



**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**

**NURFATIAH BT S BAHARUDDIN
(2011318343)**

MASTERS OF SCIENCE IN INFORMATION MANAGEMENT

JANUARY 2014

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PERPUSTAKAAN TENGKU ANIS**

BY

**NURFATIAH 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

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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)