

UNIVERSITI TEKNOLOGI MARA

**ASSESSING USER ENGAGEMENT
WITH NON-DIGITAL LIBRARY
RESOURCES AMONG
UNDERGRADUATE STUDENTS AT
FACULTY OF INFORMATION
SCIENCE**

**NURUL NUR FATIHAH BINTI
SHAPIE**

MSc

September 2025

ABSTRACT

Public and academic libraries invest significantly in digital resources yet struggle to justify these expenditures due to low usage. The rise of non-digital library (non-DL) resources challenges the prominence of academic digital libraries. This study examines user engagement with non-DL resources, focusing on reliability, assurance, tangibles, empathy, responsiveness, and satisfaction, framed within the SERVQUAL model. A mixed-methods approach was employed, combining a comprehensive literature review across education, digital libraries, and technology with quantitative data collection. Participants included undergraduate students from the Faculty of Information Science at Universiti Teknologi MARA (UiTM) across multiple campuses. A theoretical model was developed, testing hypotheses related to engagement, service quality, and satisfaction. Analysis of 302 responses confirmed significant relationships between these factors and non-DL engagement. The study contributes theoretically by integrating SERVQUAL with non-DL engagement, empirically validating these relationships, and offering practical tools for assessing non-DL resources. The study's limitations include its focus on a specific student population and potential for broader applicability. Future research should incorporate models like TAM or UTAUT and expand to diverse student groups. Combining qualitative and quantitative methods is recommended for a more comprehensive understanding.

Keywords: Non-digital library resources, SERVQUAL, user engagement, service quality, satisfaction.

ACKNOWLEDGEMENT

Firstly, I wish to thank God for giving me the opportunity to pursue my Master's degree and for completing this journey successfully.

I would like to express my deepest gratitude to all those who supported me throughout the process of completing this thesis. First and foremost, I extend my sincere thanks to my supervisor, Dr. Nor Erlissa Binti Abd Aziz and Ts. Inv. Dr. Mohamad Rahimi Bin Mohamad Rosman for their invaluable guidance, insightful feedback, and unwavering support. Their expertise and dedication have been instrumental in shaping this research and guiding me through every challenge. My heartfelt thanks also go to Universiti Teknologi Mara and the School of Information Science, College of Computing, Informatics and Mathematics for providing the necessary resources and facilities to conduct this research.

I would also like to express my appreciation to the participants of this study, whose cooperation and willingness to share their experiences made this research possible. Special thanks are due to my fellow graduate students and colleagues for their friendship, collaboration, and encouragement throughout this journey. Their support, both academic and emotional, has been invaluable.

Finally, this thesis is dedicated to my late mother and late brothers, whose love and motivation continue to guide and support me, even in their absence—a source of courage and inspiration to push forward and complete this journey. To my beloved husband and family members, I am eternally grateful for your endless support, love, and encouragement. This accomplishment would not have been possible without your presence by my side. Finally, to my friends, thank you for your patience and understanding throughout this long journey. Your emotional support has been invaluable, and I dedicate this achievement to all of you.

TABLE OF CONTENTS

	Page
CONFIRMATION BY PANEL OF EXAMINERS	ii
AUTHOR'S DECLARATION	iii
ABSTRACT	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	xi
LIST OF FIGURES	xiii
LIST OF ABBREVIATIONS	xv
CHAPTER 1 INTRODUCTION	1
1.1 Background of Study	1
1.1.1 The Context of Engagement	3
1.1.2 The Context of Digital Library	4
1.1.3 The Context of Non-Digital Library Resources	7
1.1.4 Engagement with Non-Digital Library Resources	9
1.2 Problem Statement	10
1.3 Objectives of Study	12
1.4 Research Questions	12
1.5 Significance of Study	13
1.6 Scope of Study	14
1.7 Limitation	15
1.8 Definition of Terms	16
1.8.1 Engagement	16
1.8.2 Digital Library (DL)	16
1.8.3 Non-Digital Library (Non-DL)	16
1.8.4 Reliability	16
1.8.5 Assurance	17
1.8.6 Tangible	17
1.8.7 Empathy	17

CHAPTER 1

INTRODUCTION

1.1 Background of Study

The rapid advancements in information technology have profoundly transformed the processes of information collection, storage, retrieval, and dissemination. The concept of a digital space or resources has emerged as an intriguing new frontier, increasingly blurring the boundaries between the physical and digital worlds. For libraries and their users, this shifting digital environment presents many aspects that should be considered. As conventional library services evolve to keep pace with the digital age, grasping the potential usage of this immersive digital realm has become essential (Oladokun, B.D. et al., 2023).

Historically, printed materials such as textbooks, periodicals, handbooks, and journals supported research, teaching, and learning. However, the expansion of information and communication technologies (ICT) has revolutionised the role of libraries. This shift in information resources has posed new challenges for libraries globally in meeting users' evolving information needs. Moreover, the advent of ICT has reshaped librarians' and information professionals' responsibilities and job profiles. The advancement of technology has led to the rise of online resources, marking a significant transformation in library services and access to information, and giving rise to the concept of the digital library. This shift has introduced new expectations and demands from library users and librarians. The utilisation of digital libraries has seen consistent growth, particularly in developed nations (Adebayo John Oluwaseye, 2013).

Academic libraries worldwide are diving headfirst into the digital revolution of the 21st century, each at its own pace. In response to rapidly shifting information needs, these libraries are reimagining their services and resources to enhance their offerings. Digital libraries, in various forms, aim to deliver instant access to a wealth of digitised content, including multimedia (Mayank Trivedi, 2010). The Digital Library Federation describes digital libraries as institutions that manage resources with specialised staff to select, organise, provide intellectual access to, interpret, distribute, and preserve digital works. These libraries are intricate systems that link to diverse collections, with these connections often hidden from users, rather than just offering document surrogates,