FACULTY OF INFORMATION MANAGEMENT
MARA UNIVERSITY OF TECHNOLOGY

MIM 880: RESEARCH PROJECT IN
INFORMATION MANAGEMENT

FACTORS AFFECTING USER SATISFACTION ON E-SERVICES IN
PERPUSTAKAAN TENGKU ANIS

NURFATIHAH BT S BAHARUDDIN
(2011318343)

MASTERS OF SCIENCE IN INFORMATION MANAGEMENT

JANUARY 2014
FACTORS AFFECTING USER SATISFACTION ON E-SERVICES IN PERPUSTAKAAN TENGKU ANIS

BY
NURFATIHAN BINTI S.BAHARUDDIN
(2011318343)

This project is submitted to Faculty of Information Management MARA University of Technology, Shah Alam in partial fulfillment of the requirement for Master of Science in Information Management

FACULTY OF INFORMATION MANAGEMENT
MARA UNIVERSITY OF TECHNOLOGY
SHAH ALAM

MIM 880: RESEARCH PROJECT IN INFORMATION MANAGEMENT

JANUARY 2014
FACTORS AFFECTING USER SATISFACTION ON E-SERVICES IN
PERPUSTAKAAN TENGKU ANIS

NURFATIHAH BINTI S BAHARUDDIN
(2011318343)

FACULTY OF INFORMATION MANAGEMENT
MARA UNIVERSITY OF TECHNOLOGY
SHAH ALAM

JANUARY 2014
ACKNOWLEDGEMENT

Alhamdullilah and thanks for the Almighty as Him still give me chance to complete this independence study successfully. I’m also heartily thankful and deepest appreciation to my supervisor, Dr Dang Merduwati Hashim, who continuous encouragement, guidance and support from the initial to the final level enable me to develop an understanding of the research.

I also must acknowledge my gratitude to all the authors and writers whose articles and writings have help me in completing this research.

In addition, much of the credit for whatever is good in this research should be given to those individuals from many areas of information field who have given me so generously of their knowledge and experience especially all the staffs in Perpustakaan Tengku Anis UiTM Kelantan.

Besides that, I also would love to give our appreciation to all my family and friends for their support and helped me to get all the information which is needed in completing this study.

THANK YOU.
ABSTRACT

The innovation of Information Communication and Technology (ICT) has changed the library management trend. The purpose of the study was to determine the factor affecting e-service satisfaction and to determine user acceptance of e-service in Perpustakaan Tengku Anis (PTA), University Technology MARA (UiTM) Cawangan Kelantan. Undergraduate students from faculty of management and business cluster are chosen as research population and it enrolled separated faculty consists of Faculty of Information Management, Faculty of Business Management, and Faculty of Accountancy. The study show that web design, navigation, usability, usefulness, information quality and responsiveness does contribute towards e-service satisfaction.

Keywords: Electronic service, user satisfaction, UiTM Kelantan, and Perpustakaan Tengku Anis (PTA)