

Evaluating the Quality of Web Pages of Research Centers in Tehran dependent to Ministry of Sciences, Research, and Technology from Clients' Viewpoint

Sadigheh Mohammadesmail

Faculty member, Islamic Azad University, Sciences and Research Branch, Tehran
m.esmaili@sr.iau.ac.ir

Elmira Khanlarkhani (Corresponding Author)

M.A. of LIF
ekhanlarkhani@gmail.com

Abstract

Especially in research centers, evaluating the quality of web pages from clients' point of view has a constructive role in their design and development, since it makes the web developers familiar with client's perspective and assists them in designing client-oriented web sites in scientific and research environment. As a model for assessing the quality of web pages, "webQual" attempts to provide a picture of web site's quality from clients' standpoint in existing and expected status. In current research, we have tried to evaluate and study the quality of web pages of research centers dependent to Ministry of Science, Research, and Technology located in Tehran through survey-analytical approach using the newest version of "webQual" model which is called "eQual". Based upon "webQual" model, "eQual" model seeks to evaluate the existing and expected quality of web pages from client's perspective. Findings of the study indicate that, there is a significant difference between the existing and expected quality of these web pages from clients' viewpoint. As a final point, ideas and suggestions have been provided so as to improve the quality of these pages.

Keywords: Web pages Quality; webQual; eQual; Research center; Iranian Ministry of Sciences, Research, and Technology.