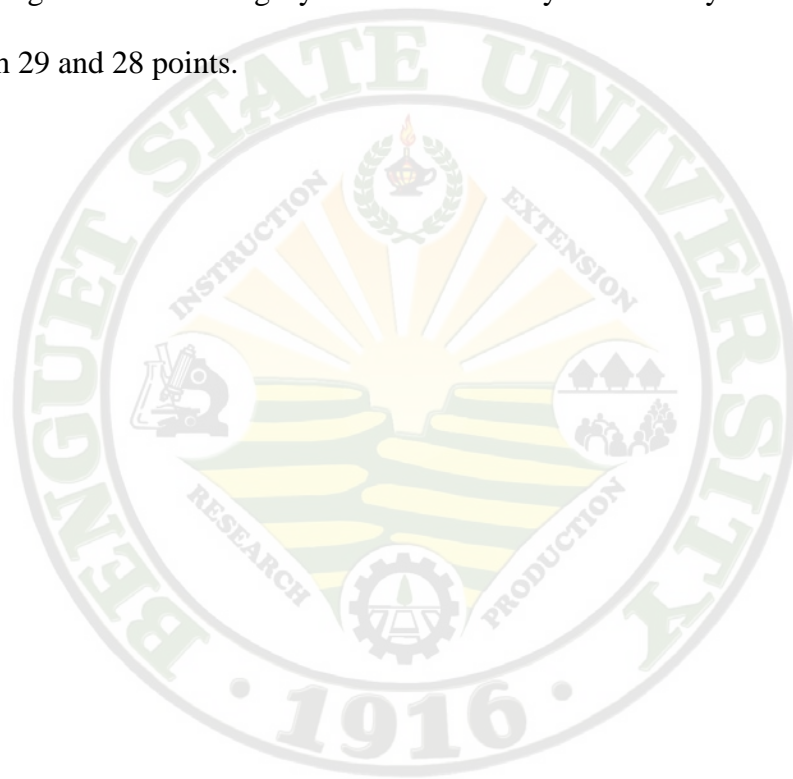
CRITERIA	GOVERNMENT WEBSITES				
	DENR No.	DepED No.	DFA No.	DOLE No.	HLURB No.
Site URL is easily identified	3	3	4	4	4
Site is proving over time to be stable	4	2	2	4	4
Contact information for the webmaster is given	3	2	4	2	3
Site is easily located (through search engines, directories)	4	3	4	4	3
Access is reliable (often overload, off-line)	3	3	2	2	2
Pages are consistently available	3	3	3	3	4
Any special requirements re-access (Registration, password, fee)	3	3	4	3	1
Security pledge given, the site display security certificates seal	2	2	0	1	3
Full information is available as to the site's privacy policy where user information is disclosed to it	2	2	1	2	2
It is indicated how personal data disclosed to it to be used	3	0	0	3	3
TOTAL	30	23	24	28	29
AVERAGE	7.5	5.75	6	7	7.25
PERCENTAGE (%)	75%	58%	60%	70%	73%



Contact information of webmaster was strongly identified in the site of DFA while three evaluators each have seen it on HLURB and DENR websites.

On the other hand, only few from the evaluators have spotted the security pledge given and the certificate seals same is through with the full privacy policy statements of the websites.

DENR website with 30 points out of 40 maximum points had the most attributes for the criteria given for site integrity and access closely followed by HLURB and DOLE websites with 29 and 28 points.



SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

Summary

Philippine Government is now committed in combining technology with new ways of conducting their business to provide more effective, efficient, transparent, and responsive delivery of channels to citizens.

Former President Joseph Estrada approved the Government Information System Plan (GISP) under executive order No. 265 last July 12, 2000 which direct all government agencies to align their respective computerization projects with the priorities identified in the GISP.

Many online channels have been established by our government who thought they knew what their citizens wanted, but found out later that they were only satisfying the needs of government department and users were not interested in using the service. Because of these, the means of implementing e-commerce do not reach its important objectives and functions.

The study was conducted to evaluate several Philippine Government websites according to their site publisher, content, structure and navigation, links, and site integrity.

