

UNIVERSITI TEKNOLOGI MARA

MLS 760: INDEPENDENT STUDY

**USERS' PERCEPTION ON LIBRARY STAFF
ATTITUDE IN PERPUSTAKAAN TUN ABDUL
RAZAK, UNIVERSITI TEKNOLOGI MARA**

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Candidate's Declaration

I declare that the work in this independent study 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 report has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

In the event that my report be found to violate the conditions mentioned above. I voluntarily waive the right of conferment of my degree and agree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.


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TABLE OF CONTENTS

	Pages
CANDIDATE’S DECLARATION.....	i
ACKNOWLEDGEMENT.....	ii
TABLE OF CONTENTS.....	iii-vii
LIST OF TABLES.....	viii-ix
LIST OF FIGURES.....	x
ABSTRACT.....	xi

CHAPTER 1: INTRODUCTION

1.0	Background to the Study.....	1-3
1.1	Statement of the Problem.....	4
1.2	Purpose of the Study.....	5
1.3	Objectives of the Study.....	5
1.4	Research Questions.....	6
1.5	Hypotheses.....	7
1.6	Significance of the Study.....	7-9
1.7	Scope of the Study.....	9
1.8	Limitation of the Study.....	9-10
1.9	Definition of Terms.....	10-11
1.10	Structure of the Thesis.....	11

CHAPTER 2: LITERATURE REVIEW

2.0	Introduction.....	12-13
2.1	Definition of Library Staff and Attitude.....	13
2.1.1	Library Staff.....	13
2.1.2	Attitude.....	13-15

ABSTRACT

This study investigates users' perception on the performance of library staff attitude in an academic library, which is the Perpustakaan Tun Abdul Razak (PTAR), Universiti Teknologi MARA (UiTM) Shah Alam. The library staff in PTAR 1 and PTAR 2 were assessed based on their attitude in terms of reliability, responsiveness and assurance. Questionnaires were distributed to 150 respondents of whom 140 (93%) responded. Descriptive and inferential statistics were used in the analysis of data using Statistical Product Service and Solution (SPSS). The results revealed that the overall mean scores of users' perception on library staff attitude by dimension of reliability was 3.33, the overall mean scores by dimension of responsiveness was 3.30 and the overall mean scores by dimension of assurance was 3.43. The highest mean of the reliability dimension is *library staff are able to give the right answers to users' question* (mean=3.52), followed by the dimension on responsiveness which was *library staff are ready to respond to users' questions* (mean=3.47) while for the highest mean for the dimension on assurance was *a two way communication between a library staff and users are very important to make sure that users will come to the same library again in the future* (mean=3.75). Majority (75 or 53.6%) of the respondents indicated that they use the library services quite frequently. Only a small number (13 or 9.3%) use the library very frequently. The most common problems faced by them were *library staff did not give enough attention*, followed by *lack of number of staffs to entertain users and lack of communication skill*. The study shows that there was a significant difference on the perceptions on library staff attitude regarding reliability from both different faculties which are Faculty of Law and Faculty of Accountancy. Respondents perceived different perceptions towards library staff attitude regarding reliability. In terms of the relationship between perceptions regarding reliability and usage of library services, the correlation coefficient was 0.246, responsiveness and usage of library services was 0.199 while assurance and usage of library services was 0.183. The researcher hopes that the findings of this study will contribute positively towards excellent library services. The study had a profound impact on making recommendations to all types of libraries concerned with library services in giving the best services to library users and also in ensuring the library staff to work efficiently and effectively at all times.

Keywords: Attitude, Users' Perception, Library Staff, Library Services, Universiti Teknologi MARA