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THE STUDAY APPRAISING THE CALIBRE OF WEBSITES

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ABSTRACT

The remarkable development trend in e-business that has been seen so far is anticipated to continue in the era of information technology and the World Wide Web's explosive expansion. Ever since the first commercial website was launched in 1994, internet commerce has been a global phenomenon affecting several business sectors via marketing, sales, and communication. To guarantee successful engagement and communication with their workers, partners, and customers, businesses looking to reap major advantages from e-business must have a strong and user-friendly online presence. Many businesses, educational institutions, governmental agencies, and other organisations are implementing web services. Because it allows a firm to perform all of its business operations online, the Internet provides a whole new business environment that is unlike anything that has existed in the past. Evaluating the elements linked to website success becomes more important as our reliance on digital technology grows. This article examined the most current approaches to assessment criteria that were used to various e-business services. In addition, it suggests universal standards for assessing the calibre of any website, independent of the services it provides. The four aspects of the criteria are organisation, design, content quality, and user-friendliness. Web developers and designers may utilise these dimensions, together with their extensive checklist and indications, to construct high-quality websites that enhance electronic services and, therefore, an organization's online image.

Keywords: E-Commerce, Criteria, Framework, Website Evaluation, Website Quality

1. INTRODUCTION

Electronic services have proliferated globally in a variety of forms since the first electronic web service was introduced in the middle of the 20th century, transforming several industries. Around the globe, the new e-revolution is not only propelling global commerce but also changing societies into knowledge-based economies. Nearly every element of business has seen a transformation due to the Internet's explosive expansion in terms of volume of commercial activity in recent years. Newer information and communication technologies have made it possible for corporations to enhance profit margins, cut client pricing, and provide higher-quality services. New technology also brought out new business trends and ushered in a new age in finance, economics, and business [21, 42].

Because of the Internet, businesses may now perform all of their business operations and procedures online, creating a whole new and distinct corporate environment [45]. E-business refers to any business activity carried out via a computer-mediated, Internet-based network [34]. There are several subcategories

of e-business, such as consumer to business (C2B), consumer to consumer (C2C), business to business (B2B), and business to consumer (B2C). Electronic trade and business to be used interchangeably, resulting in a disparate policy. Lately, there has been an increase in the number of electronic websites that include vast amounts of information, either of excellent or bad quality, and even sites that are deliberately deceptive [13, 18]. Between mid-2000s and mid-2005, there were 17 million and 65 million webpages, respectively [37]. The proliferation of the internet has led to the realisation that metrics are required in order to assess characteristics of usability and accessibility of online applications, which are connected to their quality. The goal is to create a website that is lucrative, user-friendly, informative, and easily accessible [38]. Lately, concerns about quality have been apparent in all industrial sectors [32]. A company that has a website that is challenging to navigate and use presents a negative online image and undermines the company's standing. To develop their offers over time and set themselves apart from rivals and industry best practises, it is crucial for every organisation to be able to evaluate the quality of their e-commerce service [5]. The designs of websites for electronic commerce and general information seeking have been the subject of several research throughout the last ten years [49]. A website's commercial development and design are crucial to the success of e-commerce [5]. An abundance of practitioner reports reviews have been written in an effort to list the positive and negative aspects of websites. Reviews of sites may vary from theoretical and scientific viewpoints to analyses of popular features and sites to up-and-running profitable e-businesses. While a lot of research has been done to promote electronic commerce, the majority of empirical studies that have been done so far on the success aspects of websites are mostly exploratory in character [28]. To the best of our knowledge, no established framework or benchmark exists that defines the efficacy of a website [6]. This study provides a broad comprehensive framework for assessing the quality of any online service, independent of the kind of service it delivers, and analysed the most current techniques of assessment criteria that were used to various websites. Here is what's left of the paper. A synopsis of earlier research is provided in Section 2. The suggested framework is examined and discussed in Section 3. The characteristics of the proposed framework and associated indicators are defined in Section 4. Section 5 offers some suggestions for further research and wraps up the report.