This was done through the use of “Evaluating Web Resources” Checklist as a tool in gathering the data. Personal interviews were also conducted for additional information. Study was conducted in Benguet State University La Trinidad, Benguet from January to February 2007. Data gathered were analyzed and tabulated using descriptive statistics such as percentage and average.



The main focuses of the study were the following government sites: DENR, DepED, DFA, DOLE, and HLURB. Evaluators of the study were third year Development Communication students and fourth year Information Technology students of Benguet State University who were purposively chosen for having a background on creating and programming websites. Each is asked to evaluate one from the five websites given.

The study undertaken resulted with the following findings. The site publisher, copyright and publisher contact of DENR, DepED, DFA, DOLE, and HLURB were easily identified by the evaluators. The DENR and DFA websites had the most attributes identified by their respective evaluators.

As to evaluation of site content, most of the evaluators agreed that majority of the government agencies have shown clarity in terms of purpose and information needs at perfect points out of maximum of 20 points. The other sites have closed points with 18, 16 and 14 points. In breadth or scope of information all evaluators of DENR, DOLE, and HLURB websites agreed that their site contents correspond with the stated scope, purpose, and to their respective audiences. However most of the evaluators had experienced to view “under construction” pages from the website of DFA, HLURB and one evaluator of DENR site. All websites are credible in terms of the originality of works but some websites are weak in terms of verifying the material independently. Almost all of the evaluators strongly believed that majority of the sites’ materials are supported by evidence. Almost half of the evaluators each found out that five websites do have “errors”. Moreover, some bibliographies or references were not spotted by the evaluators most especially in some websites. Majority of the problem is the currency of information.



In structure and navigation, every site was organized in a logical fashion except with DFA website. Most of the websites have good ease of navigation same is through with the readability and understandability of the sites. Graphics that was used on the websites are quite good in design and are functional but some detract form the site and do not provide alternative text when switched off. In terms of the accessibility of the information, most of the websites failed to include the downloadable file size and downloading instructions. All of the sites have search engines and have except with DFA.

Most of the links of the sites were clearly identifiable and are quite descriptive so as to clearly indicate where and what they lead most especially in DOLE and HLURB sites. All URL of the five sites was easily identified and can be easily located through search engines or directories. Some sites have also indicated the contacts of their webmaster. Most of the sites did not display security certificate seals and the full information of their site's privacy policy. On the other hand some websites have indicated how personal their data disclosed to it to be used by the visitors.

Conclusions

Based on the findings, the following conclusions were drawn:

1. All sites have shown authorship and publisher which is the first step in assessing the value of the site and its content for the user's needs but is weak in terms of contact for author, affiliations, and sponsors.
2. Site contents display clarity and presented factual information that is appropriate to the needs of the users but were poor in accuracy and presentation of references.



3. Sites need more and properly designed navigation tools to assist users for easier browsability and constant structural format.
4. Text links were not in tandem with image links which users are confused whether it is a link. Some links were not monitored that caused some errors and expired data.
5. URL of the sites was easily identified but some of the sites do not indicate the site's privacy policy and their security pledge.

Recommendations

Based on the conclusions, the following recommendations were made:

1. The government should set a standard evaluation tool in assessing the different agency websites according to their usability, accessibility and quality.
2. Web developers should always monitor, check and update their sites in order for the visitors to be well informed and get the proper information they need and to avoid "under construction" pages.
3. Links should always be checked in order to avoid broken links that would usually irritate the users.
4. Web developers should include website counter to monitor if their sites is visited by people or its corresponding audience.
5. Government agencies should also evaluate their own website for them to see the weaknesses and incompleteness of the site.



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APPENDICES

Appendix A. Communication Letters

Benguet State University
COLLEGE OF AGRICULTURE
Department of Extension Education
La Trinidad, Benguet

05 January 2007

ALMARIO ABENOJA
Chief of BSU-ICT Division
PIUC

Dear Sir Abenoja:

Warm Greetings!

I am Abigail C. Mendoza, 4th year BS Development Communication student majoring Educational Communication and presently conducting my thesis study titled "Evaluation of Philippine Government Websites."

In this connection, I would like to reserve the CA computer Laboratory room on January 08, 2007 at 4:00 – 6:00 pm for the said study.

Your participation on this study is very essential and highly appreciated.

Thank you very much and Happy New Year!

