



UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

USER SATISFACTION REGARDING THE LIBRARY FACILITIES IN
PERPUSTAKAAN TUN DR ISMAIL, UiTM JOHOR BAHRU, KAMPUS PASIR
GUDANG

PERPUSTAKAAN TUN DR ISMAIL, KAMPUS PASIR GUDANG
UiTM JOHOR BAHRU, 81750 JOHOR BAHRU

NURUL AIZZAT BINTI MOHD SAIDI
2011742863

BACHELOR OF SCIENCE (HONORS)
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PREPARED BY
NURUL AIZZAT BINTI MOHD SAIDI
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Declaration

I hereby certify that I am the sole author of this report and that no part of this report has been submitted for any other purpose.

To the best of my knowledge, I certify that all the details of this report is genuinely my own training experience as the trainee librarian and this report has not been published before. All information presented is based on author's knowledge and experience and not plagiarize anyone's work.

Signature

Name : NURUL AIZZAT BINTI MOHD SAIDI

Matrics Number: 2011742863

Date : 11th JUNE 2014

Acknowledgement



Alhamdulillah, praise to Allah, Most Gracious and Most Merciful for giving me a good health to finish my practical session and completing this report at given time. Praises to God for giving me the patient, strength and determination to go through and complete my training session.

Next, I would like to thank my Lecturer Supervisor, Assoc. Prof. Hj Laili Bin Md Hashim who always guide me in my report as well as my Case study research. Eventhough we are far from each other and communicate via social media but he never miss to seek update information from us.

Lastly, I would like to thank my parents and family who always support me in everything I do and always understand my situation. Thank you also to all people who involves directly and not directly in completing my practical report.

Thank you.

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ABSTRACT

Purpose – This study aims to focus on the level of satisfaction of students regarding the facilities accommodation provided in Library of UiTM Johor Bahru, Kampus Pasir Gudang. Showing also the requirement and recommendation of facilities in the libraries.

Design/methodology/approach – 322 of questionnaire developed and being distributed. It were to evaluate the satisfaction of users about the library facilities and gather information from the students. A survey on terms of agreed and disagreed which needed to be scaled from one to five points. Question were regarding their satisfaction, recommendation and also problem that they always faced in library.

Finding : Results shows majority of students were satisfied with the library facilities. From these research a solution and problems has been identified to improve the performance of library in the future.

Keywords : Facilities, Satisfaction, Library facilities, Lighting, Management

1.0 | INTRODUCTION

Background of study shows the involvement of library in it. This is because the library is a place that would serve many of their users using the facilities provided. This is also common with the purpose of the research where it requires the libraries as the places for the research and to fulfill the requirement of the research studies.

UiTM Johor was firstly started at the end of 90's that offering PJJ program on weekend located at Sekolah Menengah Tasek Utara, Johor Bahru. Starting 2 July 2007 Johor Bahru Campus has operated by renting the building under Yayasan Pelajaran Johor (YPJ) with only 100 students. The Perpustakaan Tun Dr Ismail (PTDIJB) UiTM branch, Johor Bahru Campus was located before at administration level and beside the lecture hall. It could afford at least 82 persons at one time. At first it was support and planned for the teaching and learning process in business and accounting. Until 2014 there are 25701 script of book, 20890 titles and other online database that were made available for the students in UiTM Johor Bahru. PTDIJB were led by 2 librarians named Mr Idris Bin Muhammad and Miss Azalea Binti Azahar. It helped by 7 assistant librarians and an office assistant.

On 1 May 2014, UiTM Johor Bahru has been moved to Pasir Gudang. Also named being changed from Johor Bahru Campus onto Pasir Gudang Campus. This stated where the library was located at the center of the campus. There were 3 levels that were provided with accommodation such as lift, IT room, toilet, stairs, spaces that were provided enough for the students. This facility seems to be completed for the requirement of students.

Facilities in library was responsibility of the librarian and other maintenance students that should take this seriously. Library facilities where there are provided a learning and relax spaces for their community. Libraries nowadays has provided a good example of library facilities. The question arises where is the facilities that provided is help to meet the user requirement.

This was the problem that need to be discussed and solved. There are also important to identify what type of facilities that should be improvise by the libraries the most according a few method of research. Besides, the purpose was to measuring the importance of the facilities to the user and how it helps them in achieving what they need. In providing user with satisfaction is not an easy way. It involve an effort and review through the studies.

Library was being the main thing that holds an information also it provides a services to their user. Also it was also being considered as the high affirmation of institution that become the research institution. A very convenience facility needed in order to ensure those user feel more comfortable in terms of teaching and learning. Libraries, regardless of where they are physically located, permanently need to analyze their services and products that they offer in order to reach a wide audience (Heloisa Helena Anzolin,2013). Thus, user would be playing most important role to keep the library improve and moved along with its mission and vision. There are something that were need to be considered that is the user satisfaction towards the library. According to Bell (1986), the final success of a library in meeting the information needs of its users would depend on the optimal performance of all these actors .

It were a good thing when the library providing good facility for their customer. This is because, according to Rocio Herrera C.(2002),the user studies are vitally important for the library development since they are means of determining the user needs, the extent to which they are met, user response to library services and the effectiveness of the system also because they are an effective way for the library to introduce user feedback.

Christchurch City Council has developed a Council for the Library provision and highlighted that the library facilities and services increase leisure and also learning opportunities and community participation. This is because the library is an important places that using a great combination space in traditional role of leisured reading and also provision of the information that follow the updated technology nowadays.

Facilities in library was responsibility of the librarian and other maintenance students that should take this seriously. Library facilities where there are provided a learning and relax spaces for their community. Libraries nowadays has provided a good example of library facilities. The question arise where is the facilities that provided is help to meet the user requirement.

1.1 | RESEARCH OBJECTIVE

1) To identify the level of satisfaction of the user regarding the library facilities provided in the library.

It involve the use of spaces such as 24 hours room, discussion room, IT centre and room that were provided there. This objective is importance in order to ensure that the user feel easy when doing a business with the library in studying purpose or others.

2) To identify any problem that were arise within the library regarding their library facilities.

Usually problem happen during the hours of using those facilities. By identifying problems library should be able to work harder in order to satisfy the needs of their user in the future. Problem need to be identify thoroughly so that it can be prevented in the future.

3) To recommend solution to the problem that arise.

This to suggest a recommendation to the problem that being identify before. Solution should be applicable and can be done instantly after the result. Recommendation that suggested should be taken for granted for better planned in the future.

1.2 | STATEMENT OF PROBLEM

This study was done in order to investigate the issues regarding facilities management and also satisfaction of students in Library UiTM Johor Bahru, Kampus Pasir Gudang. Many variables have been identified. That is the user satisfaction, few of library facilities and also the effort of the libraries in serve their user with a good library facilities. User satisfaction is what the outcomes that user will get by using the facilities. For the dependent variables in this study would be the user satisfaction on the provided facilities in library.

In example, how the spaces such as IT room, leisure area has been used by the user in order to meet their needs. It involve the needs in getting relax when using the leisure area without being disturbed by others. One of the major concerns that users have for a library is its space (Limberg and Alexandersson, 2003). The comfortably is important aspect in a few libraries. This to ensure the libraries was alive and did not being left out. The needs of information, wants and also user perceptions were examined for the value. The important is do the area and spaces provided were fully utilized by students in UiTM Johor Bahru?

The problem that need to be discussed is whether the users satisfy when using the library facilities that newly provided in the library for a better purpose. This is to ensure the library can make an improvisation from the view of their user. It seems that nowadays, students do not utilize well the library facilities due to the problem that keep on arising. A complaint has been made and the solution need to be identified.

Many factors that make the facilities provided by the libraries did not get the attention from the user itself. Maybe a lack of promotion in order to promoting what facilities been provided in the libraries. Other than that, maybe there are some sort problem happen in delivering those information to the user. Due to this problem many should be done to over whole of those problem from being kept arising.

1.3 | RESEARCH QUESTION

Type of research question were as followed:

- i. How the library facilities in the library would satisfy students or their user in completing their works?
- ii. What kind of problem that possible to arise by students during the utilization process ?
- iii. What solution that can be applied to help in preventing problem in the future?

1.4 | SIGNIFICANCE OF STUDY

Library facilities play an important role in the library itself. This research was done in order to contribute to the organization that is library to become one of the agency that provided a good services and also facilities at the same time. Thus, it was important to have a good facilities so that they able to serve their user well. Besides, this research able to help libraries instead of academic library to have the awareness regarding the essentials of having a good facilities in theirs. Moreover, it also help the library to identify the issues regarding those facilities so that they able to improve more.

1.5 | DEFINITION OF TERM

Definition of terms is include is terms that always being mention in this research. It was to become one of the knowledge and information for the user. Besides it were to help the other researcher to use those information.

1. Facilities

Facilities may be describe as a place, amenity o a pieces of equipment that were provided by the institution or other for a particular purpose. It also may be defined as a something that were used to facilitates an action or process. For example like the furniture, air conditioner, and IT room. According to International Facility Management Association, facility were tangible asset that supports an organization.

ii. Lighting

International Facility Management Association outline that lighting was radiant energy that can be sensed or seen by the human eye. Visible light is measured in lumens. The occurrence of a natural electrical discharge of very short duration and high voltage between a cloud and the ground or within a cloud, accompanied by a bright flash and typically also thunder

iii. Furniture

According to the author of Arteology ,furniture is a composite that contains several sorts of furniture for example like chairs, tables, beds and son on. This furniture are used often used as a group. In example of furniture within the library is chair, carrels desk and others that were relate with the use of furniture in library.

iv. User satisfaction

According to Tessier (1997), satisfaction was ultimately a state experienced inside the user's head. That means satisfaction was according to the experience and what they are feeling inside

v. Library

Library was defined as a building that were built and containing the collections of books, periodicals and sometimes films and recorded music for the use or borrowing by the public or the member of an institution. The American Heritage Dictionary of English Language, library was defied as . A place in which literary and artistic materials, such as books, periodicals, newspaper, pamphlets, prints, records, and tapes, are kept for reading, reference, or lending.

vi. Maintenance

According to Steve Moller and Danielle McCartney (2007), Maintenance covers a range of activities aimed at reducing the occurrence of failures, ensuring satisfactory operation and productivity, and extending the life of plant equipment. Maintenance is just one of the many activities that a facility manager must manage, but its importance in underpinning improved environmental performance cannot be overstated.

1.6 | LIMITATIONS OF STUDY

Limitations are elements that is over the control of researcher. Other than that, it also defined as act of limiting or the state of being limited. In this research, there's a limitation that has influenced the research being carried out well. During this research being carried, few limitation has been identified.

1. Lack of specialised person in the field

As being stated, this research was regarding the facilities in the library. The limitation arises because there are no people who have the expertise in this area. Facilities usually would involve the discussion between librarian and architect. To find the person who experienced in this field it required both of them. This is difficult for the researcher to get information from them.

11. Time constraint

As this research being held out, the time constraint in order to find the information regarding those library facilities were identified. Due to the commitment for some other works it affected the time for this research being held.

111. User limitation

User come from many faculty and covered only a few faculty not all. This is because most of the students come from the engineering field and the possibility for the business management student to answer the question will be low. That is because the question would be randomly given.

111. New Campus

Problems as the library were the new campus that located at Pasir Gudang. Besides, students were not the old students but they are also new students that also acknowledge a new environment for the semester.

2.0 | LITERATURE REVIEW

The concept of including user as the variable in this research was to provide with the most accurate result that can be measured. According to the Arnstein (1969), the participation of "citizen" stakeholders to facilitate the decision making processes made by societies including relative to planning and design. That means, user is the important aspects that would help in terms of decision making process according to the statement by Arnstein. Library facilities was the important thing that should be taken seriously instead of the services. This is because without the existence of those facilities library would not able to operate their services. The existence of good facilities were mostly important to be considered as the main element in measuring user satisfaction. As for example the study space has become one of the key criteria for measuring the performance of academic libraries Whitmire, 2002. This because space would be influenced the users satisfaction.

2.1 | FACILITIES MANAGEMENT

Facility management is a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology by International Facility Management Association, 2013. The facilities in the library were important to the development of that kind of library. Without the existence of those facilities the library cannot become a place that serves their user with good services. According to Ruth A. Fraley and Carol Lee Anderson (1984), each of the facilities has specific characteristics that will affect the space utilization and allocation of library resources.

Space Utilization

A library should be accessible and convenient. This begins with the site selection and extends through building design into selection of furnishing and equipment. A library should be easy to find, easy to enter, and easy to use (Lushington, 1993). Space in the library always becomes one of the important aspects as users come and go in the library. The usage of spaces provided by the library such as IT rooms, leisure area, cafe and others that were related played a role in providing satisfaction for the user. This was supported with this statement by IFLA from Library Buildings and Equipment Section's Library Building Guidelines that were published in 2007, any library's space needs will be determined by the contents the library must house to meet the service needs of its community. After all, it also helps to relate the vision of the library for the long-range goals of the organization.

According to Keith Webster (2010),

"...at many colleges and universities, campus space is at a premium and libraries are required to meet clients' needs from a static footprint. Library students accommodation apart, space is normally allocated to study facilities and teaching rooms and to storage for print collections..."

Library space design was the most thing that should be taken seriously by the library and also people who were responsible to the development. According to IFLA(2007), should it be a building that invites people to go in, that welcomes users so that they feel at home? Or should it be an iconic building or indeed a discreet one?. This means that, the spaces provided in library should become either places that would make them feel at home or just for the purpose of nothing. Nowadays, libraries have considered in the design by get their user with the most comfortable places or spaces. William S. Pierce (1980) stated that, today's planners generally feel that it is more important to welcome and orient users than it is to awe or impress them. Library facility users' "buy-in" was found to be important in the design process by Heywood and Smith (2006).

