

## A STUDY ON STUDENT SATISFACTION OF PTAR LIBRARY AT UNIVERSITI TEKNOLOGI MARA (UITM) PUNCAK PERDANA CAMPUS

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### Abstract

The aim of this study is to evaluate student satisfaction on library services. Library is important especially for university student. They can refer to the library to find any material regarding to their study and assignment. However, the effectiveness of library services nowadays always questionable especially with the development of advance technology where student can find material from the internet. This paper is important to identify whether student are satisfy with their library or not.

**Keywords:** *library; library services; student satisfaction; university*

### INTRODUCTION

Academic libraries serve colleges and universities, their students, staff and faculty. Larger institutions may have several libraries on their campuses dedicated to serving particular schools such as law and science libraries. Many academic librarians become specialists in an area of knowledge and can have faculty status (American Library Association, 2015). A library is a place that has an organized a services and facilities to the user especially students. A university library may described as the heart of the learning community, providing a place for students, lecturer and researchers to do their research and advance their knowledge and information.

In Uitm Puncak Perdana has an academic library that called Perpustakaan Tun Abdul Razak that provides a library services that include a collections, information sources, references department, ICT services, interlibrary loan, online database, Online Public Access Cataloguing and many more especially for Uitm students or staff. Academic library is an institution that served the entire university community, where it is providing academic information sources and services that give that satisfaction for their users.

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This services is use to help students easy to do their assignment and research. However, not all library are perfect sometimes the services provided by the library is not satisfied the user to use it. Many user go to the library to find the information and do their assignment or research. They have their own perception and make an evaluation about the library services. According to Desa & Kassim (2014), state the concept of user satisfaction in the library literature has evolved to include broader focus on user perceptions of libraries. Satisfaction is about personal, emotional reaction to library services and consist of services encounter satisfaction "the consumer dis/satisfaction with a discrete services encounter.

It is need for the researcher to evaluate the satisfaction of students about library services of Uitm Puncak Perdana , because not all students are satisfied with the services provided by the library. For example one student prefers to use online internet to find information rather than using physical materials such as book and don't know to using the online database. Not all students satisfied with the services provided in the library and they need to know about the library services with the assistance rather than librarian or staff in the library. As a researcher, we need to make a questionnaire to student that can help us to know the perception, awareness, evaluation and satisfaction of students in usage the library services in library of UiTM Puncak Perdana Campus.

### ISSUES

Open source library automation systems, Open-source library systems have become viable options for library consortia groups of all types. Evergreen is an open-source library automation system for large and small libraries of all types. Open-source systems and products were designed to facilitate collaboration. Stakeholders' adoption and usage of information technologies has been a critical research target regarding the implementation of information systems. At the same time poor library facilities and accomodations cause a major lack of satisfaction among student (Eze, 2015). This is because student need a room for discussion in the library (Alhardi & Middleton, 2011)

## RESEARCH QUESTIONS

In this paper, we identify several research questions for us to identify the aim objective of the research.

- What are the types of services required by users?
- What is the level of students satisfaction towards services provided in Library PTAR Puncak Perdana?
- What are the types of problems faced by students using services provided in Library PTAR PuncakPerdana?
- Did the services provided in Library PTAR PuncakPerdana fulfil the students requirements?

## RESEARCH OBJECTIVES

This paper aim to measure the level of student's satisfaction towards services provided in Library PTAR Puncak Perdana Campus. In order to achive this aim, we identify three sub-goals. The sub-goals are:

- To investigate what type of problem faced by student using services provided in Library PTAR Puncak Perdana Campus.
- To measure the practicality or quality of services provided in Library PTAR Puncak Perdana Campus.
- To recommend improvements of services in Library PTAR Puncak Perdana to fulfil the students requirements.

## EXPECTED OUTCOMES

The study is expected to assure the quality of library in providing the most accurate information to the public. The quality of library includes :

- Neutrality.
- Respect intellectual property.
- Safe storage.
- Legality.
- Adequate resources.

In conclusion library plays a crucial role in dissemination of information services to student, academician and teacher. It is clear that library services should be user oriented in order to satisfy customer needs effectively.

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