IML 604
RESEARCH PROJECTS IN LIBRARY & INFORMATION CENTERS

USER SATISFACTION TOWARDS EQPS SYSTEM
AMONG BIS STUDENTS IN UiTM KEDAH

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"may you be blessed by the love of ALLAH S.W.T and be guided by him in all that you do"

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(Latifah bt Ab Rahman)

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Abstract: *System effectiveness, which describes how successful a system, is in terms of user satisfaction and the impact of that system on individuals and the organization itself. EQPS (Electronic Question Paper System) is one of the systems under the Faculty Course Outline Resources@PTAR (FCORP). This system facilitate the searching of past examinations question according to faculty. This study is conducted to determine the user satisfaction towards information quality, system quality, and service quality of the EQPS System. The method used to select the sample of respondents is simple random sampling. For this study, 140 sample of respondents was selected from 219 total number of targeted population according the sample size for a given population size. For analyzing data and finding, Statistical Package for Social Sciences (SPSS) version 17 has been used. From the finding, majority respondents are satisfy with the system. However, lecturer, BLIBS club, library and peer promotion is needed to increase the usage of this system because it will contribute to the greater result in the final examinations.*

Keywords: EQPS, information quality, system quality, service quality, individual impact, user satisfaction