



UNIVERSITI TEKNOLOGI MARA

**FIRST YEAR STUDENTS' SATISFACTION TOWARDS USER EDUCATION PROGRAM
PROVIDED BY PTAR PUNCAK PERDANA,
UiTM MALAYSIA**

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**FACULTY OF INFORMATION MANAGEMENT
UiTM PUNCAK PERDANA CAMPUS
UiTM MALAYSIA
2010**

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FACULTY OF INFORMATION MANAGEMENT

BACHELOR OF SCIENCE IN INFORMATION MANAGEMENT (HONS.)

INFORMATION RESOURCES CENTER (IS223)

“DECLARATION OF ORIGINAL WORK”

I, Akbar Bin Malek (871117-08-5494)

and

Heilda Nor Zairudin (871113-01-5158)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This academic project paper is the result of our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Sign:

(Akbar Malek)

(Heilda Nor Zairudin)

Date: 1st May 2010

ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Alhamdulillah..... With HIS blessing and goodness, our academic project on “First Year Student Satisfaction towards User Education Program Provided by PTAR Puncak Perdana, UiTM Malaysia” has been completed.

First and Foremost, we would like to thank my advisor, Dr Dang Merduwati for her never-ending effort in guiding me through her ideas and advises. She has kindly devoted her time to read, criticize and give opinion on this academic project.

Special thanks to the all librarian and all library staffs of PTAR Puncak Perdana, UiTM Shah Alam for their helps and hard cooperation in providing information and sources needed for our research, also to all respondents that has co-operated to fill the questionnaires. Thanks you very much for your time and willingness.

Finally, to our beloved family, friends and senior for their helps and encouragement also their understanding in completing this academic project.

May ALLAH bless all of you now and hereafter, Amin.

ABSTRACT

This academic project discusses about first year students' satisfaction towards user education program that is provided by PTAR Puncak Perdana, UiTM Malaysia. This research determine outcome and end result about the user education program that provided by PTAR Puncak Perdana.

In this research, through expert review, the researchers discussed about the delivery methods' and content that should be done at PTAR Puncak Perdana to make sure first year students' satisfaction towards user education program.

This is a survey study which was designed to investigate the first year students' satisfaction towards user education program provided by PTAR Puncak Perdana, UiTM. Hundred (100) first year students of Faculty of Information Management were selected as respondents. The researchers also generate the data collected by using SPSS to get findings.

As conclusion, the user education program that is provided by PTAR Puncak Perdana is successful because the respondents give positive comments or views by responding to the questionnaire provided by the researchers.