2. THE PREVIOUS WORK

It becomes more important to evaluate factors related to website success and quality as reliance on online services grows. Website features are significant; they have been extensively researched in the e-commerce literature and have been a recurring topic of study across several disciplines [17]. Even though e-commerce support has been extensively studied, the majority of empirical research that has been done on website quality is exploratory in character. A majority of the present research is focused on one online service or only addresses a small number of quality elements. The combination of these elements and services has so far received little investigation, despite the fact that there should be a large number and diversity of factors connected with the performance of websites. More and more studies and research have been conducted recently, using a variety of methods and/or frameworks to assess the functionality and quality of websites. The prior research on the quality aspects of websites was divided into groups based on the services that each website provided, such as banking, governmental, educational,

business, and commercial. The internet service provides a short summary of the prior research in this area.

Different angles were used to examine business and commercial websites. Critical success factors are characteristics or elements of websites that have been studied by researchers and are essential to the success of e-businesses [10, 27, 28, 30, 33]. Several scholars examine important topics, theories, and tactics that should be taken into account while managing an online company from the standpoint of customer satisfaction. They also evaluate whether a website has been developed with the objectives of the user in mind [8, 19, 41, 46, 49]. Another study team looked at the in order to extract elements that they believe are crucial for creating or growing successful websites, from the viewpoint of web designers [8, 43]. Other scholars created measuring frameworks or general methods to evaluate the quality of websites [4, 5, 12, 14, 26, 32, 38]. A number of researches focused on certain qualities; they either utilised prior models to determine the degree to which e-business websites include these key elements, or they presented a framework to quantify the website's significant features. While Heimlich and Wang (19) suggested important structural difficulties for websites, Cao and Zhang [7] looked at elements influencing e-commerce website design. Others [6, 25, 40] focused on website usability in their research. Heimlich [18] examined the assessment of online material, Hussin et al. [20] examined the degree to which businesses include moral and reliable information on their websites, and Fogg et al. [13] looked into the ways in which various website components influence users' perceptions of their trustworthiness.

Educational websites were also examined from a variety of angles. A theoretical framework was created by Zhang and Dran [49] to assess the quality of websites from the standpoint of customer pleasure. What others focused on were certain website features. To quantify the usability of websites, for instance, Lautenbach et al. [24] created a framework, while Yoo and Jin [48] looked into and assessed university website design. Other studies evaluated the university websites based on other criteria. An evaluation system for online resources was created by Osborne and Rinalducci [35] in order to assess them for use in academic art history study. In an effort to address user issues, Singh and Sook [39] evaluated South African university websites based on a number of criteria.

Various models were used to examine banking websites from various angles. A approach to assess and create a digital business environment from the user's perspective was presented by Diniz et al. [11]. Some researches, however, suggested a particular paradigm for assessing online banking websites and the level of service provided by online banking [2, 44, 47]. In order to assess online banking websites, other researchers used a variety of earlier models in their study. To assess the websites of local and international banks in the United Arab Emirates, for instance, Awamleh and Fernandes [3] used the Diniz Model. Additionally, Guru et al. [16] used a Diniz Model to assess the online presence of banks in Islamic nations. Using Herey's Model for website assessment, Paynter and Chung [36] investigated how New Zealand banks improved their online retail banking offerings. Various angles were used to examine official websites. A theoretical framework was created by Zhang and Dran [49] to assess the quality of websites from the standpoint of customer pleasure. via research using both theory and empirical methods. In contrast, Krauss [23] found seventeen thorough quality dimensions that may be used to rank the elements of website quality that are crucial to e-government websites. Researchers from various fields focused on different aspects. For instance, Kokkinaki et al. [22] provided a framework for assessing Cyprus's current e-government activities. It covers the common elements of e-government websites as