Lobbies provided most of the library with the welcome visitor into the pleasant atmosphere. According to William S. Pierce (1980), lobbies also may contain exit-control points, exhibits facilities, building directories, some seating or meet-your-friends space, entrances to public toilet, bulletin boards, public lockers, coat rooms and information desks. The provided seating in the library would help to comfort the user even for the short period of time. Somehow this would ensure that the user were having a good time in library even though they did not use it for the purpose of academic.

A comfortable seating area near to the newspaper collection was mostly used, not surprisingly, for reading the newspapers. Only 29 per cent of users were in favour of a comfortable seating area elsewhere in the library, seeing no need for it. Some would have preferred the existing seating to be spread out more for a "better feeling of personal space" (Jan Clee and Ruth Maguire, 1994). For the use of lockers room space, it was really useful facilities as it give user with the adequate services. This lockers provided for the patrons in order to deposit their personal effect that they do not wish to carry into the library.

Acoustical surrounding

Acoustic style library was demands by most of the libraries. This sometimes would be included in the process design and others. This will influenced the development of the library in the mean time. According to Wrightson and Wrightson (1990), some of those acoustical problems that may occur in library facilities during its operation phase. As being mention by Respace acoustics company that usually offering a repairing a poor conditions of project that have low acoustic design, libraries are now showing an increased interest in acoustic fittings ad solutions. Libraries require quality acoustics as they are an area of silence for the public to read, learn, work and research in. Usually acoustic space would be a completed soundproof space. Not completed soundproof but it would be some of the specialized spaces.

Acoustical problems would covered many of categories which is intrusive noise, overly reverberant spaces and distracted noise. Any sources of noise within learning resource areas will need to be minimised, and in particular, items of equipment that generate noises should be located at a distance from quiet study areas (Dennis Heathcote and Peter Stubley,1986). According to Charles M. Salter (2002), acoustical analysis involves not only the sound source but also the listener and everything in between on the path of the sound. The frequencies of sound from noises could affect the performance either library or their users.

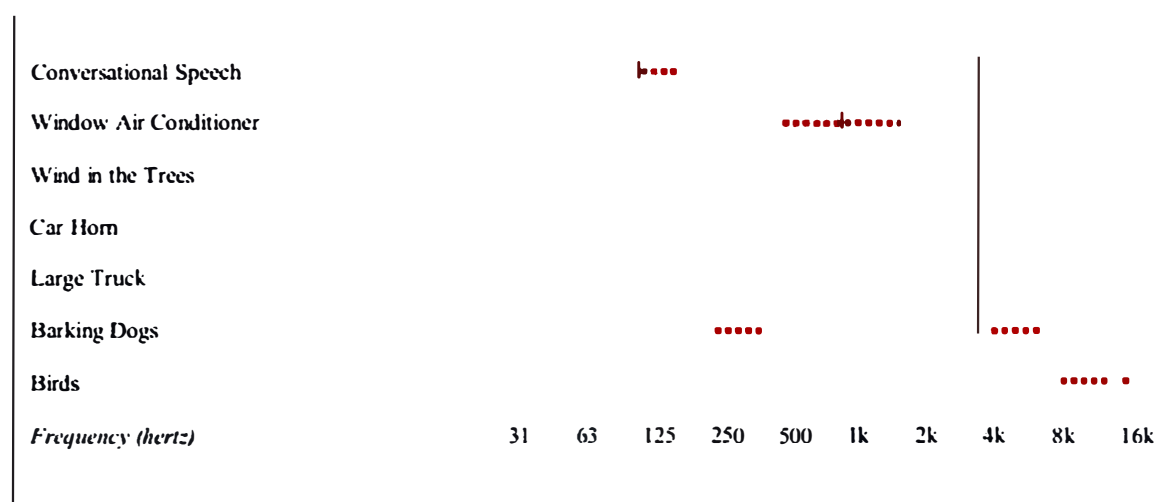


Table 1 : Frequency according to type of sources

| Space Type | NC Rating |
|--|-----------|
| Open Public Areas (Circulation, Reference) | 35-40 |
| Computer Work Areas | 40 |
| Private Offices | 30-35 |
| Open Staff Work Areas | 35-40 |
| Copy Rooms | 40 |
| Teleconference Rooms | max 25 |
| Reading Rooms | 25-30 |
| Classrooms, Training Rooms | 25-30 |

Table 2: Recommended Noise level in library spaces by Charles M. Salter (2002),
Acoustic for libraries, pp 7.

Lighting

Lighting was related to the modular bay with the basis electric grid that were adapted to the varying demands of multiple functions. The use of light in library was the most considered aspects that need to be planned well to ensure user able to be comfortable in the library. According to Robert M. Beder (1963), while it is no longer necessary to rely on natural light, its combination with artificial illumination often creates more pleasing and psychologically satisfying environment. A good lighting in library should have pleasant the user with adequate light without the existence of deteriorating effect to them or to the library material. Lighting influences user comfort, productivity and perception of space (Mohammad A. Hassanain and Ali A. Mudhei (2006).

In providing a good lighting facilities to the user, many recommendation were provided from the trusted organization. This is to ensure that this kind of elements can be accepted by people who come to the library. The Illuminating Engineering Society (IES) is the independent organization of professionals has set a standards for the lighting in the libraries. This building lighting system should be provided with adequate levels of light that distributed in a manner that is glare-free and comfortable.

| | Minimum FC Level^a | Average FC Level^b |
|--|---|---|
| Active (occupied) Book Stacks | See footnote c | See footnote c |
| Inactive Book Stacks | 5 | 7.5 |
| Book Repair and Binding | 20 | 30 |
| Cataloging | 20 | 30 |
| Circulation Desk and Reference Desk | 20 | 30 |
| Computer Areas | 20 | 30 |
| Audiovisual Areas | 20 | 30 |
| Audio Listening Areas | 20 | 30 |
| Reading (newsprint, magazines, keyboard) | 20 | 30 |
| Reading (fine detail items, small print) | 50 | 75 |

Table 3: IES Recommended Light Levels for Libraries (Footcandles)

The main considerations that should be in library is lighting. This is because it would influence the user in the library to do their work in the library. According to Jeffrey Scherer (1999), light has many properties that would affecting human moods and ability to complete work or enjoy leisure time activities. The use of appropriate light in terms of colour and level of brightness was also important. Jeffrey Scherer also stated that the brightness should be controlled within a 608 to 908 zone in order to achieve visual comfort. This means the use of light was important to ensure user satisfied with those facilities.

Humidity and temperature

Temperature of materials in library also for user comfort is important and need to be taking care the most. Library with non-suitable temperature and humidity would probably affected the materials and also the user. Too cold or too hot would probably damage the books. According to National Endowment for the Humanities (2005), the higher the temperature the more rapidly materials will deteriorate, and the lower the temperature the longer materials will last. Temperature that used mostly will considering students and user. "... temperature range is regarded as tolerable to students and users and appropriate for most materials" (National Endowment for the Humanities, 2005).

| Materials | Temperature (Degrees F) | Allowable Range (+ Or -) |
|--------------------------------|--------------------------------|-----------------------------------|
| Books, Paper, & People | 68° - 72° | 5° |
| Books & Paper Alone | 60° | 5° |
| Photographic Materials | 50° | 5° |
| Books & Photographic Materials | 60° | 5° |
| Magnetic Media | 50° | 2° |

Table 4 : Recommended temperature by LYRASIS

Signage

The signage become one of facilities in the libraries instead of lighting and space. The use of those signage in the libraries would facilitate users who come to library. Signage would usually involve the symbols and a picture. This would to explain the direction and places of that particular area. In example the signage for toilets, IT Rooms, Office and the entrance and exit of the library. This kind of signage would required the cooperation from both librarians and also interior designer of the library. Katherine M. Selfridge (1979) has said that individually , signs can be properly noticeable, legible, accurate and credible, well designed and having the right kind of information in the right place; but to guide, direct, and inform people as they move through buildings and spaces signs must be coordinated in a logical progression, with appropriate degrees of emphasis on different kind of information.

Good signage should be placed in the library in order to developed the facilitating services to the user in finding some direction. The sign also become the way of communication between both parties that is users and also libraries. This is because library was providing a services and resources to their user. Instead of those thing, it also required to provide a good example of signage. According to Barbara S. Marks (1979), helping people to be self-directed is good public relations, since few are sufficiently self-assured that the need to ask questions causes no twinges.

Furniture

Furniture may be defined as an equipment that were used to facilitate the user in the library. In example like chair, carrels and others. This type of facilities always being neglected by some of the library. Good condition furniture always kept the user being comfortable and easy with the environment. Besides, the good arrangement of furniture in the library also helpful for the user. According to the Ruth A. Fraley (1984), the furniture is assessed in a logical sequence, item by item, room by room so the data gathered are complete and retrievable.

Furniture may include the shelve that were used in the library. This shelves for the purpose of holding book for the retrievable process of user to become more easier. It was important to have the good height shelving. Besides that, the used of chairs and desks that were suitable also considered as important. For some of the library a good choice of chairs will able to ensure the life of that library. Before choose appropriate type of chairs many should be considered. According to Carol Lee Anderson (1984), when deciding chair utilization, consider if they will survive in their present location for any period of time or if they are the best used elsewhere in the space configuration.

2.2 | ISSUES OF LIBRARY FACILITIES

Maintenance inefficiencies

Issues that always relating with the library facilities was the maintenance. This is where the important aspect should be taken care by library. This maintenance was carried out if there is breakdown of facilities that required urgent attention. It may caused by the natural disaster, the buildings, the external or the internal causes an others. Ivor H. Seeley (1979) has categorized maintenance as

a) Avoidable maintenance

Avoidable maintenance was defined as a work that required to rectify failures caused by the use of incorrect or faulty materials, incorrect design and incorrect installation .

b) Predictable maintenance

Regular periodic work that may be necessary to retain the performance characteristics of a product/facility as well as that required to replace or repair the product after achieving a reasonable life span.

Maintenance of facilities in example of lighting and also the building was important in order to ensure the functional requirements are attained at all times. Besides that according to Tonnie Ani (2011) , the maintenances should help in enhances the quality of building structure to meet modern day requirement.

2.3 | IMPORTANCE OF LIBRARY FACILITIES IMPROVEMENT

Library facilities need to be managed perfectly that it was in order to ensure that user get satisfied when using those facilities. Besides that, the facilities also help in generate the operation of the library. Improvement should be made by the library in order to help improvise those services that provided for the users. This was said by Jan Clee and Ruth Maguire (1993), the improvement which most respondents would like to see in the library was better guiding, while there was also support for better lighting (including daylight simulation bulbs), a fresher atmosphere, more tables and a quieter library.

The improvement of library facilities would help to improve the atmosphere beside it was more provision of guiding and a library wall plan. With the existence of those user surveys would help the library to take this matter to more serious level. Pemsel et al.'s(2010) was reported that the survey data would be useful in handling minor complaints about changes to the facility, since they could be helpful in explaining the rationale behind the changes. User was considered as an important in library usage whether services or facilities. Hakalal and Nygren (2010) said, the change from a library-based view to a customer-based view is necessary to the success of university libraries.

Library facilities improvement may include with the correct amount of brightness, the relative humidity of the temperature, the physical environment means spaces and the noise management in it. D. Shivalingaiah and Vasappa Gowda (2009) has recommended , it is observed that respondent university libraries do not have exclusive facilities for research scholars. Provision of facilities like separate rest room, internet enabled computers and printers with trained students to assist the researchers and the creation of separate section called " Research Guidance Section" with qualified students.

Regular maintenance also become one of the way of improvement. In addition, the cleaning, well kept facility and issues regarding the library students already being stretched to provide the basic services. Cheryl Bryan, author of "Managing Facilities for Results" (ALA,2007), suggest that, "Libraries should have and keep current a policy about building maintenance... Preventative maintenance can prevent costly and inconvenient facility breakdown. Each of library should be provided with the equipped library facilities that should help in maintaining the library operation.

2.4 | SUMMARY

As for the summary, it shows that the library facilities were important in most of the library. With a good facilities it could affect the whole library including the user perspectives. There are needs to ensure the library provide their users with appropriate facilities through many aspects such as spaces, temperature and the rooms provided in the library. The requirement of these would help library to gain their user attention including in identifying the problems and recommendation within the library.

2.5 | CONCEPTUAL FRAMEWORK

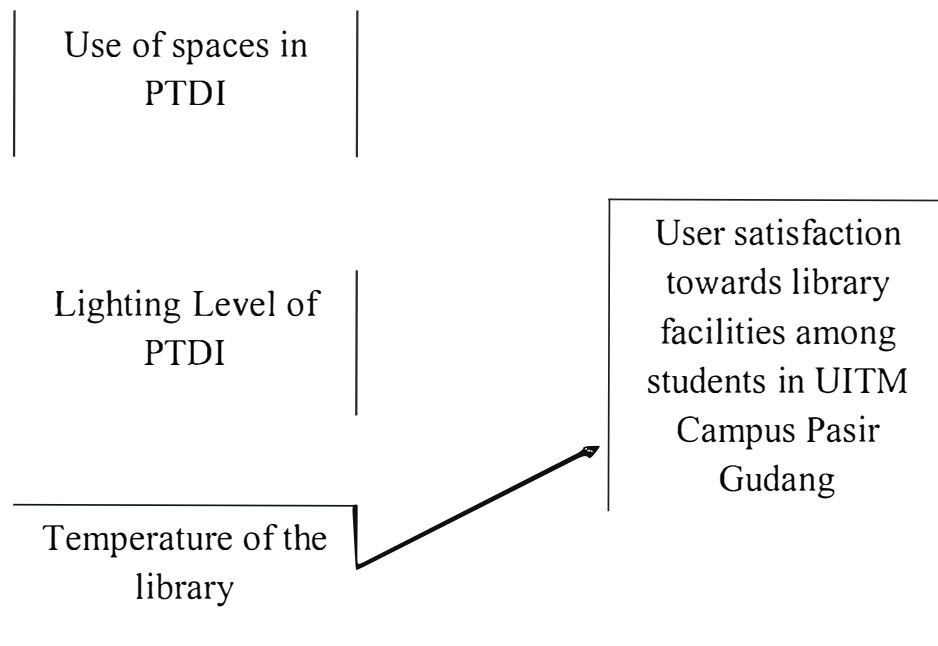


Figure 1 : Conceptual framework

Independent variable were the element of the study that is use of spaces, lighting level and temperature. It was the main element that being discussed. The "User Satisfaction Towards Library Facilities Among Students In UiTM Johor Bahru, Kampus Pasir Gudang" becoming the dependent variables where it would influenced the independent variables to be responsive. There are some additional element that also being discussed in this research that is furniture applicable and also the acoustical surrounding of the library.