Respectfully yours,

ABIGAIL C. MENDOZA
Researcher

Noted by:

SHERYL I. FERNANDO



Adviser

Benguet State University
COLLEGE OF AGRICULTURE
Department of Extension Education
La Trinidad, Benguet

11 January 2007

DR. DARLYN D. TAGARINO
PIUC-BSU Coordinator
PIUC

Dear Dr. Tagarino:

Warm Greetings!

I am Abigail C. Mendoza, 4th year BS Development Communication student majoring Educational Communication and presently conducting my thesis study titled "Evaluation of Philippine Government Websites."

In this connection, I would like to reserve 20 units in the computer Laboratory room on January 19, 2007, Friday, at 4:00 – 6:00 pm or earlier for the said study.

Your participation on this study is very essential and highly appreciated.

Thank you very much again for your kind consideration. God bless you and your good office!

Respectfully yours,

ABIGAIL C. MENDOZA
Researcher

Noted by:

SHERYL I. FERNANDO
Adviser



Benguet State University
COLLEGE OF AGRICULTURE
Department of Extension Education
La Trinidad, Benguet

19 January 2007

Dear Evaluators,

Warm Greetings!

I am Abigail C. Mendoza, 4th year BS Development Communication student majoring Educational Communication and presently conducting my thesis study titled "Evaluation of Philippine Government Websites."

In this connection, kindly fill up the questionnaire. Your cooperation in this study will be of great help to me and is very essential. Rest assured that your answers would only be used for the purpose of this study.

God bless you and thank you very much!

Respectfully yours,

ABIGAIL C. MENDOZA
Researcher

Noted by:

SHERYL I. FERNANDO
Adviser



Appendix B. Webserch – Evaluating Web Resources Checklist

QUESTIONNAIRE

Name (optional): _____

Address: _____

Age: _____

Course & year: _____

Evaluating websites particularly Government websites is a critical process. It needs time, proper and careful studying of the content of the site.

Please read the following questions carefully, analyze it thoroughly and answer it honestly. It is in your hands, the evaluator to establish the validity, authorship, timeliness and integrity of the site.

Government website (abbrev.): _____**URL:** _____**I. Site Publisher and Author**

Notes:

Site publisher identified? Yes No _____Publisher details available? Yes No _____Contact for publisher provided? Yes No _____

Sponsor(s) identifiable?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Link to sponsor's site?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Site/material author(s) identified?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Contact for author(s) provided?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Affiliation of author(s) identifiable?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Copyright statement included?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____

Summary remarks: _____

II. Site Content

Notes:

Clarity

Is the purpose of the site clear?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Is the page title descriptive of the content?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Is information presented clearly?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Is the content presented as fact?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Is information appropriate to your needs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Is it appropriate for minors?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____

Breadth/ scope of information

Does the content match the stated scope, purpose, audience?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Is there adequate coverage of the subject?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
Is the site still under construction and therefore incomplete?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____

Credibility of source



Can the material be independently verified? Yes No _____

Is the resource attracting high quality articles/papers which lend it prestige? Yes No _____

Are there references to print and other non-Internet sources? Yes No _____

Is the content original work? Yes No _____

Accuracy and Correctness

Is the material supported by evidence, is there corroboration of what the article says? Yes No _____

Bibliography present/references given? Yes No _____

Is an appropriate citation style used? Yes No _____

Is the information/article available in other formats or locations? Yes No _____

Where the information is derived from a print version, is it so indicated? Yes No _____

Is it free from errors? Yes No _____

Currency

Is the date the article was written/site created given? Yes No _____

Is it indicated when it was last updated or revised? Yes No _____



Is it indicated how often the information/site is revised or updated? Yes No _____

Date where given – is it clear as to what it means? Yes No _____

Are changes/updates to information easily identified? Yes No _____

Does the site include a 'What's New' section, or highlight recent changes? Yes No _____

Advertising

Advertising - is it clearly distinguishable from the content? Yes No _____

Does advertising intrude on the content? Yes No _____

Summary remarks: _____

III. Structure/ Navigation

Notes:

Design Consistency and Logical Hierarchy

Is the site organized in a logical fashion? Yes No _____

Is the look consistent throughout the site? Yes No _____

Is the menu bar consistent throughout the site? Yes No _____



Is the site structure such that it is always clear where you are within the site?