well as their content and design aspects. Using a standard set of performance indicators and online diagnostic tools—WebXact, Ntmechanic, and Vizcheck—Choudrie et al. [9] addressed the challenges pertaining to the accessibility, quality, and privacy of government websites. In order to determine if UK e-government websites are considered highly accessible, Ma and Zaphiris [29] examined the content accessibility and usability of these websites. Bobby and LIFT, two automated assessment methods, were used to assess the usability and accessibility of fifty chosen e-government websites in the United Kingdom. When it comes to e-government websites, Abanumy et al. [1] looked at what constitutes an accessible website as well as the significance of online accessibility. Alternative approaches to various types of online services were taken up by other researchers. Online auction websites' various e-commerce models were examined by Lin and Joyce [27]. A website for online auctions has been shown to need six essential success characteristics. Included in them are online communities, consumer education, security, customer service, design and content, and market positioning. Three quality dimensions—information, interaction, and site design—were found when Barnes and Vidgen [4] applied WEBQUAL to the online auction industry. Four important aspects that are related to e-shopping—usefulness, simplicity of use, pleasure, and security—were assessed by Lim [25]. The results demonstrated that the success of the e-commerce website is directly impacted by how easy and beneficial users believe it to be.

Following a thorough and in-depth analysis of various assessment techniques and their constituent parts utilised in various online services, we put forth a four-dimensional set of criteria that encompasses all prior dimensions and constituent parts, making it suitable for use as a general standard for evaluating a wide range of websites. The quality of the information, design, organisation, and user-friendliness are the characteristics of the recommended criteria. To examine the use of our suggested criteria in earlier research, we reorganised every component of every dimension in the earlier study such that it fell under one of the four new dimensions. In Figure 1, the outcome of rearranging the dimensions of earlier work into the suggested 4-dimensions criterion is shown. Figure 1

