

**PROGRAM OF QUANTITY SURVEYING  
DEPARTMENT OF BUILT ENVIRONMENT STUDIES  
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UNIVERSITI TEKNOLOGI MARA PERAK BRANCH**

**EVALUATING LEVEL OF SATISFACTION  
AMONG USERS ON THE ACADEMIC LIBRARY  
FACILITIES AT PTAR UITM PERAK**

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## **ABSTRACT**

A library is an essential part of any university. The library may hold the key to the university's and undergraduates' success. Even though libraries provide many benefits to users, most users do not visit the library because of the unavailability of library facilities such as reading materials, computers, OPAC stations, and many more. Due to this scenario, this research aims to evaluate the users' perspective on the availability of library facilities. This research seeks to identify the facilities provided in the university's library, investigate the users' satisfaction level with the university's libraries, and recommend improvements to library facilities to increase the users' satisfaction level. This research only involved Perpustakaan Tun Abdul Razak (PTAR) in UiTM Seri Iskandar. All the data for this research was collected using questionnaires for the total respondents of 375, which comprised UiTM Seri Iskandar students. Next, the data were analyzed using SPSS version 26. All the data obtained were presented in pie charts, bar charts, and tables. This research revealed that most of the respondents were satisfied with the PTAR facilities. However, PTAR should improve some facilities such as group study areas, internet, and reading materials to enhance the users' satisfaction. There were four major problems associated with library facilities; space and arrangement, outdated reading materials, inadequate facilities, and poor ICT infrastructure. This research also identified several recommendations to improve users' satisfaction levels related to library facilities. In conclusion, this research helps the library management ensure the library facilities meet all the users' requirements.

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# CHAPTER 1

## INTRODUCTION

### 1.1 RESEARCH BACKGROUND

An academic library is an essential part of a university that serves the basic needs of its students, staff, researchers, and other users. Onwudinjo et al. (2015) stated that the primary role of an academic library in carrying out its goals is to act as an auxiliary to its parent institution. The author also discussed how the library is an essential academic community intellectual resource. It enables the university to fulfill the requirements of the curriculum and encourage studies and research. As a result, when users work in the library, the users tend to be more productive. Therefore, high-quality library facilities give a significant impact on users' satisfaction with the library. Besides, the education system is incomplete without an excellent library. It means the academic libraries are vital to helping in learning, teaching, and research activities.

Every university has a library that provides the required information for its faculty members. Many libraries serve valuable skills to undergraduates for their educational programs (Martzoukou, 2016). Besides, the library's primary collections are books, papers, theses, dissertations, and media collections. The library also provides e-resources such as e-journals, e-databases, e-books, e-newspapers, citation indexes, and reference services. The facilities assisted students and faculty in accessing information anywhere online for teaching, learning, and research purposes (Wei & Yi, 2018).