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

NURFATIHAH BT S BAHARUDDIN
(2011318343)

MASTERS 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)
# TABLE OF CONTENTS

**Acknowledgement**  
*  
**Contents**  
*ii-vi  
**Abstract**  
*vii  
**List of Illustrations**  
*viii-x  
**List of Abbreviation**  
*xi

## CHAPTER 1 (INTRODUCTION)

1.1 Introduction  
1  
1.2 Problem Statement  
3  
1.3 Research Questions  
5  
1.4 Research Objectives  
6  
1.5 Scope of the Study  
7  
1.6 Significance of Study  
6  
1.7 Chapter Summary  
8

## CHAPTER 2 (LITERATURE REVIEW)

2.1 Introduction  
9  
2.2 Definition of Terms  
9  
   a) Electronic service (e-service)  
   9  
   b) User satisfaction  
   10
### 2.3 Previous Studies

*The concept of e-services*

*E-services in library*

*User satisfaction toward e-service*

*Factors affecting e-service user satisfaction.*

### 2.4 Theoretical Review

### 2.5 Methodological Review

### 2.6 Theoretical Framework

- a) *Web design*
- b) *Navigation*
- c) *Usefulness*
- d) *Usability*
- e) *Information quality*
- f) *Responsiveness*

### 2.7 Chapter Summary
# CHAPTER 3 (METHODOLOGY)

## 3.1 Introduction

## 3.2 Research Paradigm

*Data collection method*

*Research population*

*Sampling technique*

## 3.3 Research Process

*Problem definition*

*Research design developed*

*Data collection*

*Data analysis*

*Report presentation*

## 3.4 Research Instrument

## 3.5 Data analysis

*Frequency analysis*

*Descriptive statistics*

*Validity and reliability test*

*Correlation analysis*

## 3.6 Chapter Summary

iv