Figure 1

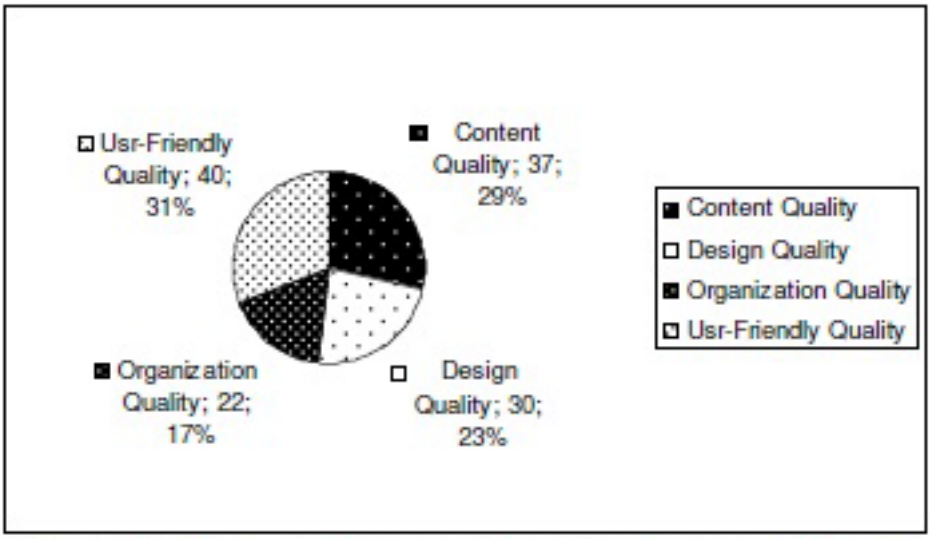

Figure 1 Common Dimensions After Re-Arrangement

3. DISCUSSION AND ANALYSIS

In order to establish clear criteria that will promote advances in website design and execution, the goal of this study is to provide a theoretical, comprehensive, and quantifiable framework for evaluating the quality of websites. Furthermore, regardless of the services that websites provide, we want to build a framework that can run dependable apps across a wide spectrum of websites. Using a multi-phase strategy, a variety of literature reviews, reviews of top sites, identification of industry and research-based success criteria, comparison of variables with published industry score studies, and application of our own expertise in the area were all included. In order to achieve the goals of this study, our methodology layered industrial and academic research to determine quality parameters. Following a thorough and in-depth analysis of various assessment techniques and their constituent parts utilised in various online services, we put forth a four-dimensional set of criteria that encompasses all prior dimensions and constituent parts, making it suitable for use as a general standard for evaluating a wide range of websites. The quality of the information, design, organisation, and user-friendliness are the characteristics of the recommended criteria. To examine the use of our suggested criteria in earlier research, we reorganised every component of every dimension in the earlier study such that it fell under one of the four new dimensions. After the dimensions of earlier research were rearranged to fit the suggested 4-dimensions criterion, the outcome is shown In accordance with the services that a website provides, we compiled the typical quality dimensions. Standard metrics for assessing e-business and e-commerce websites included currency, accuracy, thorough and value-added content, ease of use, dependability, availability of the necessary information, speed of download, customization, efficient internal search, various customer service and support options, security and privacy in all transaction types, logical grouping of website elements, and visually appealing design that draws the user in and tempts them to stay on the page longer [4-7, 10, 12-14, 18-20, 25-28, 30, 32, 33, 38, 40, 41, 43, 46, 49].The assessment of educational websites was conducted using common dimensions, which included currency, correctness and comprehensibility of material, simplicity of use, clear website layout, and an appealing design [24, 35, 39, 48, 49]. Common metrics used to evaluate the quality of banking websites included usability, personalization, internal search capabilities, transaction security, visual appeal, and practical user-website interaction to enable real-time feedback from one user to another [2, 3, 11, 16, 36, 44, 47, 49]. The following common metrics have been used to evaluate the quality of government websites: secure transactions, simple to comprehend, fast response times, current and accurate information, and an efficient search engine [1, 9, 22, 23, 29, 49]. Regular

4. THE PROPOSED FRAMEWORK

A wide variety of reference disciplines, empirical practises, and knowledge and experience from divergent sources are all attempted to be integrated into the suggested framework. Finding quantifiable elements and signs that now make up a good website is the goal. A current depiction of the ideal website is created, consisting of a set of characteristics. It is possible to compare between using the suggested framework.

After going through each assessment criterion, we added its indications to the appropriate locations inside the suggested 4-dimension criteria. In addition, we included certain indicators that we felt were crucial based on our own experiences.

All of the primary metrics from earlier research assessing the calibre of websites are included in our criteria. The suggested framework's hierarchy is summed up in Figure 2.

