

**UNIVERSITI TEKNOLOGI MARA**

**DETERMINANTS AND IMPACTS OF DIGITAL  
LIBRARY USAGE:  
A SURVEY AMONG SELECTED IRANIAN  
UNIVERSITIES**

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Thesis submitted in fulfilment  
Of the requirements for the degree of  
**Doctor of Philosophy**

**Faculty of Information Management**

October 2016

## ABSTRACT

In the age of information, digital library (DL) adoption among Iranian universities and academic higher learning institutions has been very common. It is no longer considered as a lavish technological investment, but rather treated as technological need and necessity crucial to the survival of the university. Various studies have revealed that universities and academic higher learning institutions have benefitted from the installation of the digital libraries. In an academic environment, DL usage is purely volitional or optional. Innovative users would effectively use the DL for some specific reasons and objectives, while others may simply ignore it. This situation simply suggests that there are some determining factors that shape the usage behavior of the users. Given that digital libraries (DL) have been implemented in most Iranian universities and academic higher learning institutions, knowledge regarding users' usage behavior is still very limited. Not much is really known about the extent users; especially students exploit the DL for the purpose of enhancing their performance and productivity. Similarly, little is really known about the factors that shape Iranian students' DL usage behavior from users' lenses. To this effect, this study is aimed to investigate the usage behavior of users in a DL environment in selected Iranian universities. In addition, it is also aimed at investigating the determinants of DL usage behavior. Finally, this study also intends to investigate the impact of DL usage behavior among users. The conduct of this study was using a quantitative approach. Three universities were involved in the study, namely University of Tehran, Tehran University of Medical Science and Sharif University of Technology. These universities were chosen because they are the top three biggest universities in Iran. On top of that, DLs have been implemented in these universities for more than ten years. Preliminary studies involving interviews, observation and review of materials (i.e., the DL itself) were undertaken to understand the phenomenon of DL usage and its corresponding determinants and impacts. The findings of the studies were then used to refine the theoretical framework and the corresponding testable hypothesis. In order to test the hypotheses, a self-administered questionnaire was disseminated to a population which consisted of DL users in the three participating academic libraries. A convenience sampling technique was adopted so as to ascertain that respondents were well represented by various departments. A total of 750 valid responses were analyzed to test the developed hypotheses. Structural Equation Modelling (SEM) approach was used to analyze the data. The findings suggest that DL use has a significant relationship with individual performance. In addition, it was also found that technological characteristics are also significant predictors of DL use. Among the four dimensions of individual characteristics, the study found that only attitude towards DL as significant predictor. The findings of the study can viewed from both theoretical and practical perspectives. From the theoretical viewpoint, it has developed an empirical based framework depicting the determinants and impacts of DL use. From the practical viewpoint, the developed instrument can be used to gauge the performance of the DL.

## ACKNOWLEDGEMENT

Firstly, I wish to thank God for giving me the opportunity to embark on my PhD and for completing this long and challenging journey successfully. I would like to acknowledge the assistance, support and guidance of the following individuals, without their support this study could not have been completed.

I would like to say special thanks and appreciate to my supervisor Assoc. Professor. Dr. Hj. Mohamad Noorman Masrek for not only providing the opportunity for this research but also for the continuous support, guidance, encouragement, comments and insights from its inception to completion of the final draft and the continuous guidance and coaching throughout this enduring task. And also thanks to Dr. Hj. Saiful Farik Mat Yatin for his support and encouragement.

I would like to thank my beloved parents and family, also like to dedicate my gratitude to my brothers for their kind assistance and your untiring support of this endeavour.

I would like to pay my thanks to all my 'virtual advisors' for their constructive comments and feedback during the stage of refining my research framework Assoc Prof. Dr.Sazili Mohd Shahibi as dean of faculty, Professor Dr. Adnan Jamalodin, Assoc. Professor Dr.Siti Arpha, Dr.Dang, Dr. Zam Harriro, Dr. Sedighah Moghavvemi, and Dr.Shahin Dezdar. I would like to thank all the three universities, University of Tehran, University of Medical Science and Sharif University of Technology that participated in this study. Sincere thanks and gratitude is also dedicated to all of the staffs of University of Tehran, Tehran University of Medical Science, and Sharif University of Technology, who willingly responded to the questionnaires. And my deepest appreciation is also reserved for participants from these universities who cooperated during this study and the appointed staffs who willingly helped me to disseminate and collect questionnaires.