Yes

No

Is there a table of contents, a site map, an index?

Yes

No

Are the headings descriptive?

Yes

No

Do headings assist in, and make it easier for the user to find information, and quickly?

Yes

No

Browsability and Navigability

Are there links back to the 'Home' page from each sub-page?

Yes No

Is there adequate user support? (documentation, e-mail help, fax-back service)

Yes No

Is there excessive scrolling? (horizontal/vertical)

Yes No

Where pages are long, are there adequate navigation aids within the page leading to the top, end of document?

Yes No

Readability and Understandability

Composition – has an appropriate literary style been adapted?

Yes No

Does the site measure up in terms of readability?

Yes No



Does the site measure up in terms of legibility? Yes No _____

Are there any typographical errors? Yes No _____

Use of Graphics

Graphics/multimedia – are they of good design? Yes No _____

Do graphics prove functional and so contribute to usability? Yes No _____

Do graphics detract from the site? Yes No _____

Does a background image where present overwhelm the web page? Yes No _____

Does it contribute to the slowness of a page load? Yes No _____

Does the background image adversely affect the site's readability? Yes No _____

Do images provide alternative text when switched off? Yes No _____

Accessibility of Information

Is the size of downloadable images or files indicated? (indicating length of download) Yes No _____

Are there links and downloading instructions to any software required to use the resource? Yes No _____



Is a single downloadable text file provided for printing purposes? Yes No _____

Is the downloadable file size indicated? Yes No _____

Search Engines

Is there a search capability at the site? Yes No _____

Are there instructions and tips for searching? Yes No _____

Does the site offer additional features? (ie. e-mail links, ordering, chat forums) Yes No _____

Summary remarks: _____

Visibility

Are links clearly identifiable? Yes No _____

Does the site implement link colour changes? (on hover, activated) Yes No _____

Is it clear that an image does indeed act as a link? Yes No _____

Are text links provided in tandem with image links? Yes No _____

Are the hotspots (sections containing links) on image maps clearly defined or recognizable areas? Yes No _____



Functionality

Internal, external links – is there an appropriate balance?

Yes No

Are links descriptive enough so as to clearly indicate where and to what they lead?

Yes No

Are the links relevant/appropriate?

Yes No

Summary remarks: _____

V. Site Integrity/access

Notes:

Is the site URL easily identified?

Yes No

Is the site proving over time to be stable?

Yes No

Is contact information for the webmaster given?

Yes No

Is the site easily located (through search engines, directories)?

Yes No

Is access reliable (often overloaded, off-line)?

Yes No

Are the pages consistently available?

Yes No

Is there any special requirement re. access? (eg. registration, password, fee)

Yes No

Is a security pledge given, does the site display a security certificates seal?

Yes No



Is full information available as to the site's privacy policy where user information is disclosed to it? Yes No _____

Is it indicated how personal data disclosed to it is to be used? Yes No _____

Summary remarks: _____

end



Appendix C. Department of Environment and Natural Resources Webpage



Department of Environment and Natural Resources - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://www.denr.gov.ph/

Getting Started Latest Headlines

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 **Republic of the Philippines**
Department of Environment and Natural Resources
Kagawaran ng Kapaligiran at Likas na Yaman

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Featured News
ENR framework plan makes it less difficult for DENR to protect environment, says Reyes
 Tuesday, January 30, 2007

The Department of Environment and Natural Resources (DENR) has drawn up a "roadmap" to better protect and manage the country's environment and natural resources in the next ten years with the adoption of an Environment and Natural Resources (ENR) Framework Plan, Secretary Angelo T. Reyes has said.

IWRM: Collaborative Framework for Securing Sustainable Water for All
"Getting together is a start, working together is progress, staying together is success."

