



KAMU İNTERNET SİTELERİ REHBERİ

KAYNAKÇA

Bilgi ve iletişim için:
yte.kamis-iletisim@tubitak.gov.tr
<http://kamis.gov.tr/>



KAYNAKÇA

- Akıncı, D. & Çağiltay, K. (2004). E-devlet Web Sitelerini Kullanmak ya da Kullanmamak: Vatandaş Açısından Kullanılabilirlik Sorunları ve Önerileri.
- Akman, İ., Yazıcı, A., Mishra, A., Arifoğlu, A. E-Government: A global view and an empirical evaluation of some attributes of citizens. *Government Information Quarterly* 22 (2005) 239-257.
- Asiimwe, E. N. & Lim, N. (2010) Usability of Government Websites in Uganda. *Electronic Journal of e-Government*, 8 (1), 1-12.
- Australia Government Web Guide. <http://webguide.gov.au/>
- Brooke, J. (1996). SUS: A "quick and dirty" usability scale. In P. W. Jordan, B. Thomas, B. A. Weerdmeester, & A. L. McClelland (Eds.), *Usability Evaluation in Industry*. London: Taylor and Francis.
- Capra, R. G. & Perez-Quinones, M.A. (2005). Using Web Search Engines to Find and Refind Information. *IEEE Computer Society*. 36-42.
- Clarke, C.L.A., Agichtein, E., Dumais, S., White, R. W. 2007. The Influence of Caption Features on Clickthrough Patterns in Web Search. *SIGIR'07*, July 23-27, 2007, Amsterdam, The Netherlands. 135-142.
- Cohen, L., Manion, L., & Morrison, K. (2007). *Research methods in education*. (6 ed.). New York: Routledge.
- Cutrell, E. & Guan, Z. (2007). What Are You Looking For? An Eye-tracking Study of Information Usage in Web Search. *CHI 2007*, April 28-May 3, 2007, San Jose, California, USA. 407-416.
- Çağiltay, K. (2011). İnsan Bilgisayar Etkileşimi ve Kullanılabilirlik Mühendisliği: Teoriden Pratiğe. ODTÜ Yayıncılık.
- Çarıkcı, O. (2010). Türkiye'de e-Devlet Uygulamaları Üzerine Bir Araştırma. *Journal of Süleyman Demirel University Institute of Social Sciences*, 2010, 2, sayı 12.
- Çayhan, B. E. (2008). Implementing e-Government in Turkey: A Comparison of Online Public Service Delivery in Turkey and The European Union. *The Electronic Journal on Information Systems in Developing Countries*, 35(8), 1-11.
- Darem, A. & Suresha B. (2012). Experimental Evaluation of Effectiveness of E-Government Websites. *International Journal of Emerging Technology and Advanced Engineering*, 2(11). 469-473.
- del Rio, M.S. (2013). Improving the Citizen Experience in the Use of Mexican Government Websites. *European Scientific Journal*. 3, 38-41.
- Dix, A., Finlay, J., Abowd, G. D. & Beale, R. (2005). *Human-Computer Interaction*. Prentice Hall.
- Donker-Kuijjer, M. W., Jong, M. & Lentz, L. (2010). Usable guidelines for usable websites? An analysis of five e-government heuristics. *Government Information Quarterly* 27 (2010) 254-263.
- Durmuş, S. & Çağiltay, K. (2012). Kamu Kurumu Web Siteleri ve Kullanılabilirlik. Kitapta bölüm: E-devlet Kamu yönetimi ve teknoloji ilişkisinde guncel gelismeler. Editorler: Mehmet Zahid Sobaci, Mete Yildiz sayfa 293-322, Nobel Yayınevi.
- e-Dönüşüm Türkiye Projesi Birlikte Çalışabilirlik Esasları Rehberi, Sürüm 2.1., Mayıs 2012.
- Gant, J. P. & Gant, D. B. (2002). Web Portal Functionality and State Government e-Services. *Proceedings of the 35th Hawaii International Conference on System Science*, 1627-1636.
- Garcia, A.C.B., Maciel, C. & Pinto, F.B. (2005). A Quality Inspection Method to Evaluate E-Government Sites. *EGOV 2005, LNCS 3591*, 198-209.
- Gonzalez-Caro, C. & Mari-Carmen, M. (2011). Different Users and Intents: An Eye-tracking Analysis of Web Search. *WSDM'11*, February 9-12, 2011, Hong Kong, China.
- Grahame, M., Laberge, J. & Scialfa, C. T. (2004). Age Differences in Search of Web Pages: The Effects of Link Size, Link Number, and Clutter. *HUMAN FACTORS*, Vol. 46, No. 3, Fall 2004, pp. 385-398
- Granizo, C.J., Yanez, P. L., Ramirez, D. P. & Machado, P. C. (2011). Usability in E-government Sites. *Eighth International Conference on Information Technology: New Generations*. 453-458.

