



**FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA**

BSc. Information Studies (Hons) Library & Information Management (IM220)

RESEARCH REPORT

**RESEARCH PROJECT: THE EFFECTIVENESS OF LIBRARY SERVICE
BY IMPLEMENTING KUMPULAN INOVATIF KREATIF (K.I.K) AT TUN
DR. ISMAIL LIBRARY (PTDI)**

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

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Author declaration

I declare that all work submitted for assessment in this subject will be my own work and does not involve plagiarism or teamwork except the work that have been cited.

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Abstract

This research is about the Effectiveness of Library Services by Implementing Kumpulan Inovasi Kreatif (K.I.K) at PTDI. The scope of this research is to examine the student awareness about K.I.K activity in PTDI. It also determine about the student perception towards PTDI library services after implementing the K.I.K activity and its benefit for the staff innovation and creativity.

Keywords : services quality, Kumpulan Kreatif Inovatif (K.I.K), Library services.