Other News

- "Mamengs" to be released into Tubbataha Park, and Reyes says reef check could ensure their survival
 Saturday, Jan. 27, 2007
- Reyes lauded for moving to protect La Mesa Dam
 Saturday, Jan. 27, 2007
- Boom in mining industry seen
 Thursday, Jan. 25, 2007
- Reyes bans new constructions, unregulated activities inside La Mesa

Today is Tue, Jan 30, 2007

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Department of Environment and Natural Resources - Events welcome page - News & Press - Mozilla Firefox

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http://www.denr.gov.ph/section-events

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Events

February 2007

- 1-28 Freshwater Ecosystem Month, **Region 11** | World Wetlands Month Celebration, **All Regional Offices**
- 2 World Wetlands Day Celebration **PAWB/ All Regional Offices** | Inauguration of the View Deck of Malasi, **Region 2**
- 5-9 ASEAN-WEN Workshop on " Task Force Development & cross Border cooperation Venue: Plantation Bay Resort and SPA Mactan , Lapu Lapu, Cebu city, **PAWB**
- 22 National Statistic and Coordination Board (NSCB) Meeting re: Presentation of the Final Report of Inter-Agency Task Force on Geographic Information System venue: NEDA, Pasig City, **NAMRIA**
- 24 Launching/Inauguration of Cavinti Eco-Tourism Sub-project, **LLDA**

Bird flu alert



May 20

Ocean

Done

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Appendix D. Department of Education webpage

Department of Education of the Philippines - DepEd - Mozilla Firefox

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http://www.deped.gov.ph/

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DepED Republic of the Philippines
Department of Education

DepED Updates DepED Memo DepED Order Education Post Facts & Figures Directory Advisories Bidding Contracts

Search

1. Select from category
All categories

2. Enter a keyword

3. Press Search button
search

Masterlist of Schools
Public Schools
Private Schools

Education Post
December 1-31 2006:
cases

Quick Links

DepED Updates

- Educnews - December 2006 (PDF 1.34KB)
- Secretary Lapus reports on DepED Accomplishments

Done

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Department of Education of the Philippines - DepEd - Updates - Mozilla Firefox

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http://www.deped.gov.ph/updates/default.asp

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Department of Education

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Search

1. Select from category
All categories

2. Enter a keyword

3. Press Search button
search

Masterlist of Schools
Public Schools
Private Schools

Education Post
December 1-31 2006:
President's Academic,
Leadership Awards

Quick Links

DepED Updates

- Secretary Lapus reports on DepED Accomplishments
- Department of Education Accomplishments FY 2006
- Sponsorship Speech for Sec. Jesli A. Lapus by Rep. Manuel Ortega
- DepEd to extend relief assistance to Reming victims
- DepEd chief thanks Cebu City's support to conduct psychological test for teacher-applicants
- Educnews - November 2006 (PDF 544KB)

Done

start Yahoo! Messenger Department of Ed... Watchfire WebXA... Document2 - Micr... 2:23 PM



Appendix E. Department of Foreign Affairs webpage

The screenshot shows the homepage of the Department of Foreign Affairs of the Republic of the Philippines. The browser window title is "The Department of Foreign Affairs - Republic of the Philippines - Mozilla Firefox". The address bar shows "http://www.dfa.gov.ph/". The page features a navigation menu with links for "news", "passport", "visa", "fso exams", and "faqs". A sidebar on the left contains links for "about us", "foreign posts", "foreign embassies", "news", "archives", and "links". The main content area displays a "POLICY: 2006 year-end report" and a "News" section dated "30 January 2007". The news items listed are: "US Senior APEC Official Supports RP Positions in APEC Senior Officials' Meeting in C...", "Ritz-Carlton Hotel, Doha Donates US\$4,640 for Victims of Typhoon 'Reming'", "No Filipino Hurt in Suicide Bombing in Southern Israel", and "Ambassador Arguelles Supports Dutch Book Market for Camiguin Hospital".

The screenshot shows the "History of the Department" page. The browser window title is "History of the Department - Mozilla Firefox". The address bar shows "http://www.dfa.gov.ph/about/about.htm". The page features a large header with the DFA logo and the text "The Department of Foreign Affairs Republic of the Philippines". A navigation menu includes "Home", "History", "Mission", "The Secretary", "Organizational Structure", "Former Secretaries", "Offices of the Dept", and "Contact Info". A sidebar on the left contains links for "About Us", "Foreign Posts", "Foreign Embassies", "Consular Services", "News", "Archives", and "Links". The main content area is titled "HISTORY OF THE DEPARTMENT" and contains the following text: "The history of the Republic of the Philippines and that of the DFA are intertwined, and it is difficult to discuss the important events marking the passage of the years at the Department without somehow anchoring these to the rise of the Philippines as an independent nation." and "One hundred and one years ago, the DFA had its auspicious beginnings when President Emilio Aguinaldo appointed Apolinario Mabini as the Republic's first Secretary of Foreign Affairs on 23 June 1898, eleven days after the declaration of Philippine independence at Kawit, Cavite. In effect, the DFA became the first government department set up by following the establishment of the First Philippine Republic in Malolos, Bulacan. Realizing the need for international recognition to".