- Guan, Z. & Cutrell, E. (2007). An Eye Tracking Study of the Effect of Target Rank on Web Search. CHI 2007 Proceedings. April 28-May 3, 2007. San Jose, CA, USA. 417-420.
- Joachims, T., Granka, L., Pan, B., Hembrooke, H., Radlinski, F. & Gay, G. 2007. Evaluating the Accuracy of Implicit Feedback from Clicks and Query Reformulations in Web Search. ACM Transactions on Information Systems, Vol. 25, No. 2, Article 7.
- ISO 9241-11: 1998: Ergonomic Requirements for Office work with Visual Display Terminals. Part 11: Guidance on Usability. ISO.
- ISO 9241-151: 2008. Ergonomics of human-system interaction - Part 151: Guidance on World Wide Web user interfaces. ISO.
- Kamu Kurumları İnternet Sitesi Kılavuzu, Sürüm 1.0, Ağustos 2006.
- Kamu Kurumları İnternet Siteleri Standartları ve Önerileri Rehberi, Sürüm 1.1, Mart 2009.
- Katre, D. & Gupta, M. (2011). Expert Usability Evaluation of 28 State Government Web Portals of India. International Journal of Public Information Systems, 7(3), 115-130.
- Keskin, İ. & Kaygısız, E.G. (2010). Devlet Arşivleri Genel Müdürlüğü İnternet Sitesinin Kamu Kurumları İnternet Sitesi Standartlarına Uygunluğu. 2. Uluslararası Değişen Dünyada Bilgi Yönetimi Sempozyumu” 22-24 Eylül 2010 Ankara. 235-244.
- Kituyi, G. M. & Anjoga, H. (2013). Improvement of e-Government Service Usability in Developing Countries: Empirical Experiences of Uganda. Journal of Emerging Trends in Computing and Information Sciences, 4(3), 263-269.
- Leavitt, M.O & Shneiderman, B. (2006). Research Based Web Design and Usability Guidelines, <http://guidelines.usability.gov/>
- Lorigo, L., Haridasan, M., Brynjarsdottir, H., Xla, L., Joacims, T., Gay, G., Granka, L., Pellacini, F. & Pan, B. (2007). Eye Tracking and Online Search: Lessons Learned and Challenges Ahead. Journal Of The American Society for Information Science and Technology, 59(7):1041–1052, 2008.
- Musa, N., Junaini, S. N. & Bujang, Y. R. (2006). Improving Usability of e-Recruitment Website: A Preliminary Study on Sarawak Government Website. Proceedings of Pacific Asia Conference on Information Systems (PACIS), 10, 507–515.
- Nielsen, J. (1994). Estimating the Number of Subjects Needed for a Thinking Aloud Test. International Journal of Human-Computer Studies, 41(3), 385-397.
- Nielsen, J. (1993). Usability Engineering. Academic Press, Boston.
- Nielsen, J. (2012). Usability 101: Introduction to Usability, <http://www.nngroup.com/articles/usability-101-introduction-to-usability/>
- Nielsen, J. (1997). Search and You May Find. From <http://www.nngroup.com/articles/search-and-you-may-find/>
- Nielsen, J. (2001). Search: Visible and Simple. From <http://www.nngroup.com/articles/search-visible-and-simple/>
- Nielsen, J. & Mack, R. L. (Eds.) (1994). Usability Inspection Methods. John Wiley & Sons, New York, NY.
- Nielsen, J. & Molich, R. (1990). Heuristic Evaluation Of User Interfaces. Proc. ACM CHI'90 Conf. (Seattle, WA, April 1-5), 249-256.
- Osaimi, O.A. & AlSumait, A. (2013). Usability Guidelines for Arab E-government Websites. International Journal of Social, Human Science and Engineering, 7(12), 191-194.
- OS X Human Interface Guidelines. Apple. <https://developer.apple.com/library/mac/documentation/userexperience/conceptual/applehiguide/Intro/Intro.html>
- Özen Çınar, N., İnal, Y., Çağıltay, K. & Güngör, M. K. (2014). Kamu İnternet Sitelerinde Yer Alan Arama Alanlarının Kullanılabilirliğinin Belirlenmesi. 8. Ulusal Yazılım Mühendisliği Sempozyumu, Güzelyurt, KKTC.
- Publicly Available Specification (PAS 78), (2006). British Standards Institution (BSI).