Figure 2

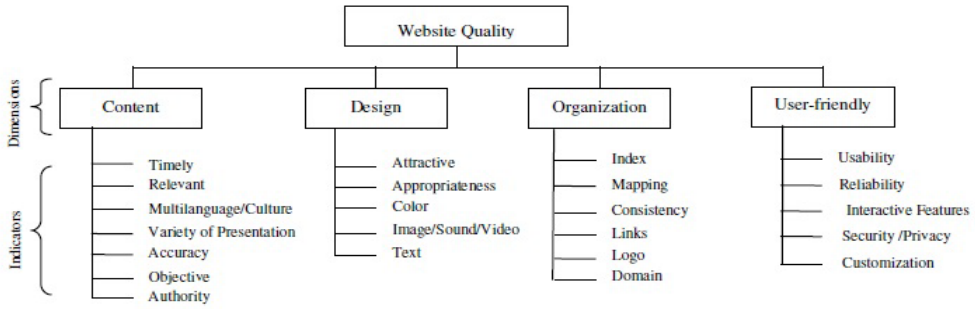

Figure 2 Hierarchy of The Proposed Framework

Everyone agrees that one crucial factor that addresses the qualities of the information on websites is content quality. Given that it is the primary source of value for users, Singh and Sook [39] dubbed this dimension of every website the "king dimension." various scholars have approached this dimension in various ways. A number of scholars have examined website content in isolation [15, 18], while others have included information or content quality as a fundamental component of their evaluation models [2, 4-6, 10, 22, 27, 28, 32, 33, 36, 38-40, 43]. Regarding the content quality dimension, the most significant indicators and check items are those listed below, which are compiled in Table 1. Timely: Web content's currency and degree of up-to-dateness, frequency of updates, and clarity on the current of updates [4, 5, 7, 9, 12, 13, 15, 18, 19, 22, 24, 28, 30, 31, 33, 35, 38, 41, 49].The degree to which material on websites is thorough, full, and offers the appropriate amount of detail is referred to as relevance [5, 10, 12, 14, 15, 18, 32, 33, 35, 43, 49]. The degree to which it meets users' needs [7,22,23,32,35, 39], is informative, meaningful, and adds value based on its audience [22, 46]. Thus, websites comprise In order to allay clients' concerns about using the website, the organisation provides information about its goals [3, 19, 22, 36], history [3, 6], audience or customers [15, 18, 36], goods or services [6, 28, 36], and images of its facilities [6]. The websites include information in several languages [1, 12, 13, 22, 23, 26, 44], are culturally appropriate [12, 23], and cater to the requirements of all users, irrespective of their location. A variety of presentation formats are used to deliver information, allowing users to download the version that best fits them [22, 39, 44]. These formats include text (. doc,. pdf,...), video, audio, and more. The material provided is accurate, devoid of typographical or grammatical mistakes [4, 5, 7, 12, 14, 15, 18, 22, 23, 28, 32, 33, 39, 41, 49], and the sources of the information are cited [13, 15, 18, 35]. 6. Objective: Data is provided objectively, devoid of institutional, political, cultural, or religious prejudice [15, 18, 35]. 7. Authority: The following details may be found on websites to determine their credibility or degree of user confidence: the physical address of the organisation [13, 20, 22], the sponsor(s) of the site [12, 15, 18, 19, 26, 32, 35], the manager(s) of the site [12, 18, 19, 35], and the manager(s) of the site specified [12, 18], The website manager's email address is reachable [13, 15, 19, 35], copyright identification is present [35], and metadata components are included [9, 12].with fewer screens on each page [22, 48], and with each page properly balanced [19].

Table 1

Table 1 Indicators and Check Elements of the Content Quality Dimension

Indicators	Checklist
Timely	Up-to-date information
	How frequency the website is updated
	When the website was updated
Relevant	Organization's objectives
	Organization's history
	Customers (audience)
	Products or services
	Photography of organization's facilities
Multilanguage/	Use different languages
Culture	Present to different cultured
Variety of	Different forms (text, audio, video, …)
Presentation	
Accuracy	Precise information (no spelling, grammar errors)
	Sources of information is identified
Objective	Objective presentation of information
Authority	Organization's physical address
	Sponsor (s) of the site
	Manager (s) of the site
	Specifications of site's managers
	Identification of copyright
	Email to manager

5. DESIGN QUALITY

This aspect of website design focuses on the aesthetic elements that draw visitors in, motivate them to spend more time on the page, and entice them to return. A significant amount of prior research has addressed this dimension. Companies work hard to create engaging and creative website designs since a poorly designed website may prevent prospective readers from seeing exceptional content because they may become disinterested, lost, or quit trying to access the content [39]. Twelve criteria that focus on the website design dimension were thoroughly discussed by Yoo and Jin [48]. In their evaluation model, this dimension is deemed significant by some academics. Some defined this dimension as part of the usability dimension of their criteria [5, 6, 24, 29], while others referred to it as information design, display, or presentation [4, 18, 19, 22, 27, 38-40, 43]. Regarding the design quality dimension, the most significant indicators and check items are those listed below, which are compiled in Table 2.

Attractive: The website's original design [23] and attractive visuals and animation [2, 4-8, 13, 19, 22, 23, 36, 39, 43, 47] provide an appealing impact. The website has an emotional appeal that makes the user feel content, pleasant, joyful, and pleasurable [4-7, 12, 23, 25, 28, 39, 49]. Secondly, the website's design is suitable for the kind of website it is [5]. The images on the pages fulfil their intended functions [18, 35]. Pictures, hues, and text are 3. Colour: This refers to how well background and text colours are used in website design [1, 6, 8, 19, 22, 24, 27, 39, 40, 43]. Light colours are favoured for usage in correspondence with backdrop colour [47]. Text colours on a single page shouldn't use more than four colours [48]. 4. Picture, Sound, and Video: These refer to the non-text components that are used

on the website [2, 6, 8, 18, 19, 22–24, 32, 35, 36, 39, 40, 43]. It is recommended to utilise a limited amount of images, sounds, and videos on each page, since larger sizes will cause the page to download more slowly, something that customers do not like [38, 48]. Every non-text element should have an alternative text [22, 29, 38]. The topic of text pertains to the features of text that are used on webpages [6, 8, 24, 40, 43]. Text should be consistent; all pages should utilise the same font size and style, with the exception of titles [48]. Text fonts should be selected based on relative size [19, 38] and be among the most legible ones [1, 22, 38]. Because they take up space and are difficult to read, capital letters shouldn't be used on pages unless they are titles or headers [38, 48]. In order to prevent crowded pages, white space or breathing room should be used between page components [27, 48]. It is preferable to include one or more headers, such as titles, subtitles, and subsubtitles, where applicable [48]. Pages with scrolling text shouldn't conceal a lot of information [48]. When downloading image(s), pages should display text first and subsequently the image(s) [48].