3.0 | METHOD AND PROCEDURE

3.1 | METHODOLOGY

This research was done in order to investigate the user satisfaction regarding the facilities in the Library of UiTM Johor Kampus Pasir Gudang. A survey were distributed to all of the students basically the lecture and other students that are new to the library.

3.2| RESEARCH DESIGN

It being made based on the quantitative research where it involve the statistics and a calculation. This was in order to calculate the answers given by the respondent based on the given questionnaire. The questionnaires that were distributed to the respondent will be collected and be calculated through the SPSS system. This system will accurately calculate the result from those questionnaires.

Using these kind of research required the question being asked in a closed ended question. But the open-ended question also may be included. Although through these method inaccurate result or biased result may be found but it still can be trusted. Those 80 respondents that were selected will answer the question that containing parts of different type of question.

The user statistic or percentage will be taken from the answer in example how many people that answer question in part 1 with answer d. From this, the calculation will be take place. After the statistic has been confirm, then it will be transferred in the form of charts or something that easily to be explained. Each of the questions will be taken and calculated for accurate result.

3.3 | POPULATIONS AND SAMPLING

Population was defined as the simplest and least restrictive of these is that a population is a group of individuals of the same species that live together in a particular area (Roughgarden 1989). This can be explain more where it may be described as a larger group of a people where individuals are selected to participate in a study. For this research students were the selected population were give a chances of being selected as a sample. The usage of library facilities may evolved them as the respondent for this research. The theory of sampling was taken from Robert V. Krejcie and Daryle W. Morgan. It research to determine the sample size of the research.

Research that will be taken place at Perpustakaan Tun Dr Ismail UiTM Johor, Kampus Pasir Gudang. It will be distributed to the students in the Campus that would mostly used the library as a medium for teaching and learning. There are 322 people out of 2000 people was chosen for this research as a sample population based on the sampling size.

Those 322 students is a student that comes from variety of faculty as follow:

- a) Faculty of Civil Engineering
- b) Faculty of Electrical Engineering
- c) Faculty of Chemical Engineering
- d) Faculty of Mechanical Engineering
- e) Faculty of Business Management

3.4 | INSTRUMENTATION

Questionnaire known as a list of written questions. It were a surveys that were developed in order to collect that data from a number of people. There were section of questionnaire contained in it. These will be distributed to all of the 322 respondent that has been chosen for the surveys. The involved students would be the students from all of the faculty in UiTM Johor Bahru, Kampus Pasir Gudang.

Using this method , data able to be collect quickly and easily. This questionnaire was easy to be built and distributed to the respondent as it was more effective and efficiently. Question that being put in the instrument was all based from the objective of the research. Then it will be distributed to those students that randomly selected to answer it. There are parts in the questionnaires.

Part A, this was more to the information of the respondent itself that called demographic aspect. This is where the personal of the respondent being identify. It will consist of gender, faculty, range of ages and others that related with it.

- Part B, the question was more to the general knowledge of the respondent in knowing the library facilities within the library . The question will be closed ended question where respondent need to answer according to the answer in the listing provided.
- Part C, once more, this will be closed-ended question and user need to answer regarding the importance of the library facilities. But there will be "other" answer where respondent may stated their own answer.
- Part D is where the opinion of the user will be needed. Opinion regarding the recommended and problem in library facilities maintenance in PTDI UiTM Johor Bahru, Kampus Pasir Gudang.

3.5| DATA COLLECTION

322 samples of questionnaires were distributed to the students of UiTM Johor Bahru, Kampus Pasir Gudang. It will be held at the library where it were given to the students that comes to use the library services. This question would be approximately takes only 10 minutes to be answered. The time of distribution is around 10.00 a.m. till 3.00 p.m. . This it the time that the library were full with the users that comes and out of the library. Questionnaires were collected after they finished answer it in order to avoid biasness and invalidity of information.

3.6 | DATA ANALYSIS

Data analysis where the information were collected quantitatively. The data received were entered onto a system called SPSS (Statistical Package for Social Science). According to IBM software, this SPSS is a predictive software where result can be predicted with confidence. Meanwhile University of Windsor (2014), stated that SPSS is a comprehensive system for analyzing data. SPSS can take data from almost any type of file and use them to generate tabulated reports, charts, and plot of distribution and trends, descriptive statistics, and complex statistical analysis. The data that has been processed were evaluate to decide the responsiveness of the research based on what been answered by the respondent.

With just insert the data received from the questionnaire based on the question this software able to calculate the frequencies and also percentage at the same time. It would help in preventing any mistakes in data calculation.

CONCLUSION

As for the conclusion, the user satisfaction was an important thing that should be taken seriously by the library. This is because the user perceptions and user satisfaction would help in ensuring the life of that particular organization. Library should be taken this matter seriously and improve their facilities if there are any weakness regarding their services and facilities. As this research would help in order to ensure the library was are with the user opinion for the time being and also for the future.

4.0 | RESULT / FINDINGS

Through process of distributing questionnaires and surveys before, result received were then analyze using IBM SPSS. This to ensure the result not being mistaken analyze. From Part A to Part D the data was entered. It was distributed to 322 respondents that is students.

4.1 | RESPONSE RATE

This questionnaire were distributed to all respondents according to number of sampling that being calculated before. It were randomly distributed in the library. There are 322 questionnaires given to respondents and it were given day by day. Also the questionnaire being return exact 322 . The response from the respondents shows that a good participation from them.

4.2 | DEMOGRAPHIC DATA

Questionnaire included demographic question that were included faculty, semester and also gender. This question were anonymously answered without knowing the real identity of respondent. It is to avoid any biasness.

4.3 | FINDING

Part A

1. Results shows students from the faculty of Electrical Engineering were the most answering question with 23.6% compared to students from the faculty of Business Management that were the least with 13.4%. Students from faculty of Chemical Engineering with 23.3%, then students from civil engineering with 20.5% . Lastly students from mechanical engineering with 19.3%.

Faculty

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------------------------|-----------|---------|------------------|-----------------------|
| Business Management | 43 | 13.4 | 13.4 | 13.4 |
| Civil Engineering | 66 | 20.5 | 20.5 | 33.9 |
| Chemical Engineering | 75 | 23.3 | 23.3 | 57.1 |
| Electrical Engineering | 76 | 23.6 | 23.6 | 80.7 |
| Mechanical Engineering | 62 | 19.3 | 19.3 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 5 : Percentage of students according to course

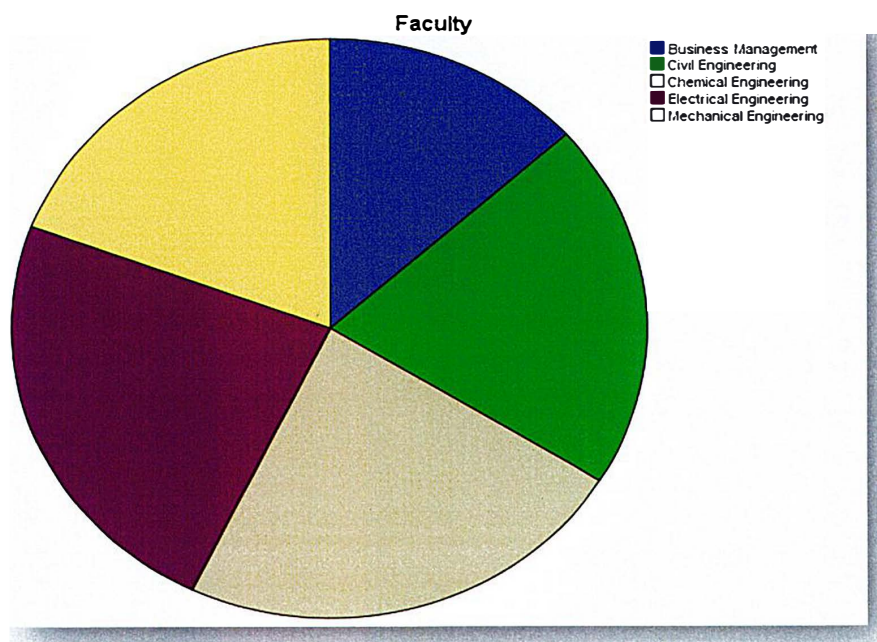


Figure 2 : Faculty

2. Results shows that female lead the percentage with 56.6 % and followed by male with 43.5%.

Gender

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Female | 182 | 56.5 | 56.5 | 56.5 |
| | Male | 140 | 43.5 | 43.5 | 100.0 |
| | Total | 322 | 100.0 | 100.0 | |

Table 6: The percentage of students according to gender

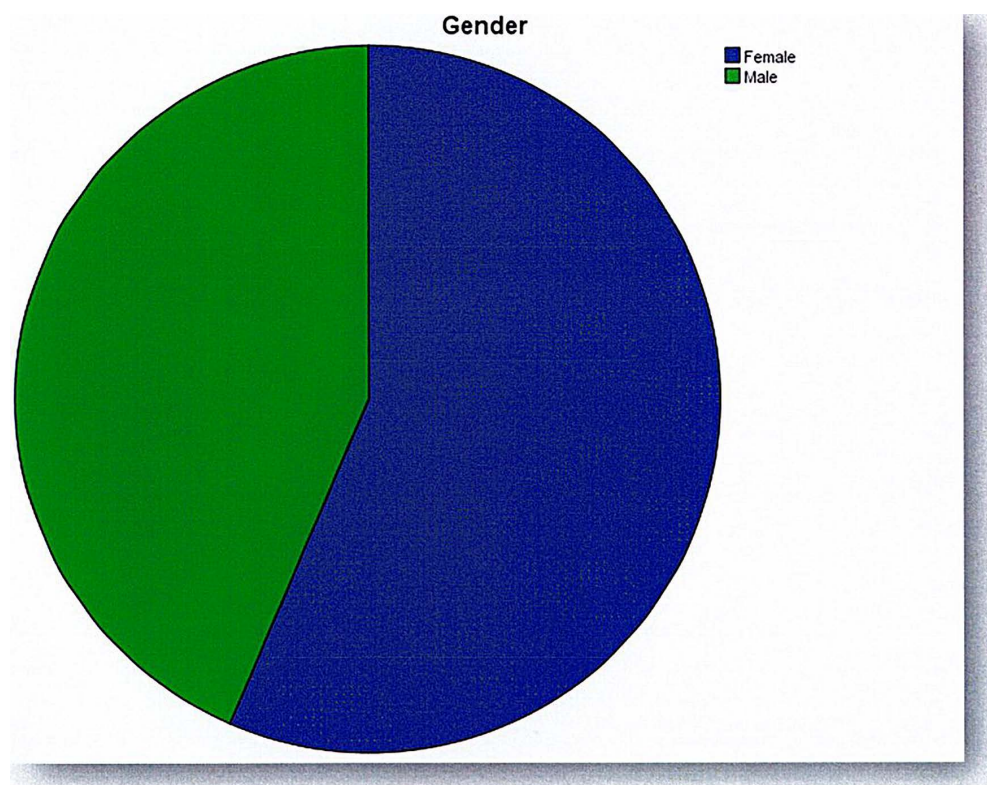


Figure 3 : Gender

3. Results shows students from semester 1 with the highest percentage that is 37.9% meanwhile the lowest is semester 4 with 11.8%. Followed by semester 3 with 20.5% , semester 5 with 17.7% and semester 2 with 12.1%.

Semester

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|---------|---------------|--------------------|
| Valid 1 | 122 | 37.9 | 37.9 | 37.9 |
| 2 | 39 | 12.1 | 12.1 | 50.0 |
| 3 | 66 | 20.5 | 20.5 | 70.5 |
| 4 | 38 | 11.8 | 11.8 | 82.3 |
| 5 | 57 | 17.7 | 17.7 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 7 : Percentage of students according to semester

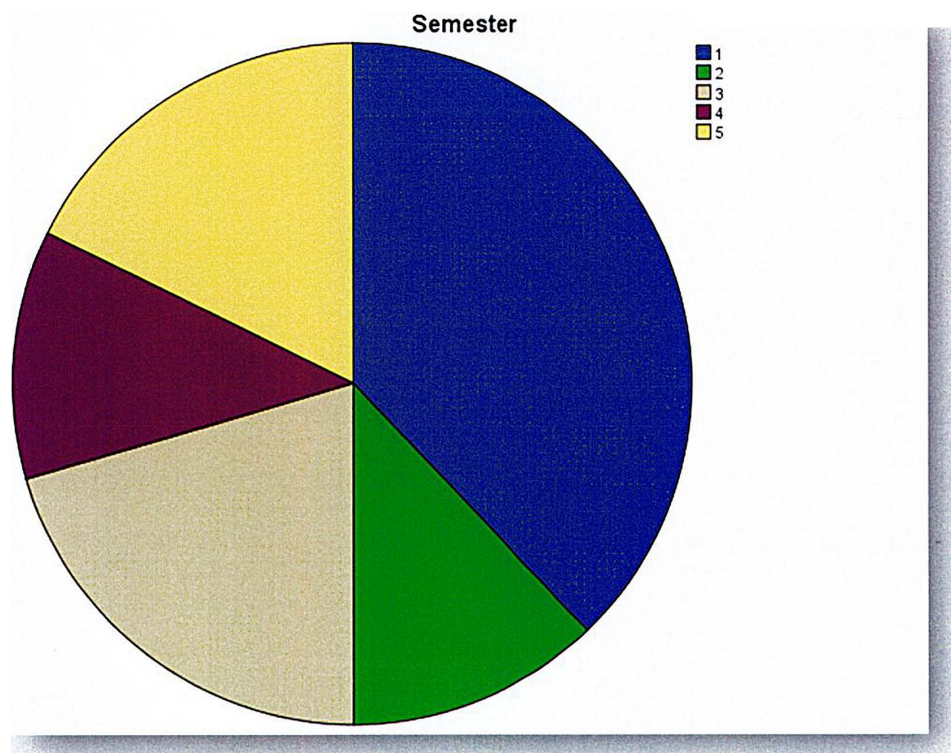


Figure 4 : Semester

4. Select which one that is applicable. Rate satisfaction from 1-4

i. Space

Shows that student answered satisfied with the spaces is 39.1% and least answered with very dissatisfied is 3.1%. This followed by students that very satisfied is 32.9% and dissatisfied with 24.8%. With highest percentage of students satisfied due to the spaces in the library were unlimited and comfortable for them to sitting and also doing works.