Appendix F. Department of Labor and Employment webpage

Official Website of the Department of Labor and Employment, Manila, Philippines - Mozilla Firefox

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http://www.dole.gov.ph/

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Republic of the Philippines
Department of Labor and Employment

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Department Orders
Calendar of Events
Programs and Projects
Downloadable Forms
Invitation to Bid
DOLE Contracts
FAQs
About DOLE
Contact Us
RSS XML

Welcome to the official website of the Department of Labor and Employment in Manila, Philippines. The DOLE is mandated to promote gainful employment opportunities, develop human resources, protect workers and promote their welfare, and maintain industrial peace. To know the different services you may avail from the Department of Labor and Employment, visit the [DOLE Programs and Projects](#) page now, or call our [hotline \(632\) 527-8000](#). For your inquiries, comments or suggestions to improve our delivery of

allowed budget estimates for all statutory election support and digital infrastructure
 ermining NPS and M&T benefits easing the wounds of EDSA
 electricity and water for all barangays
 opportunities to create
 GMA's BEAT THE ODDS
 Search the DOLE website using Google™

Quick Search

There are several ways to easily find information and documents in this site:

- Find jobs here
- Browse an alphabetical listing of topics
- Read the Labor Code of the Philippines
- Frequently Asked Questions provide answers to commonly asked questions
- Submit comments and inquiries here
- Locate offices using the DOLE Directory

http://www.dole.gov.ph/profile/beat.asp

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DOLE Indicative Calendar of Events/Activities - Mozilla Firefox

File Edit View Go Bookmarks Yahoo! Tools Help

http://www.dole.gov.ph/events/

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Downloadable Forms
Invitation to Bid
DOLE Contracts
FAQs
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RSS XML

DOLE Indicative Calendar of Events/Activities
Home - Events

Today's Events

No event today.

Later this month

Feb 3 Unity Caravan and Serbisyo Muna, Dasmariñas Elem. School, Dasmariñas, Cavite (ROIV-A)

Print all events for February 2007

February 2007

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

Previous month | Next month

Done

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Appendix G. Housing and Land Use Regulatory Board webpage

HLURB - HLURB Final - Homepage - - Mozilla Firefox

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http://www.hlurb.gov.ph/

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HLURB
Government's regulatory body for housing and land development

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Quick Links

- Webmail
- Announcements
- Licenses to Sell Issued
- GIS Corner
- Land Use Plans
- Annual Report 2004
- Procedures & Requirements

Done

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HLURB - HLURB Final - About HLURB - - Mozilla Firefox

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http://www.hlurb.gov.ph/article/archive/48/

Getting Started Latest Headlines

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Government's regulatory body for housing and land development

LATEST NEWS F.A.Q.s CONTACT INFO FEEDBACK HELP

About HLURB

Agency Profile

The Housing and Land Use Regulatory Board (HLURB) is a national government agency tasked as the planning, regulatory and quasi-judicial body for land use development and real estate and housing regulation. These roles are done via a triad of strategies namely, policy development, planning and regulation.

View complete profile

Mandates/Charter

CHARTER
Executive Order No. 648 s. (1981) declared the HOUSING AND LAND USE REGULATORY BOARD (HLURB) as the planning, regulatory and quasi-judicial instrumentality of government for land use development.

Read more

Board of Commissioners

The Board of Commissioners which sets and promulgates HLURB policies and steers its operation is

Kalayaan Avenue, Diliman, Quezon City

Join Mailing List

Quick Links

- Webmail
- Announcements
- Licenses to Sell Issued
- GIS Corner
- Land Use Plans
- Annual Reports
- Procedures & Requirements
- Application Forms

ADDRESS:

Done

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