Table 2

Table 2 Indicators and Check Elements of the Design Quality Dimension

Indicators	Checklist
Attractive	Innovative
	Aesthetic effects
	Emotional appeal
Appropriateness	Appropriate to the type of website
	Image used within it serve functional purposes
	Balancing (images, colors, and text)
	Number of screens per page
Color	Background color
	Text color
Image/Sound/ Video	Number of image/sound/videos
	Size of image/sound/video
	Provide alternative text for all non text elements
Text	Consistency (type, style)
	Readable
	Relative size
	Capital letters
	Breathing space
	Multiple headings
	Scrolling text
	Sequential appearance of text then images
	Working links
	Assistant links (back to home, top, back to original website)
	Worthy links (to other related websites, no dead links)
	Visiting pages
	Organization’s logo is clear and noticeable
	Meaningful domain name

6. ORGANIZATION QUALITY

The objective of this dimension is to help users find information quickly, navigate the website with ease, feel at ease with its consistency in layout, and remain aware that they are still on the same website by logically grouping, categorising, or structuring the elements of each page [1, 22, 32, 43, 46]. Structure motifs covering most aspects of this dimension are suggested by Heimlich and Wang [19]. Under the usability component in their models, the majority of studies referred to the aspects of organisation dimension [2, 11, 36, 39, 40, 47]. However, others defined the organisation dimension's components as belonging to other dimensions, such as navigation [6, 38, 43], content [38], communication [20], or information [2]. As they relate to the organisation quality dimension, the following indicators and check elements—which are compiled in Table 3—are imperative. The main page of the website provides connections to all of the pages, including an index, giving the visitor a general understanding of all of the website's primary categories [12, 19, 47]. Website mapping: To make surfing the website easier, there is a sufficient map or navigation bar/menu on every page [2, 8, 12, 22, 26, 36, 38]. According to references [8, 19, 22, 29], a user may determine which page they are currently on, even when they are online. The website has consistency in the basic appearance of all its pages [6, 11, 19, 22, 24, 47]. Fourth, links should lead users to their intended destinations when they function effectively [13, 15, 18, 20, 22, 28, 38-49]. Whenever a user navigates through a lengthy page, assistant links should be provided to allow them to return to the main page. When a user clicks on an external link on any page, they can also go back to the original website [6, 12, 19]. Aside from dead links [20, 38], there are respectable links that direct users to other relevant websites [2, 15, 22, 39], and links that change colour once a person visits them [19]. Clearly visible on each page of the website is the organization's logo [26]. 6. Domain: In compliance with net standards and synonymous with the services it offers, the organization's name has significance[17].

7. USER-FRIENDLY QUALITY

Given the significance of this dimension, almost all earlier research included it, or at least one of its indicators, into their criterion model. The website's ability to maintain a certain level of performance when used [14], interactivity or connectivity—which emphasises the existence of interaction between user and website using various tools—are just a few of the many issues it addresses. Helps any user, regardless of education or experience, find the needed information faster [24]. Regarding the design user-friendliness dimension, the foremost indications and check items are those listed below, as a summary may be found in Table 4. Usefulness: [1, 3-6, 8, 10-14,18,19,22-25,27-29,33,36,38,40,41,43,47,49] The website is simple to access, utilise, and comprehend. It is evident to the user that fresh content is uploaded to the website, and it is simple to locate the website using other websites [6, 18, 32, 41]. 2. Reliability: The website provides easy-to-remember addresses [13, 15, 32, 44], has a quick download time [9, 10, 13, 22, 32, 33, 36, 39, 43, 46], supports several browsers [1, 22, 29], and functions correctly with varying screen resolutions. You can quantify the effectiveness of a website by tracking the number of visitors, and there aren't many adverts on the sites to prevent pages from downloading slowly [2], [6, 10]. There is also a 24-hour version of the website [1, 3, 6, 10, 11, 13, 14, 33, 46]. 3. Interactive elements: Instructions on how to utilise the various sections, forms, and components of the website are clearly marked [4]. Users are assisted by a help feature and comprehensible error messages