Space

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------|-----------|---------|---------------|--------------------|
| Very Dissatisfied | 10 | 3.1 | 3.1 | 3.1 |
| Dissatisfied | 80 | 24.8 | 24.8 | 28.0 |
| Satisfied | 126 | 39.1 | 39.1 | 67.1 |
| Very Satisfied | 106 | 32.9 | 32.9 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 8: Space percentage

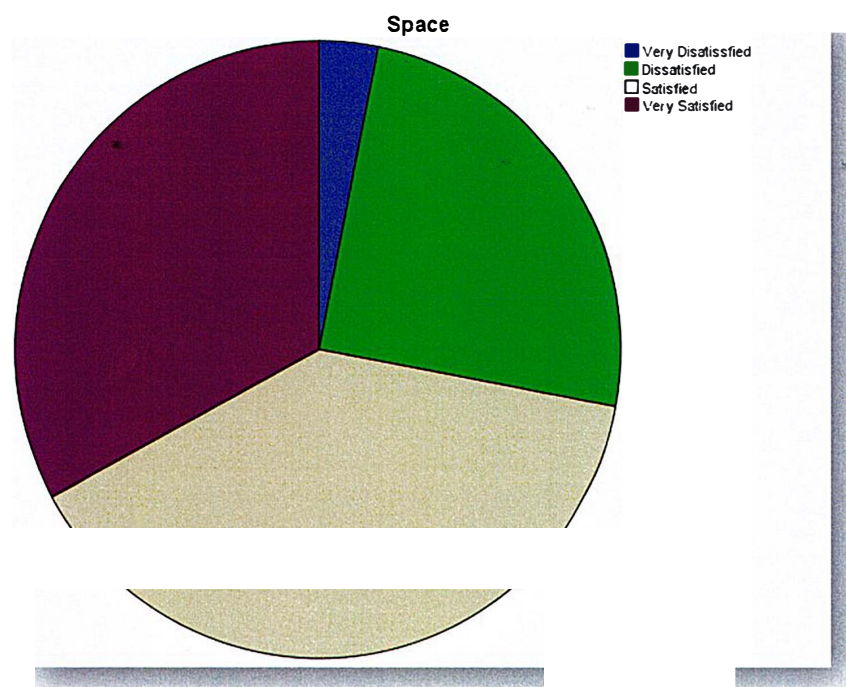


Figure 5 : Rate of satisfaction (Space)

ii. Furniture

Result shows that students answered with very satisfied is 42.2 % and least that answered very dissatisfied is 6.2%. Followed by satisfied with 41.0% and dissatisfied with 10.6%. Most of them were very satisfied could be because they are comfortable with the furniture. The colors and shape may attracting user that comes to the library.

Furniture

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------|-----------|---------|---------------|--------------------|
| Very Dissatisfied | 20 | 6.2 | 6.2 | 6.2 |
| Dissatisfied | 34 | 10.6 | 10.6 | 16.8 |
| Satisfied | 132 | 41.0 | 41.0 | 57.8 |
| Very Satisfied | 136 | 42.2 | 42.2 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 9 : Furniture percentage

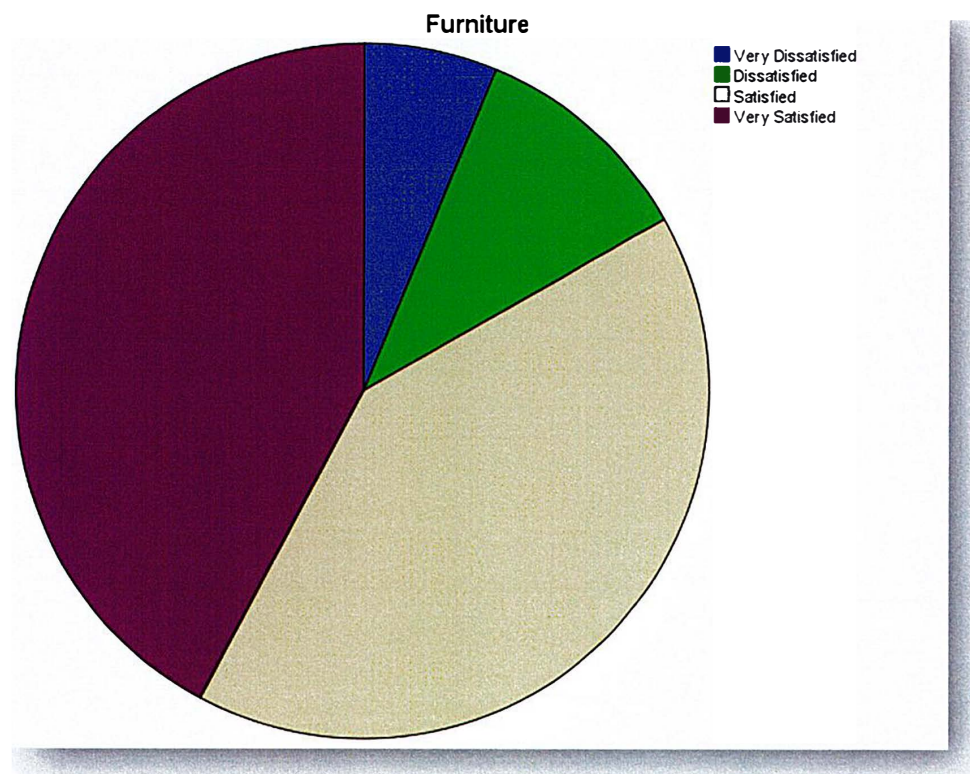


Figure 6 : Rate of satisfaction (Furniture)

iii. Lighting

Students answered highest with satisfied with 47.8% and least answered dissatisfied with 1.6%. Followed by very satisfied 44.4% and very dissatisfied with 6.2%. The possible reason students were dissatisfied is because the light were sometimes too low and too bright due to the shine from the sun that were entered into the library.

Lighting

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------|-----------|---------|---------------|--------------------|
| Very Dissatisfied | 20 | 6.2 | 6.2 | 6.2 |
| Dissatisfied | 5 | 1.6 | 1.6 | 7.8 |
| Satisfied | 154 | 47.8 | 47.8 | 55.6 |
| Very Satisfied | 143 | 44.4 | 44.4 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 10 : Lighting percentage

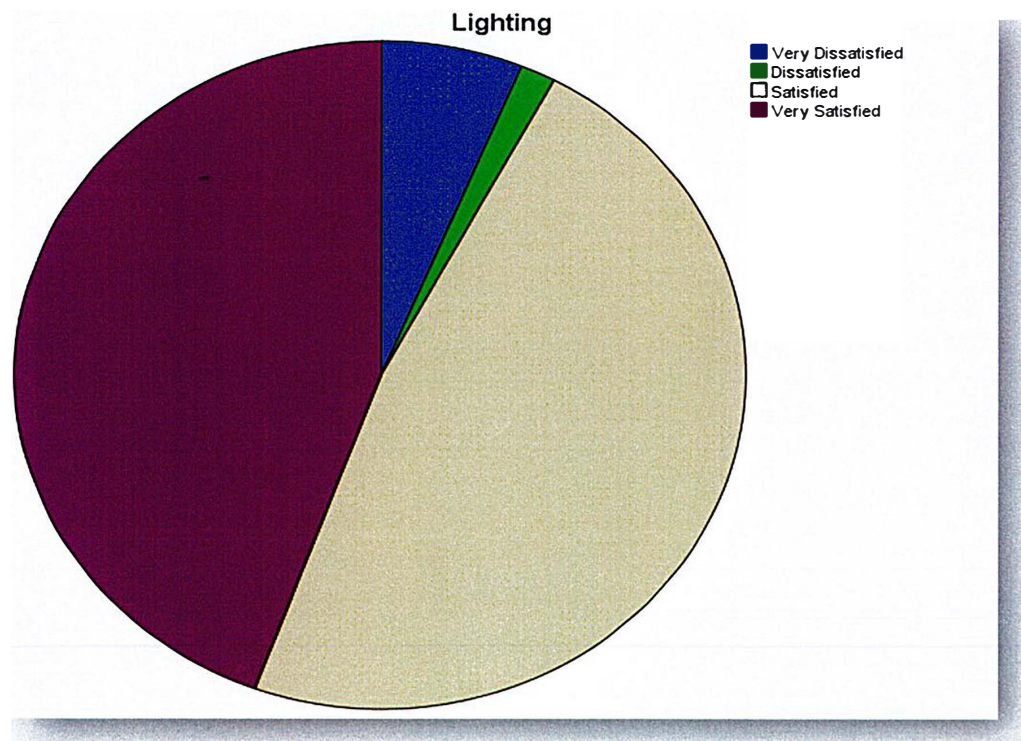


Figure 7 : Rate of satisfaction (lighting)

iv. Temperature

Result shows that students satisfied with temperature is 59.3% and only 3.1% that very dissatisfied. Followed by very satisfied 37.6% and non of them answer dissatisfied. Only few of students that were not satisfied with the temperature because it were standardized temperature that is why it cannot adjust our own.

Temperature

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Very Dissatisfied | 10 | 3.1 | 3.1 | 3.1 |
| | Satisfied | 191 | 59.3 | 59.3 | 62.4 |
| | Very Satisfied | 121 | 37.6 | 37.6 | 100.0 |
| | Total | 322 | 100.0 | 100.0 | |

Table 11 : Temperature percentage

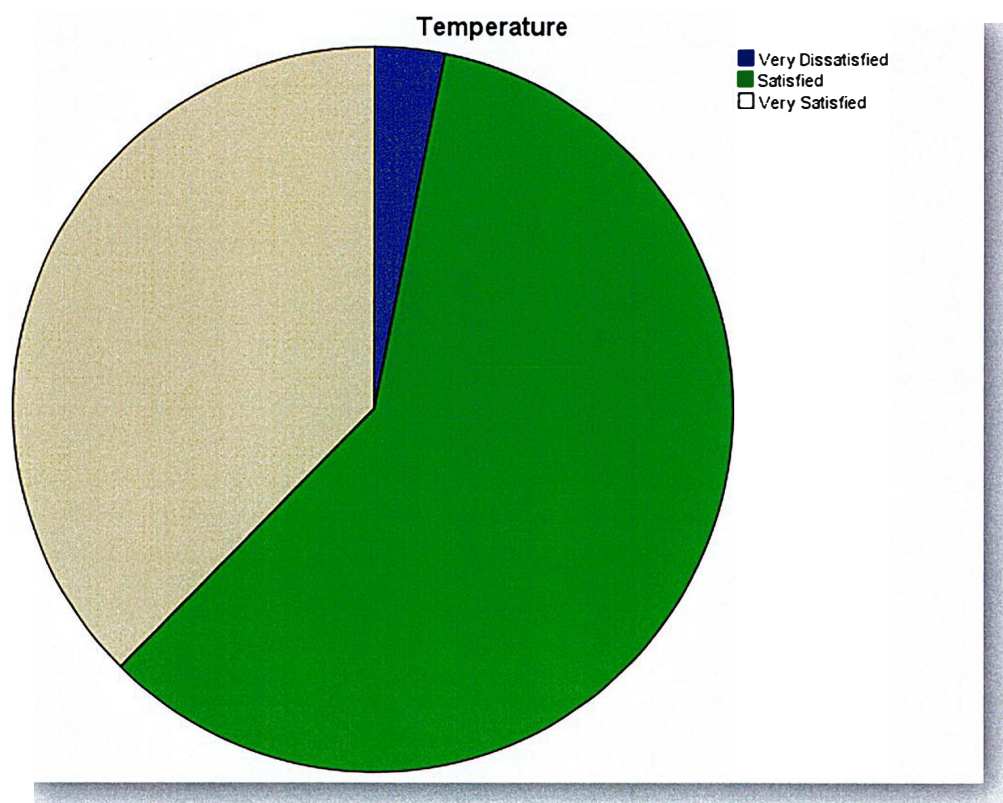


Figure 8 : Rate of satisfaction (temperature)

v. Noise

Result shows students satisfied the most with 50.0% and the least that very dissatisfied with 0.3%. Followed by very satisfied 38.2% and dissatisfied 11.5%. The least percentage is because they are maybe having trouble with the sounds of doors that were slamming so loudly.

