

**UNIVERSITI TEKNOLOGI MARA**

**Users' Perception on Perpustakaan Tun Abdul Razak  
Digital Libraries: a case study among final year  
students of Faculty of Information Management,  
Universiti Teknologi MARA**

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Dissertation submitted in fulfillment of the requirements for the degree of  
**Master in Library Science**

**Faculty of Information Management**

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## **Candidate's Declaration**

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

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## **Abstract**

Information has become vital and important element to meet the people working requirements and needs. With the exploitation of internet and information technology, digital library is an interactive method for the users in accessing and retrieving information. This study investigates users' perception on Universiti Teknologi MARA (UiTM) digital library services to Faculty of Information Management final semester students in PTAR Puncak Perdana, UiTM. This study determines how the UiTM digital library supports the last semester student of Faculty of Information Management in their search for information and process of studying. Users' perception on UiTM digital library is investigated in term of accessibility, content, interface and services. The survey instrument that has been distributed is questionnaire that based on the content, accessibility, interface and services of the UiTM digital library and it has been distributed to the final semester students of Faculty of Information Management. This study used purposive sampling and it has been distributed to 90 final semester students of Faculty of Information Management. As been concluded in the findings of this study, the interface of UiTM digital library is effective and user-friendly. But there are also some weaknesses that need to be study and examine by the PTAR library regarding the interface of the UiTM digital library. For the contents of UiTM digital library, many respondents agree that the contents are reliable, adequate and current. PTAR library need to improve and maintain the reliability, adequacy, and update the contents to ensure their users will only get quality information and resources. Accessibility of UiTM digital library is the major problem that needs to be study and examine by PTAR library. Most of the respondents are not satisfy with the accessibility of UiTM digital library. Services of UiTM digital library should be improve in order to give better library services to the users. The most important aspect is the assistance from library staff and guidance on UiTM digital library. As the Faculty of Information Management students largely depends on UiTM digital library in accessing and retrieving information, it is expected that the findings of this study will be useful for PTAR library in improving the UiTM digital library in the future in order to meet their user's expectations and needs. PTAR

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