[2, 15, 18, 27, 28, 38, 39, 41, 47]. The answers to often asked questions are compiled in a FAQ, which is accessible [2, 20, 26, 27, 33, 36, 44]. [2, 3, 6, 7, 11, 13, 16, 18–20, 22, 23, 26, 28, 36, 48, 49] has an efficient internal search engine to search the website's content. There are email, chat rooms, online communities, and suggestion forms as means of communication and feedback between users and websites [2, 3, 5-7, 10-14, 16, 18-20, 22, 23, 26, 27, 30, 32, 33, 36, 39, 44, 47]. [28] Users may quickly monitor their orders and be provided follow-up support. Effective techniques are used to ensure the security and privacy of transactions, with the aim of gaining the confidence of users [2–5, 10–12, 14,–15, 20, 22, 23–25–28, 33–36, 39, 49]. To secure consumers' trust, personal data must be kept private to prevent unapproved people from handling or accessing it [2, 5, 6, 11, 15, 22, 23, 25-28, 33, 36].The act of customising a website's content to a particular user's requirements and performance [2–6, 10, 11, 13, 16, 30, 32, 39, 46].

Table 3

Table 3 Indicators and Check Elements of the Organization Quality Dimension

Indicators	Checklist
Index	Index or links to all website's pages
Mapping	Adequate website map or navigation bar/menu
	Current page
Consistency	General layout
Links	Working links
	Assistant links (back to home, top, back to original website)
	Worthy links (to other related websites, no dead links)
	Visiting pages
Logo	Organization's logo is clear and noticeable
Domain	Meaningful domain name

Table 4

Table 4 Indicators and Check Elements of the User- Friendly Quality Dimension

Indicators	Checklist
Usability	Ease to use, understand, operate, find, or navigate
	Easy to find using search engines
	What's new
Reliability	Appropriate and easy to remember URL
	Short download speed
	Multi browser support
	Work properly using different screen settings
	Fewer ads
	Measuring efficiency
	Availability
Interactive Features	Clear instructions
	Help function
	FAQ
	Effective internal search tool

	Feedback between user and website
	(email, chat, online community, suggested forms)
	Review transactions
	Tracking order
Security	Secure transactions
/Privacy	Privacy
Customization	Tailoring content to the needs of specific
	users

8. CONCLUSIONS AND FUTURE WORK

Nearly every sector of business has seen a transformation as a result of the Internet's recent and exponential rise in terms of volume of commercial transaction. Recent advances in information and communication technology have ushered in a new age for economics, finance, and business. There has never been a business climate like the one that the Internet has produced. The internet's rapid growth has made it necessary to develop measurement standards for assessing factors associated with web application quality. Every industrial sector has been impacted by the increased awareness of quality concerns in recent years. This is because an organization's online reputation is damaged and its online image is poorly presented by a website that is difficult to navigate. In order to benchmark against rivals and industry best practises and to continuously enhance its e-commerce services, it is crucial for an organisation to evaluate the quality of its offerings. The quality of many websites was assessed using the most modern assessment techniques, which were discussed in this study. It also suggests a thorough framework for evaluating the quality of any website, independent of the services it provides. An overview of the framework's dimensions, indicators, and checklist may be found in the Appendix below. Furthermore, regardless of the services that websites provide, our framework can run dependable apps on a wide variety of websites. Once specific weights were assigned to these variables and associated indications, creating a questionnaire would be simple. A variety of online domains, including finance, commerce, government, education, and business, could use the questionnaire. Evaluation of these dimensions and their indicators, as well as any necessary updates, will be aided by the questionnaire analysis results.

CONFLICT OF INTERESTS

None.

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