Noise

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------|-----------|---------|---------------|--------------------|
| Very Dissatisfied | 1 | .3 | .3 | .3 |
| Dissatisfied | 37 | 11.5 | 11.5 | 11.8 |
| Valid Satisfied | 161 | 50.0 | 50.0 | 61.8 |
| Very Satisfied | 123 | 38.2 | 38.2 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 12 : Noise percentages

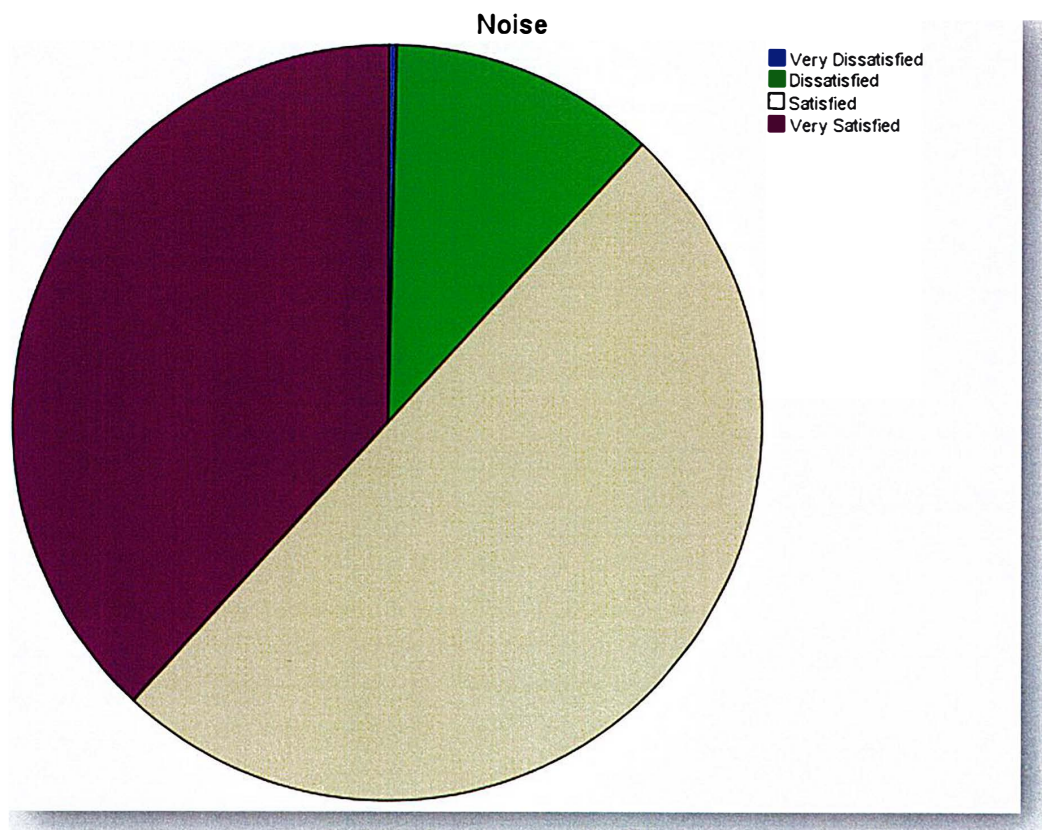


Figure 9 : Rate of satisfaction (noises)

Part B

1. Section to identify the level of satisfaction of students.

Results shows that the students came to library to use facilities with the highest percentage is everyday with 41.3%. and the least is once a month with 13.0%. Followed by once a week 25.2%, then rarely 20.5%. Number students come to library every day the highest because they are required the use of internet connection to do their task.

How often you used the facilities and service in PTDI?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-----------|---------|---------------|--------------------|
| Valid Everyday | 133 | 41.3 | 41.3 | 41.3 |
| Rarely | 66 | 20.5 | 20.5 | 61.8 |
| Once a week | 81 | 25.2 | 25.2 | 87.0 |
| Once a month | 42 | 13.0 | 13.0 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 13 : Percentage of user used facilities in PTDI

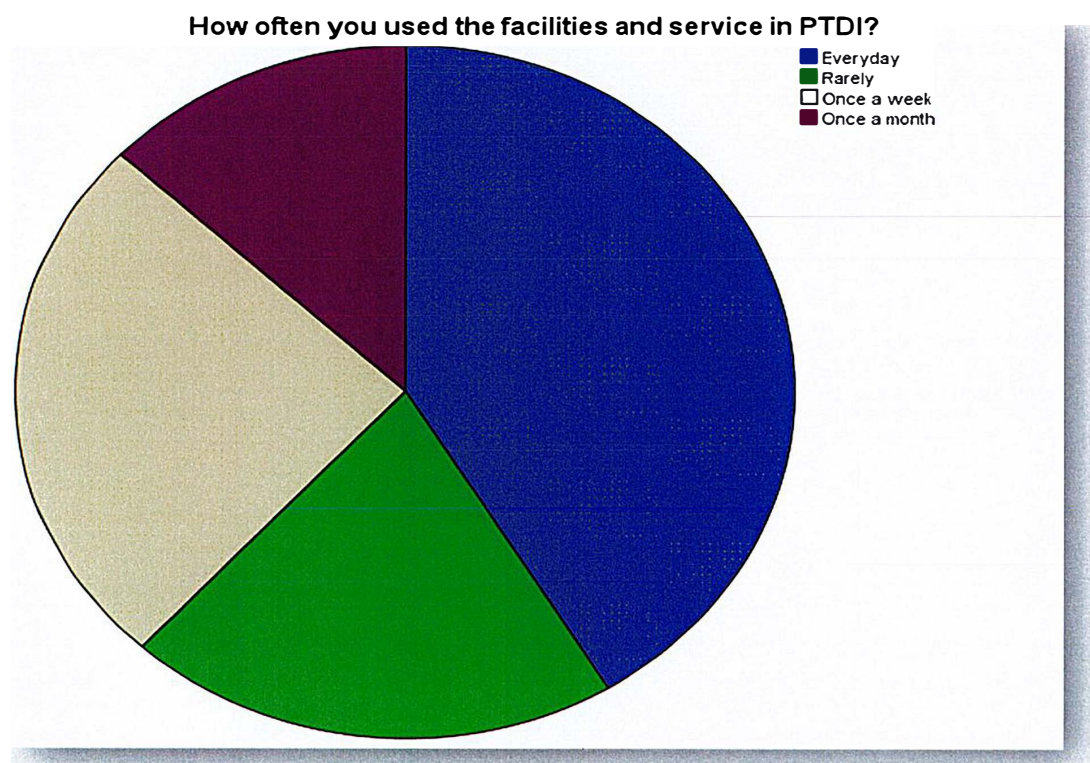


Figure 10: How often you used the facilities and service in PTDI?

2. What library facilities that you usually used?

The highest percentage of facilities used by students are the IT Centre with 31.4% compared to the use of 24 hours room with 6.2% only. This followed by leisure area with 29.5%, the study area 28.0% and discussion room with 5.0%. Discussion room were the least due to the least promotion to that room instead of the location that too hidden from others.

What library facilities that you usually used?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------|-----------|---------|---------------|--------------------|
| Discussion Room | 16 | 5.0 | 5.0 | 5.0 |
| Leisure Area | 95 | 29.5 | 29.5 | 34.5 |
| Valid Study Area | 90 | 28.0 | 28.0 | 62.4 |
| IT Centre | 101 | 31.4 | 31.4 | 93.8 |
| 24 Hours Room | 20 | 6.2 | 6.2 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 14 : Percentage and frequency of facilities used by students

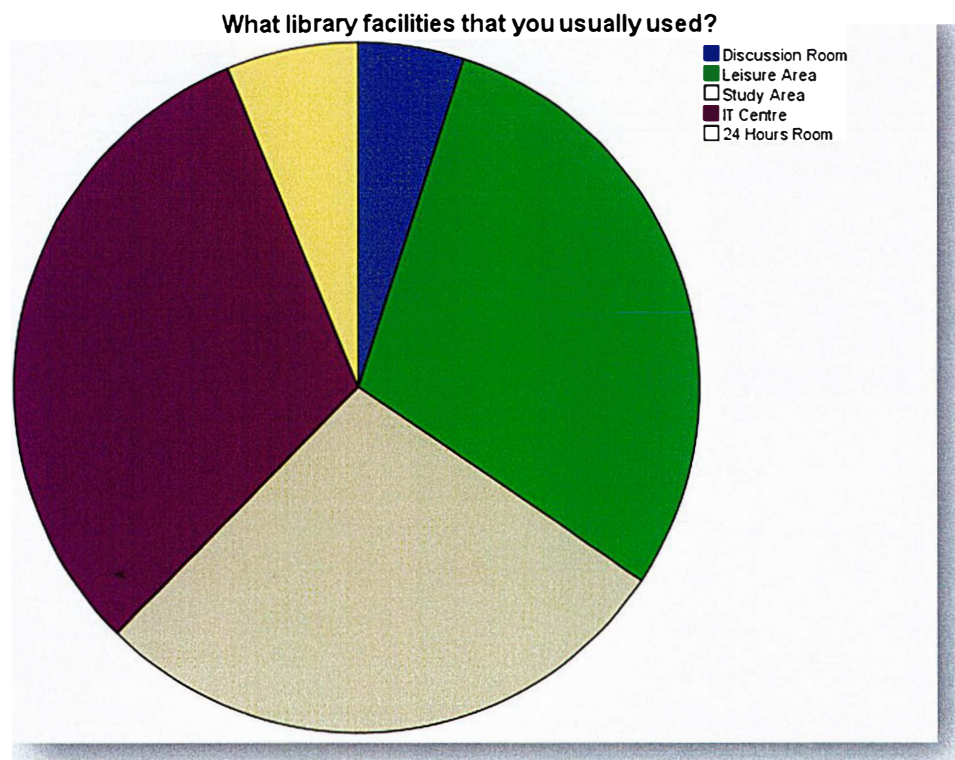


Figure 11 : What library facilities that you usually used?

3. What is the main reason of using the library facilities?

Results shows that the main reason students using library facilities the most is for using databases with 29.2% compared to reading a newspaper with 10.9%. Followed by take a rest with 24.2%, completing assignment with 18.3% and discussion with 17.4%. the percentage using databases were the highest because they use the databases in the library to find a journal or books for the requirement of assignment.

What is the main reason of using the library facilities?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------|-----------|---------|------------------|-----------------------|
| Completing Assignment | 59 | 18.3 | 18.3 | 18.3 |
| Discussion | 56 | 17.4 | 17.4 | 35.7 |
| Valid Take a rest | 78 | 24.2 | 24.2 | 59.9 |
| Reading a newspaper | 35 | 10.9 | 10.9 | 70.8 |
| Using databases | 94 | 29.2 | 29.2 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 15 : Percentage and frequencies of main reason using library facilities

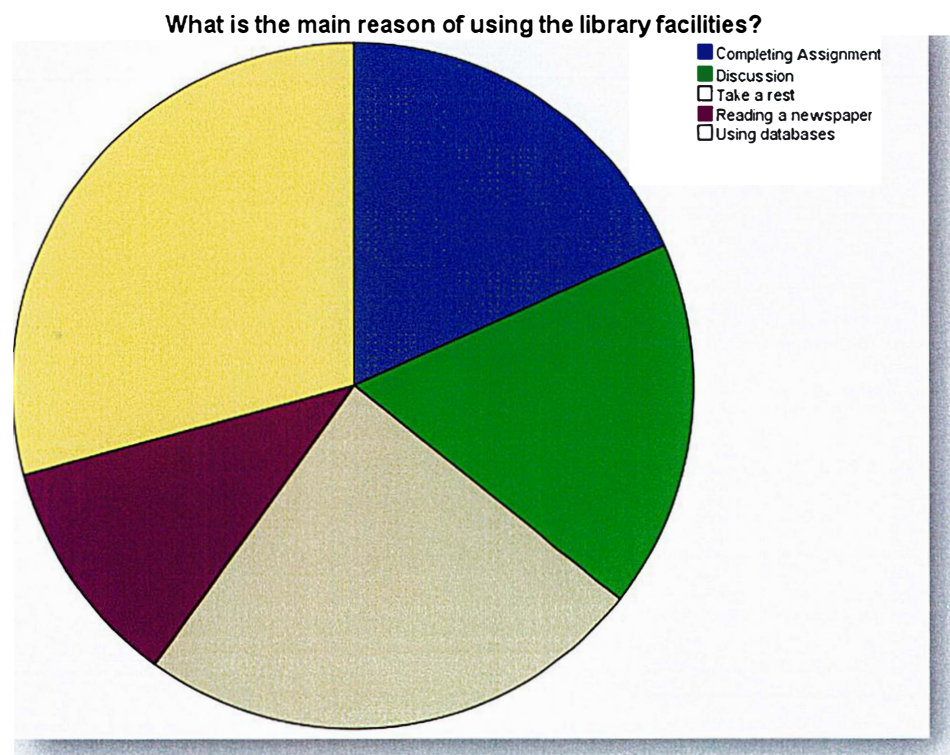


Figure 12 : What is the main reason of using the library facilities?

4. How the library satisfying your need in library?

i. Furniture provided were suitable for the process of learning and teaching

Result shows that students agree with the statement is 50.0% compared to disagree with 5.6%. Meanwhile students who very agree is 44.4% and non of them answered very disagree. Students agree the most because the shelves and other furniture were located at the area that were easy to be retrievable and also user friendly to user in terms of their comfortness.

