ABSTRACT

A good website is a website that meets individual's needs and expectations. Each user has their own definition of quality. Each user also has their own list of criteria for a good quality web site. This research had identified some criteria suggested by the user and then suggested a standard guidelines for developing and maintaining a web site. These guidelines will help organization to provide information and to give effective on-line services to their customers. For those organizations that already have their own web site, these guidelines will help the webmaster to update and modify their web site. In the process of developing web site, these guidelines give some important consideration for the developer. To maintain the good quality of the web site, the organization should do their web site benchmarking. Benchmarking can be done by evaluating whether the web site is complying with the guidelines. This research also do some evaluation on compliant to the guidelines for the Chancellery Department, Universiti Utara Malaysia and give some recommendation for them to update and modify their website.