- Polat, R. K. (2012). Digital exclusion in Turkey: A policy perspective. *Government Information Quarterly* 29 (2012) 589–596.
- Rele, R.S. & Duchowski, A.T. (2005). Using Eye Tracking To Evaluate Alternative Search Results Interfaces. *PROCEEDINGS of the Human Factors And Ergonomics Society 49th Annual Meeting-2005*. 1459-1463.
- Roiste, M. (2013). Bringing in the users: The role for usability evaluation in eGovernment. *Government Information Quarterly* 30 (2013) 441–449.
- Sayıştay (2006). Performans Denetimi Raporu: e-Devlete geçişte kamu kurumları İnternet siteleri. T.C. Sayıştay Başkanlığı, Ankara. [Çevrim-içi: <http://www.sayistay.gov.tr/rapor/perdenrap/2006/2006-2Web/2006-Web.pdf>], Erişim tarihi: 25 Aralık 2010.
- Sherwin, K. (2014). The Magnifying-Glass Icon in Search Design: Pros and Cons. Search and You May Find. From <http://www.nngroup.com/articles/magnifying-glass-icon/>
- Shneiderman, B. (2000). Universal usability. *Communication of ACM*, 43, 84-91.
- Snead, J. T. & Wright, E. (2014). E-government research in the United States. *Government Information Quarterly* 31 (2014) 129–136.
- StatCounter Global Stats, Top 5 Desktop, Tablet & Console Search Engines in Turkey, http://gs.statcounter.com/#search_engine-TR-monthly-201304-201404-bar
- Tan W., Liu D. & Bishu R. (2009). Web evaluation: Heuristic evaluation vs. user testing. *International Journal of Industrial Ergonomics*, 39, 621-627.
- TSE EN ISO 9241-151 İnsan - Sistem Etkileşiminin Ergonomisi. Türk Standardları Enstitüsü.
- TSE K 194, WCAG ve ISO/IEC 40500:2012. Web İçeriği Kullanılabilirlik Standartları ve Kriteri. Türk Standardları Enstitüsü.
- Tullis, T. & Albert, B. (2008). *Measuring the User Experience*, Morgan Kaufmann.
- TÜİK. (2011). Bilgi Teknolojileri Kullanımı Araştırma Sonuçları 2011, http://www.tuik.gov.tr/PreTablo.do?tb_id=60&ust_id=2
- Türkiye İstatistik Kurumu (TÜİK). Hanehalkı Bilişim Teknolojileri Kullanım Araştırması, 2013, <http://www.tuik.gov.tr/PreHaberBultenleri.do?id=13569#>
- Web Content Accessibility Guidelines (WCAG) 2.0, 2008, <http://www.w3.org/TR/WCAG20/>
- Web Standarts for the Government of Canada, 2011, <http://www.tbs-sct.gc.ca/ws-nw/index-eng.asp>
- Windows User Experience Interaction Guidelines. Microsoft. <http://www.microsoft.com/en-us/download/details.aspx?id=2695>
- Withrow, J., Brinck, T. & Speredelozzi, A. (2000). Comparative Usability Evaluation for an e-Government Portal. *Diamond Bullet Design Report, #U1-00-2*, Ann Arbor, MI.
- World Wide Web Consortium, Web Accesibility Inititatives (WAI), <http://www.w3.org/WAI/>
- Yıldız, M. (2007). E-government research: Reviewing the literature, limitations, and ways forward. *Government Information Quarterly* 24, 646-665.
- Zazelenchuk T. (2014). *Designing for Someone Else - Reflections on User Experience Design from a Purple Squirrel*. Kullanıcı Deneyimi Semineri, Ankara, Türkiye.