Furniture provided were suitable for the process of learning and teaching

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------|-----------|---------|---------------|--------------------|
| Disagree | 18 | 5.6 | 5.6 | 5.6 |
| Agree | 161 | 50.0 | 50.0 | 55.6 |
| Very Agree | 143 | 44.4 | 44.4 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 16 : Percentage of furniture satisfaction

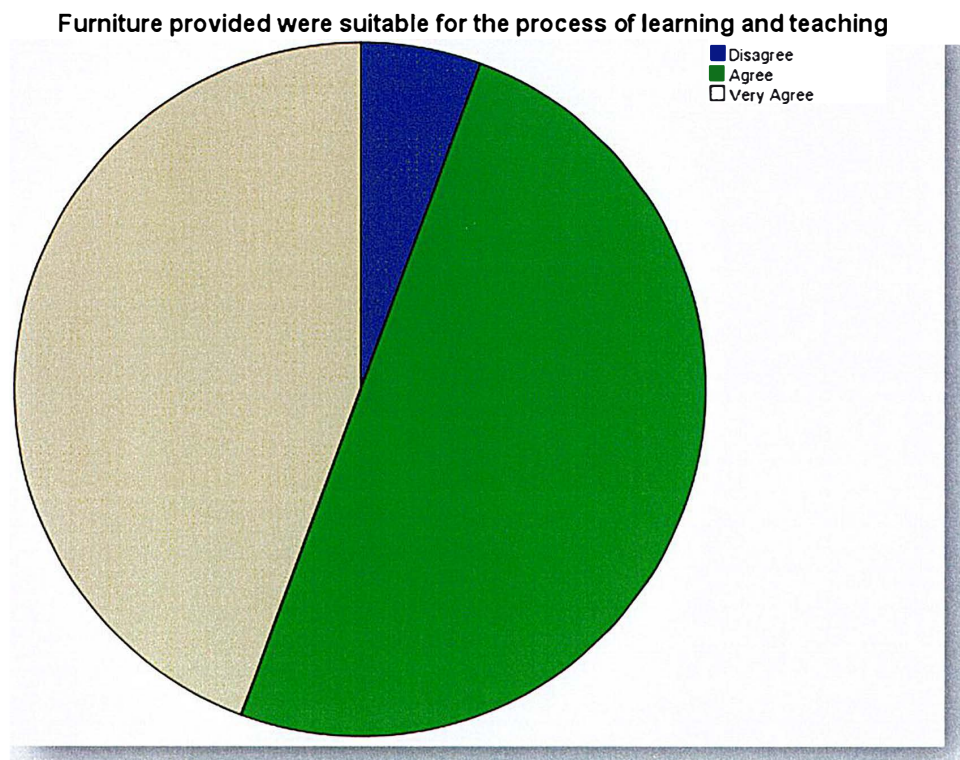


Figure 13 : Furniture provided were suitable for the process of learning and teaching

ii. Location of the furniture were appropriately located

Highest percentage are students very agree with the location of furniture with 47.2% compared to disagree with 7.8%. Meanwhile 45.0% were agree with the statement and non of them answered very disagree. Number of students disagree the lowest that is because they may think that the furniture should be not to crowded at the some of place.

Location of the furniture were appropriately located

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-----------|---------|---------------|--------------------|
| Valid Disagree | 25 | 7.8 | 7.8 | 7.8 |
| Agree | 145 | 45.0 | 45.0 | 52.8 |
| Very Agree | 152 | 47.2 | 47.2 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 17 : Percentage of furniture location satisfaction

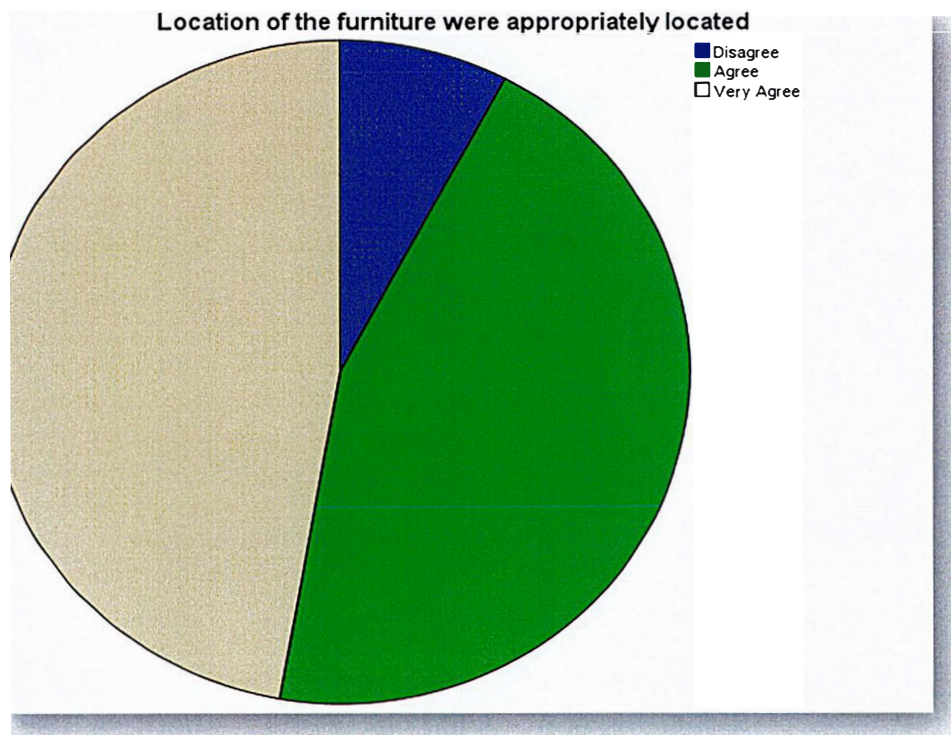


Figure 14: Location of the furniture were appropriately located

iii. Comfort of discussion room and seminar room

Shows that 57.5% were agree with the comfort of furniture compared to disagree with 11.2%. Then students agree with the statement with 57.5% and non of them answered very disagree. Percentage of students agree with the comfort of discussion room and seminar highest because the seminar room were quite bigger and they would not need to stuck between people. Meanwhile the room were completed with air cond.

Comfort of discussion room and seminar room

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | Disagree | 36 | 11.2 | 11.2 | 11.2 |
| | Agree | 185 | 57.5 | 57.5 | 68.6 |
| | Very Agree | 101 | 31.4 | 31.4 | 100.0 |
| | Total | 322 | 100.0 | 100.0 | |

Table 18 :Frequency of students answer comfort of discussion room and seminar room

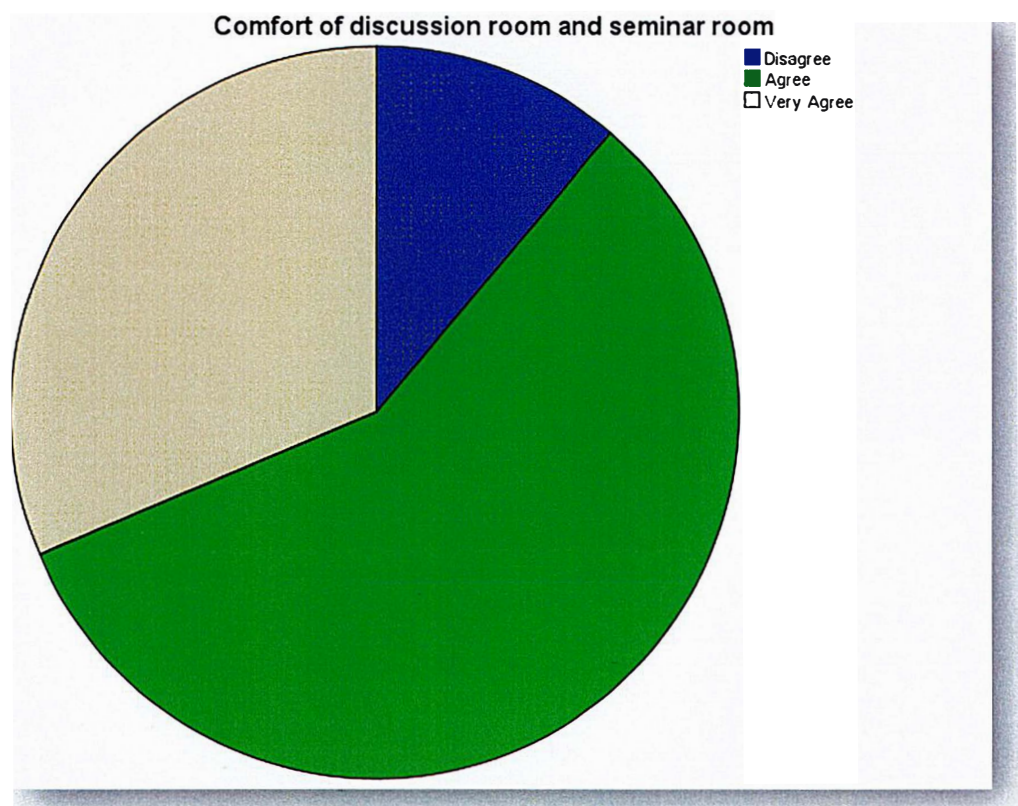


Figure 15 : Comfort of discussion room and seminar room

iv. Light level were appropriate

Results shows that students agree with the statement highest with 47.8% compared to disagree with 6.5%. Meanwhile students who very agree with 45.7% and non of them answered very disagree. Students agree with it the most because maybe the light level in the library were not too bright that it may disturbed their works in library.

Light leve were appropriate

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|------------------|-----------------------|
| Valid | Disagree | 21 | 6.5 | 6.5 | 6.5 |
| | Agree | 154 | 47.8 | 47.8 | 54.3 |
| | Very Agree | 147 | 45.7 | 45.7 | 100.0 |
| | Total | 322 | 100.0 | 100.0 | |

Table 19: Frequency students answer light level were appropriate

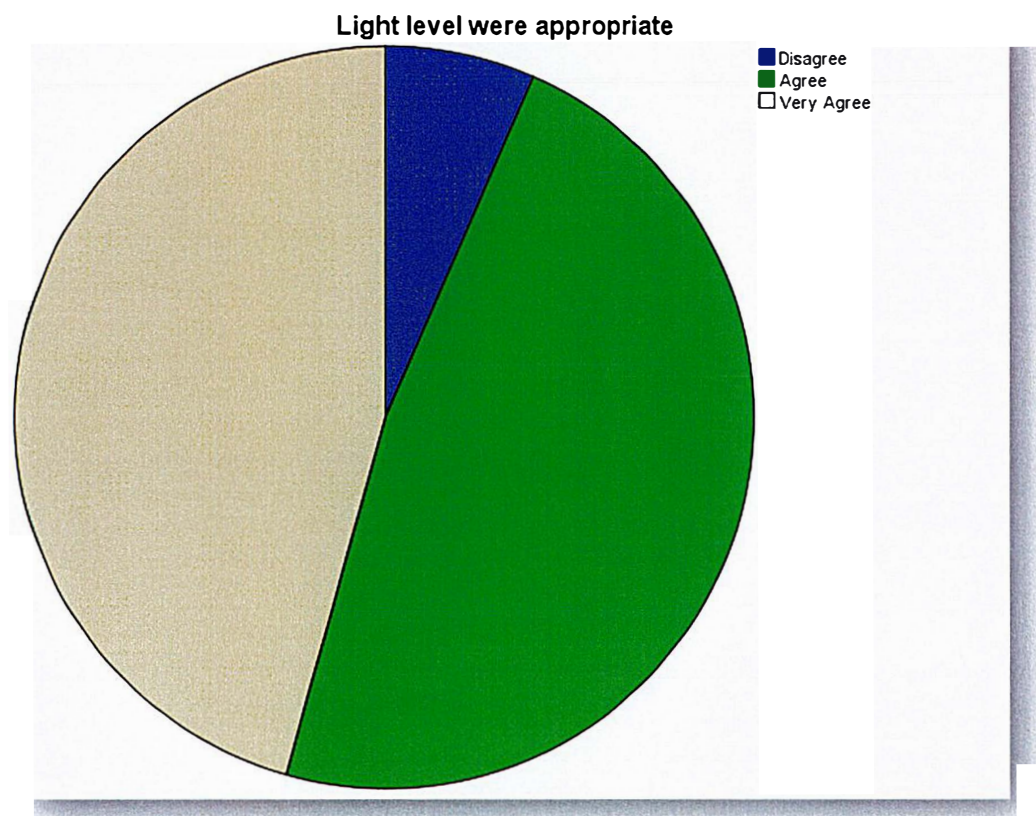


Figure 16 : Light level were appropriate

iv. Temperature of the library very consistent for the learning process

Students agree with statement with 47.8% and the highest compared to disagree with 9.3%. Meanwhile students very agree is 42.9% and none of them answer very disagree. Percentage of student very agree with the highest because the library provided a temperature that were cold and suitable with the weather outside the library. That is why they think that they temperature were suitable.

Temperature of the library very consistent for the learning process

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|------------------|-----------------------|
| Valid | Disagree | 30 | 9.3 | 9.3 | 9.3 |
| | Agree | 154 | 47.8 | 47.8 | 57.1 |
| | Very Agree | 138 | 42.9 | 42.9 | 100.0 |
| | Total | 322 | 100.0 | 100.0 | |

Table 20: Frequency of student answer the consistency of temperature in library

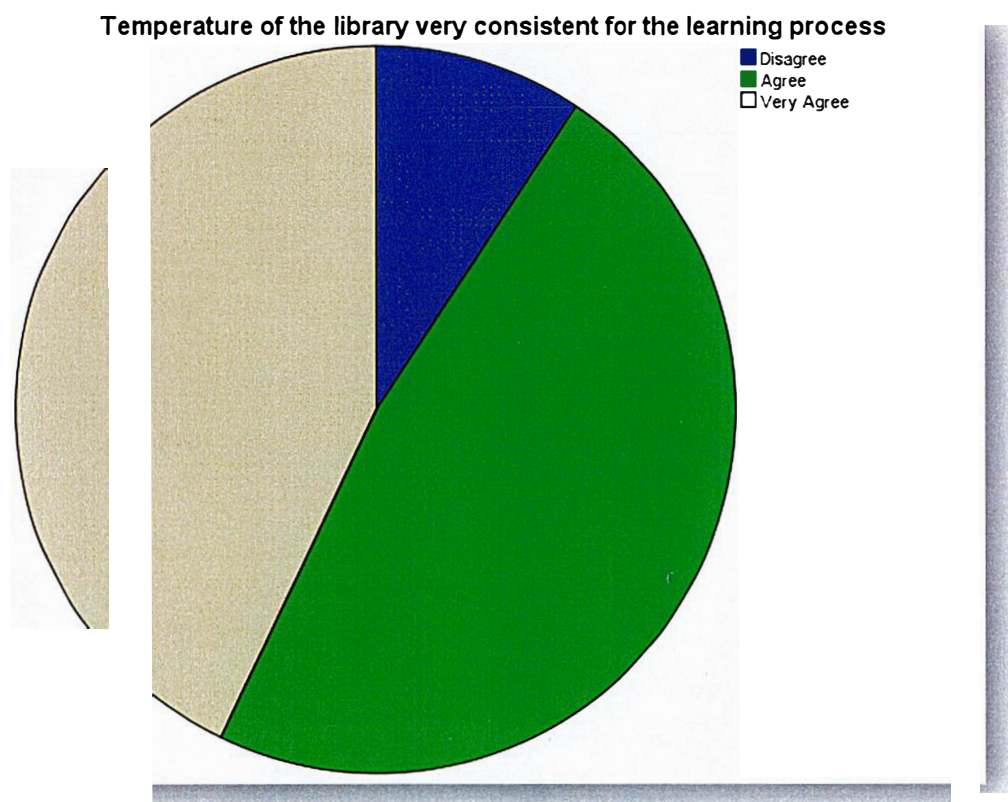


Figure 17 : Temperature of the library very consistent for the learning process

5. How far those facilities help you in fulfil your needs?

i. The locker room provided were really help me to kept my things safe

Results shows that number of students agree is the highest with 62.7% compared to students who very disagree that is 0.3%. This followed by students who very agree with 32.3% and disagree with 4.7%. Students who do not satisfy with the statement that the locker room were useful because the locker room need to be paid.