Lastly, I would like to express my gratitude to those whose name I have not mentioned but have directly or indirectly helped me throughout my research.

Ismail Samadi  
October, 2016

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## **CHAPTER ONE: INTRODUCTION**

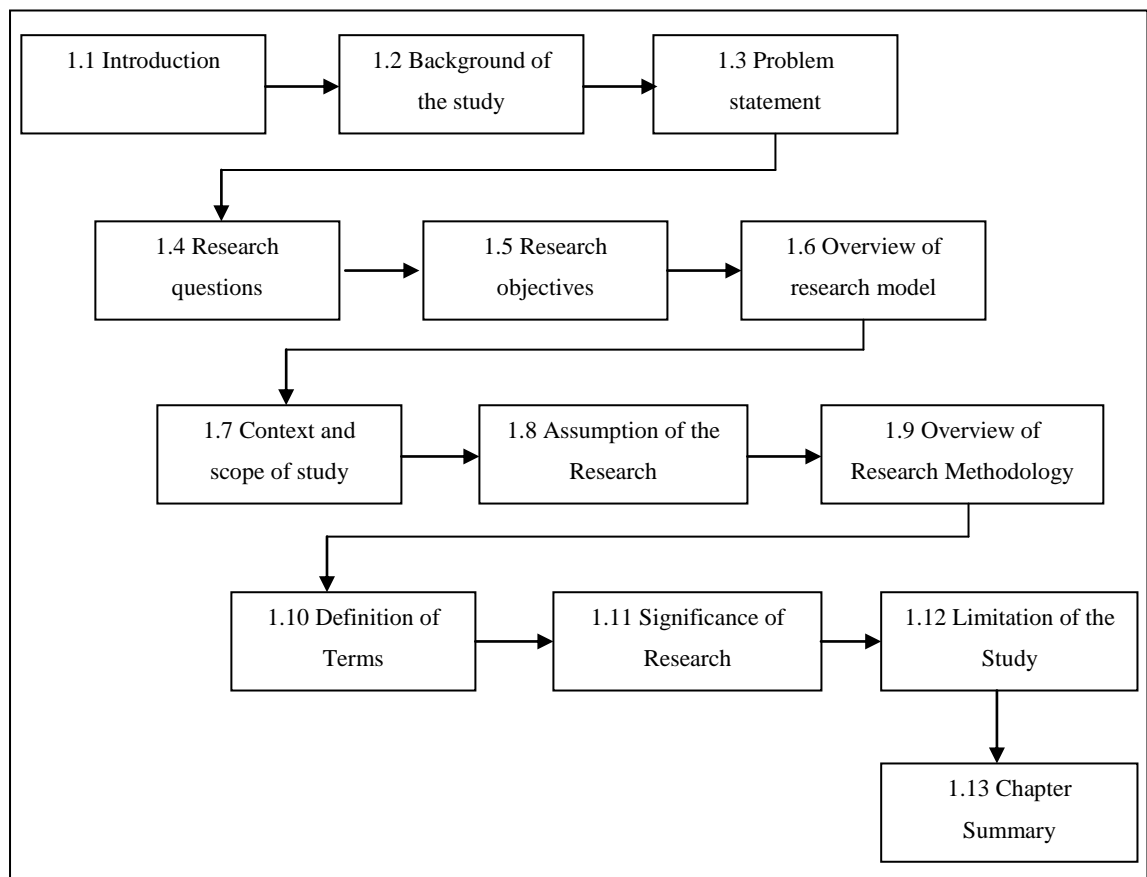
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# CHAPTER ONE

## INTRODUCTION

### 1.1 INTRODUCTION

Chapter one provides an overview of the entire research. In this chapter, the background of the study, problem statement, research questions, and research objectives, overview of research model, context and scope of study, overview of research methodology, significance, and limitation of the research are presented. Figure 1.1 depicts the outline of Chapter one.



*Figure 1.1: Outline of Chapter One*