The locker room provided were really help me to kept my thing safe

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------------|-----------|---------|---------------|--------------------|
| Very Disagree | 1 | .3 | .3 | .3 |
| Disagree | 15 | 4.7 | 4.7 | 5.0 |
| Valid Agree | 202 | 62.7 | 62.7 | 67.7 |
| Very Agree | 104 | 32.3 | 32.3 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 21: Frequency of students answer locker room help in keep thing safe

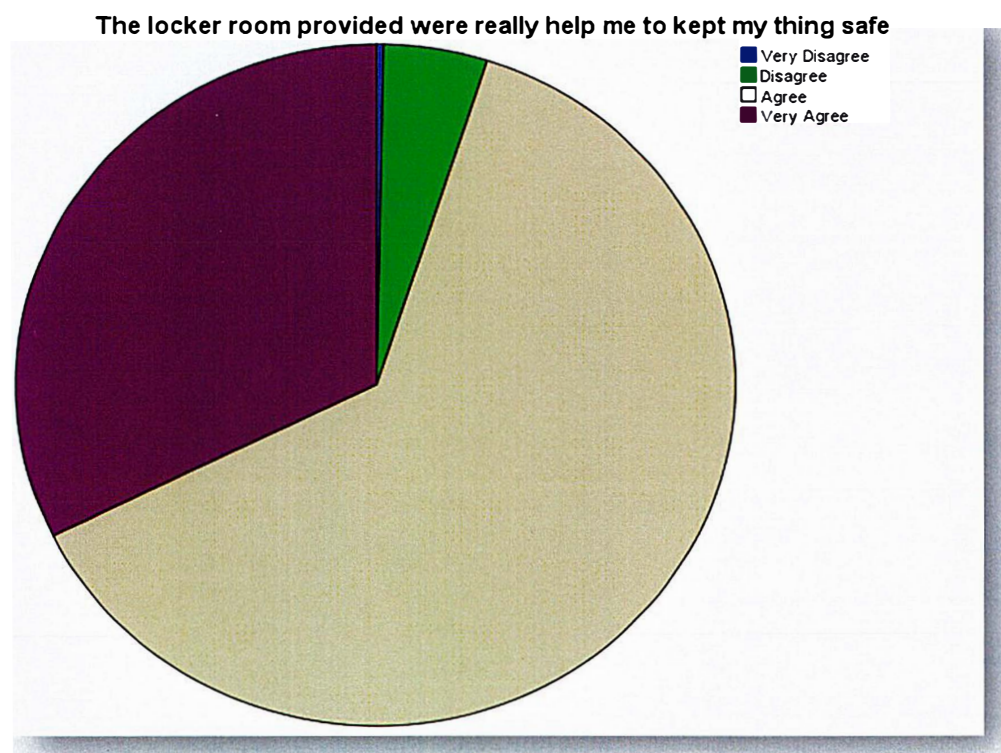


Figure 18 : The locker room provided were really help me to kept my thing safe

ii. Signage shows me direction that I want

The number of percentage students agree is the highest with 57.1% compared to disagree with 15.5%. This followed by students who agree with 57.1% and none of them answered very disagree. Students who disagree with the signage because some of them cannot find the location of lift due to the no signage shows regarding it.

Signage shows me direction that I want

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | Disagree | 50 | 15.5 | 15.5 | 15.5 |
| | Agree | 184 | 57.1 | 57.1 | 72.7 |
| | Very Agree | 88 | 27.3 | 27.3 | 100.0 |
| | Total | 322 | 100.0 | 100.0 | |

Table 22 Frequency of students answer signage shows direction

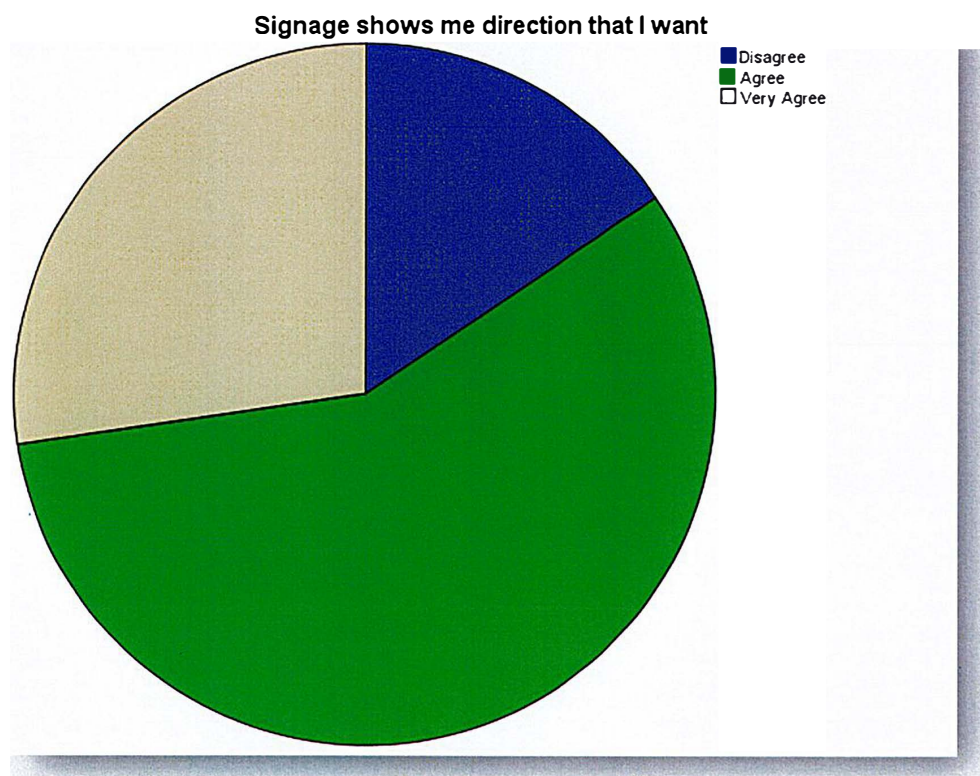


Figure 19: Signage shows me direction that I want

iii. IT's Centre really useful for me to find an information

Students who answered agree with highest percentage with 53.4% compared to disagree with 3.1%. Followed by very agree with 43.5% and none of them answered very disagree. With 53.4% it shows they are think that IT centre really useful that is because the internet connection in the campus were not helpful.

IT's Centre really useful for me to find an in ormation

| | Frequenc y | Percent | Valid Percent | Cumulative Percent |
|---------------------|---------------|---------|------------------|-----------------------|
| Disagree | 10 | 3.1 | 3.1 | 3.1 |
| Agree | 172 | 53.4 | 53.4 | 56.5 |
| Valid Very Agree | 140 | 43.5 | 43.5 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 23: Frequency of students answer that IT centre useful in information searching

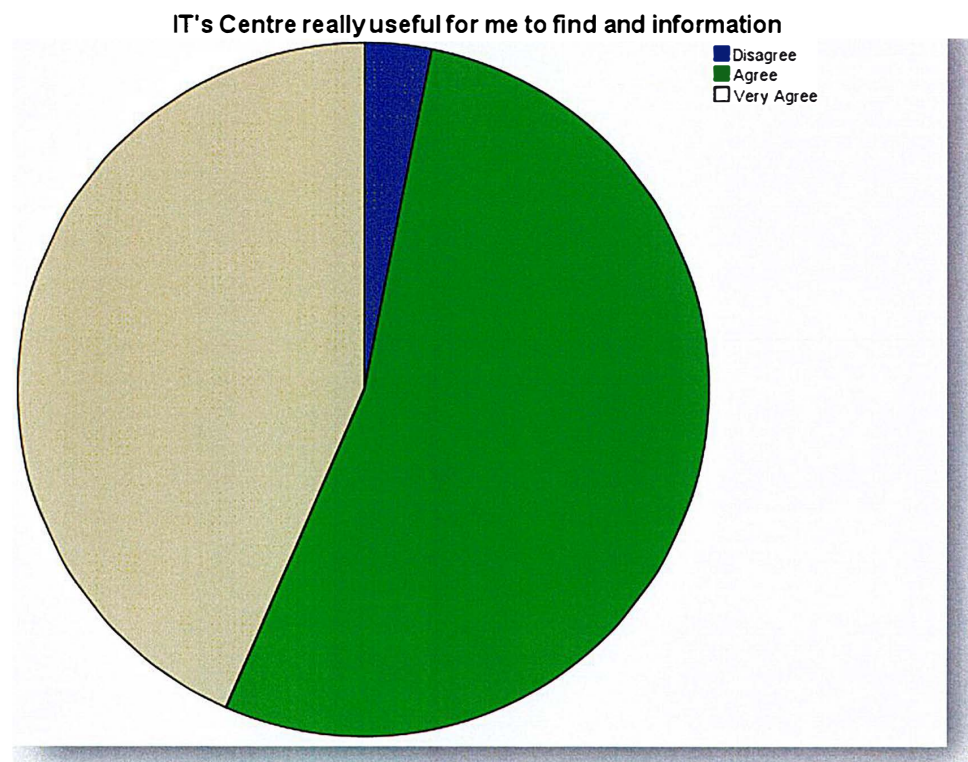


Figure 20 : IT's Centre really useful for me to find an information

iv. Discussion room make me and my friends to make discussion easily without being disturbed

Results show that students answered with agree were 66.8% compared to very disagree with 0.6%. This followed by very agree with 28.0% and disagree 4.7%. Students who agree received the highest percentage that might be because the location of the room that were quite hidden and far from noises come from outside. That is why they did not feel disturbed.

Discussion room make me and my friend to make discussion easily without being disturbed

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------------|-----------|---------|---------------|--------------------|
| Very Disagree | 2 | .6 | .6 | .6 |
| Disagree | 15 | 4.7 | 4.7 | 5.3 |
| Valid Agree | 215 | 66.8 | 66.8 | 72.0 |
| Very Agree | 90 | 28.0 | 28.0 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 24: Frequency of students answer the discussion room make discussion easily

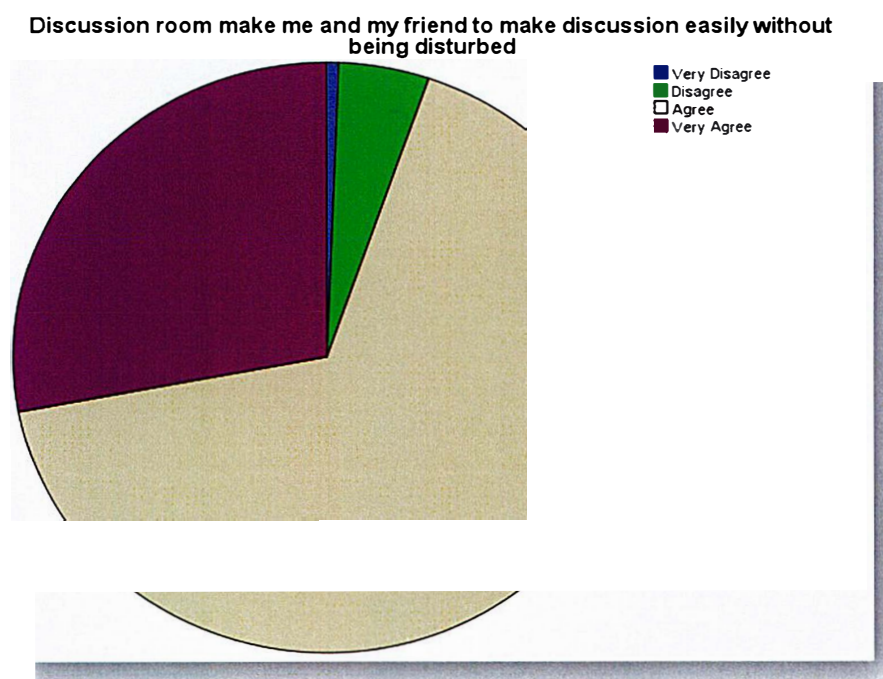


Figure 21 : Discussion room make me and my friend to make discussion easily without being disturbed

Part C

This section is to determine problems that faced by students.

Results shows that the percentage of problem that highest is internet problem in IT Centre compared to the comfort of furniture with 3.4%. Followed by noise surrounding with 28.3%, the room temperature 10.2%, the signpost provided 8.1% and the lighting level of library with 4.0%. The most problem that choose were the internet problem in IT Centre because it were difficult for them to use the internet because of the slow connection. It would make them difficult to do their work.

Please tick (/) the problem that faced by you when using PTDI facilities

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------------------|-----------|---------|---------------|--------------------|
| Room Temperature | 33 | 10.2 | 10.2 | 10.2 |
| Lighting Level | 13 | 4.0 | 4.0 | 14.3 |
| Signpost Provided | 26 | 8.1 | 8.1 | 22.4 |
| Noise Surrounding | 91 | 28.3 | 28.3 | 50.6 |
| Comfort of Furniture | 11 | 3.4 | 3.4 | 54.0 |
| Internet problem in IT Centre | 148 | 46.0 | 46.0 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 25: Frequency of student answer problem in PTDI

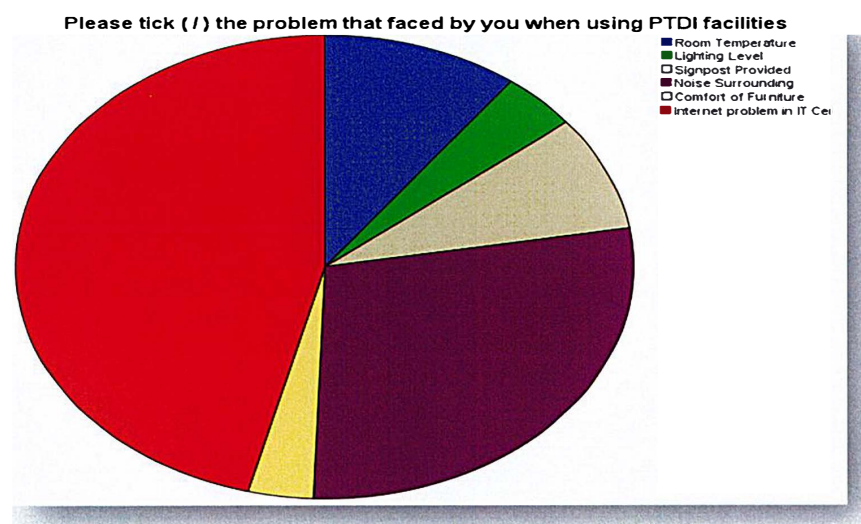


Figure 22: Problem faced when using PTDI facilities

Part D

This section is to gain suggestion from the respondent

1. Results shows that the percentage of answer that answered by students mostly is to separate the places of study between male and female with 31.1% and only 21.7% that state to improve the wifi connection in library. Other than that, there are 47.2% that not answered the question and left blank. The percentage of separation place between male and female is the suggestion that they give to library this maybe because the behaviour of some students that may not be appropriate to be seen.

What do you think that the library should do to prevent those problems to happen in the future?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|-----------|---------|---------------|--------------------|
| Improve wifi connection in library | 70 | 21.7 | 21.7 | 21.7 |
| Separation place of study between male and female | 100 | 31.1 | 31.1 | 52.8 |
| Not answered | 152 | 47.2 | 47.2 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 26: Frequency student giving opinion to library

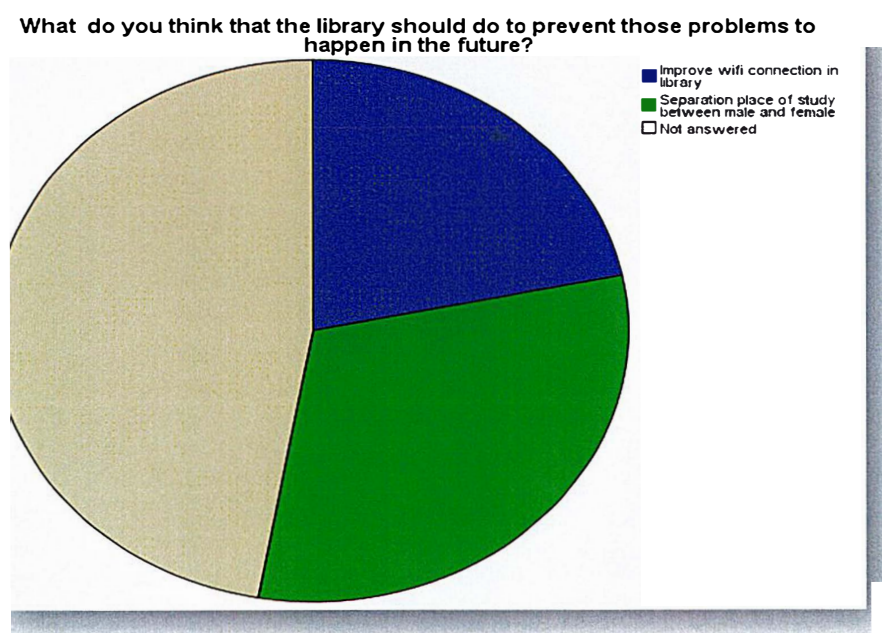


Figure 23: What do you think that the library should do to prevent those problem to happen in the future?

2. Results shows the recommendation from students that suggesting the most is to add more computer with 20.2% compared to add more business management book with 0.9%. Followed by make wifi connection better 15.8%, extend the operating time with 15.5% and 47.5% not answered and left blank. Most of them recommend that to add more computer in the library because they are having problem to use the computer in IT Centre.

Please state recommendation that you want to suggest?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------|-----------|---------|---------------|--------------------|
| Add more computer | 65 | 20.2 | 20.2 | 20.2 |
| Extend the operating time | 50 | 15.5 | 15.5 | 35.7 |
| Add more business book | 3 | .9 | .9 | 36.6 |
| Make wifi connection better | 51 | 15.8 | 15.8 | 52.5 |
| Not answered | 153 | 47.5 | 47.5 | 100.0 |
| Total | 322 | 100.0 | 100.0 | |

Table 27: Frequency of student that recommend their suggestion

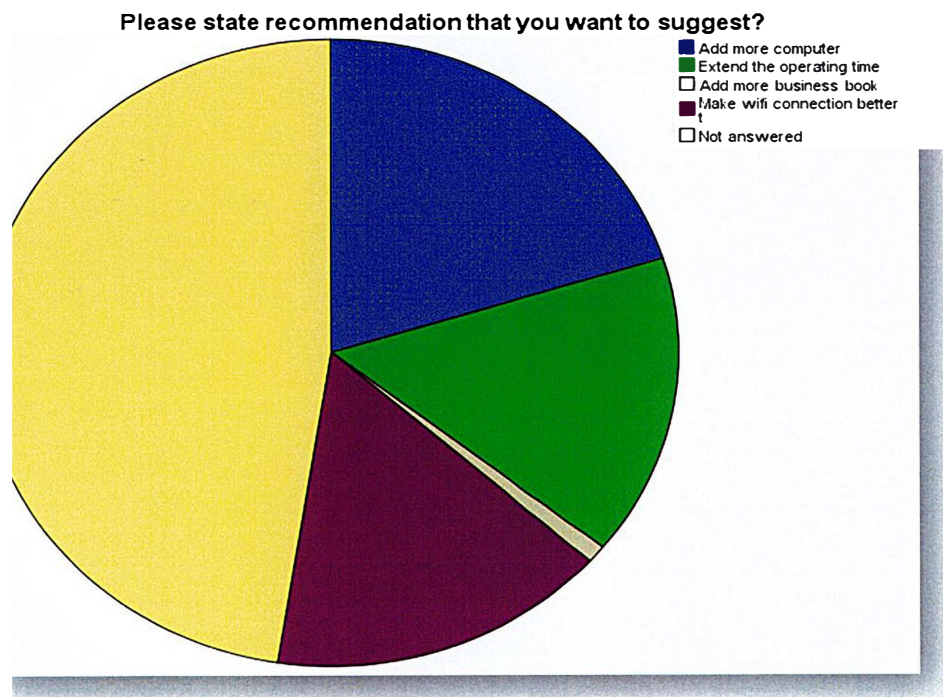


Figure 24 : Please state recommendation that you want to suggest

SUMMARY

As a summary, the questionnaire were achieving the research objective that is to determine the level of user satisfaction in library facilities of PTDI UiTM Johor Bahru, Kampus Pasir Gudang. This is because results shows the number of students who satisfied were majority and only a few of them did not satisfy. An improvement could be done in order to serve the library user with a better facilities.

5.0 | SUMMARY

Perpustakaan Tun Dr Ismail (PTDI) in UiTM Kampus Pasir Gudang were a new campus in Johor Bahru that need to acquire better facilities and services to their user. Problems that faced by library need also to be improve time by time. Based on the problem statement that is the facilities management of the library that not being organized well by the library. Furthermore, user come daily to library and used those facilities need to be acquire their thoughts and perception. A brief research being done by going thoroughly other researcher work. This would be included the appropriate light level should be in the library. Besides that other element also being discussed that is the noise surrounding, space utilization, temperature and also relative humidity according to type of places and also the furniture . Instead of those element, others also mentioned that is the problems that usually faced by library in terms of facilities and also the importance of having good facilities in library.

The research question developed were based on the objective of the study. This is to ensure the respondents answered to the question in order to get their level of satisfaction. It got four part of question that is demographic question and others were question that relating to objective. The question were to identify the level of satisfaction of user that used library facilities, how far those facilities help them and do they got any problem in when they are using library facilities.

Questionnaire were chosen as a method of data collection. This method is more accurate as we collecting data randomly from students who use the library facilities. It were distributed to the students day by day in a week without knowing their courses and semester. This to avoid ay biasness in data collecting. 10 minutes were given for them to answer question and provide a suggestion for the improvement. There are 322 questionnaires given to 322 students and all of it were returned back .

Findings were calculated using SPSS software that allowed process of calculation easily and accurate. From the research findings shows that the objective of study were achieved in order to determine the level of satisfaction user using library facilities. It shows students satisfied enough with the facilities but only a few of them not very satisfy with it. Majority of students gave positive response to the question. It can be concluded that from 100% of students 80% were satisfied. Improvement can be made from this research.

5.1 | DISCUSSION

i. To identify the level of satisfaction of students in library facilities

Question regarding the level of satisfaction of the user in library through elements that were important in the library.

Results shows that most of the students were satisfied with the library spaces, furniture, temperature, lighting and also noise surrounding. Library spaces shows the highest percentage that is 39.1%. Meanwhile furniture with 42.2% students satisfied. Followed by lighting element with 47.8% then the temperature satisfaction with 59.3%. Lastly the percentage of noise where students satisfied with 50.0%. This shows the number of satisfied percentage were mostly selected by the students as the results. Most of them would probably thinking that those element were really useful in the library as it were already provided for their necessity.

Also being inserted is question regarding how the library satisfy their user needs. Also the results shows that it achieved the objective. Through question furniture provided were suitable for the process of learning and teaching with 50.0% agree with the statement. Other than that, the location of the furniture were appropriately located and 47.2% of students very agree. The comfort of discussion room and seminar room also state that 57.5% agree. Light level were appropriate shows 47.8% agree with the statement and temperature of the library very consistent for the learning process with 47.8%. From the results above, it shows that the library facilities has been one of their requirement that can be considered as important to them.

Library help user to fulfil needs of their user in purpose of study and learning. The statement of the locker room provided were really help to kept thing safe with 62.7%. The signage shows direction records that number percentage students agree with 57.1%. Other question is the IT Centre really useful to find an information and it stated that 53.4% agree with it followed by question discussion room make discussion process easily without being disturbed with 66.8%. The results of the finding shows that the students were really satisfy with the facility in the library.

This is because library are one of the places in the campus that provided all of the facility in purpose for the students to feel comfortable and can do works easily. This can be seen that those facilities has helping them in completing their needs for example information searching.

ii. To identify problem in the facilities management

In this part, it stated problem that may arise during the process of using library facilities by students. It can be seen that, most of students answered internet problem in IT centre were the highest problem with 46.0%. This were followed by the noise surrounding that records 28.3%. Other than that, the problem arise is the room temperature that stated 10.2% and the signpost provided records 8.1%. The lighting level and comfort of furniture records lowest problem with 4.0% and 3.4%.

As being stated in the finding the students mostly having problem in terms of internet connection. The requirement of internet were important to completing any tasks not only in UiTM but also other institution. This problem would probably affect the study and the teaching and learning experiences of students. The limited use of internet will somehow disturbed them in their needs.

iii. To recommend a solution to the problem arising in facilities management of the library

Most of students answered the library should separate the location of study between male and female with 31.1% and followed by to improve the wifi connection in the library with 21.7%.

Other recommendation suggested by students through the questionnaires were mostly they answered to add more computer with 20.2%. Followed by to make the wifi connection better. Then to extend the operating time of the library with 15.5% and add more business book with 0.9%.

This recommendation shows how eager they are in separating the location between male and female in order to avoid any inappropriate behaviour. By giving

recommendation they are able to show the library what kind of needs that they are require in the future and for the time being.

5.2 | CONCLUSIONS

In the nutshell, the results shows it has fulfilling the needs of research. With the objective to measuring the level of satisfaction of user regarding the library facilities. With the finding, the needs of improvisation has been identified. Being said before by Jan Clee (1993) that, " the improvement which most respondents would like to see in the library was better guiding ... " .

Besides, through finding , problems has being identified from the view of the user that would bring positive effect to the library in order to keep on serve their users. Positive result shows that the library facilities has achieve the target of research objective by providing a good library facilities to their user. So with the question either library has satisfy the needs of their user through library facilities has been answered. With the recommendation received from students, a new aspect of improvement can be seen. By receiving support from their user, library could improvise their facilities for a better future.

5.3 | RECOMMENDATION

For the recommendation, library should able to :

1) Add a ramp for the disabled person inside of library

These ramp were not provided for disabled person inside of the library. It will create difficulties to them as they want to go to level 2 or 3. Inside the library only lift being provided, but problem would arise if the lift did not functioning well and it would affect those disable person.

2) Improve wifi connection

Perpustakaan Tun Dr Ismail should able to improve their internet connection to better level. This is because the internet connection that was used were too low in their connection. The importance of having good connection would be helpful in increasing the library statistic in the future.

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