

**QUALITY SERVICE PERFORMANCE MODEL IN ACADEMIC LIBRARIES: A CASE
STUDY AT RESEARCH UNIVERSITIES (RUs) IN MALAYSIA**



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Dengan segala hormatnya perkara di atas adalah dirujuk.

Dengan sukacitanya, Institut Pengurusan Penyelidikan (RMI) mengucapkan tahniah kepada tuan/puan kerana telah berjaya ditawarkan Geran FRGS bagi projek penyelidikan tersebut.

Syarat-syarat kelulusan Geran FRGS adalah seperti berikut :

- i. Tempoh projek penyelidikan ini ialah dua (2) tahun, iaitu bermula **15 Ogos 2009** hingga **14 Ogos 2011**.
- ii. Kos yang diluluskan ialah sebanyak **RM20,000.00 sahaja**. Tuan/puan diminta mengemukakan proposal beserta bajet yang baru seperti yang dicadangkan dan bersesuaian dengan jumlah kelulusan yang telah diluluskan.
- iii. Pembelian peralatan komputer/printer/PDA/alat multimedia adalah tidak dibenarkan.
- iv. Setiap pembelian bahan atau peralatan hendaklah mematuhi Prosedur Perbendaharaan Bendahari yang telah ditetapkan contohnya setiap pembelian aset/bahan melebihi RM500 hendaklah disertakan sebutharga dan borang analisa harga. Pihak tuan/puan juga diminta untuk mengembalikan peralatan (aset) yang dibeli ke fakulti atau kampus cawangan setelah tamat projek penyelidikan.
- v. Tuan/puan perlu menandatangani Borang Perjanjian Penyelidikan dengan kadar segera kerana penggunaan geran hanya akan dibenarkan setelah perjanjian ditandatangani.

- vi. Pihak tuan/puan dikehendaki mengemukakan laporan prestasi (BORANG FRGS – P1 (R)) pada setiap bulan **April** dan **Oktober** sepanjang tempoh penyelidikan tuan/puan berjalan.
- vii. Pihak tuan/puan juga dikehendaki mengisi borang perlanjutan tempoh penyelidikan (BORANG FRGS – L1 (R)) sekiranya perlanjutan tempoh penyelidikan diperlukan sebelum tiga (3) bulan tempoh sebenar penyelidikan tamat.
- viii. **LAPORAN AKHIR** sebanyak dua (2) salinan (*hardcopy*) dan satu (1) salinan (*softcopy*) perlu dihantar sebaik sahaja projek penyelidikan **TAMAT**. Tuan/puan juga perlu mengisi borang laporan akhir FRGS (BORANG FRGS – P3 (R)).
- ix. Semua maklumat berkenaan FRGS boleh diperolehi di laman web RMI (<http://www.rmi.uitm.edu.my>)
- x. Pihak RMI juga berharap agar hasil penyelidikan ini dapat diterbitkan di jurnal antarabangsa berwasit sejajar dengan aspirasi UiTM dalam merealisasikan Universiti Penyelidikan (RU).

Sekian, harap maklum.

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“SELAMAT MENJALANKAN PENYELIDIKAN DENGAN JAYANYA”

Yang benar

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ABSTRACT

This study in particular examines the quality service performance in academic library. The reason for choosing academic libraries at the four (4) Research Universities is because this university has a high merit provides service par excellence. Thus, the implementation of quality service could be a guideline or standards to others. The objectives of this study are i) To determine whether there exists a relationship between the five dimensions and the service performance of the academic libraries at the four (4) Research Universities in Malaysia; ii) To determine the elements in each dimension that contributed to the service performance of the academic libraries at the four (4) Research Universities in Malaysia and iii) To evaluate the most dominant dimension that influences the service performance in the academic libraries at the four (4) Research Universities in Malaysia. This study will employ the basic SERVQUAL model by Parasuraman (1996). Five determinant of quality service has been pre-identified which are Library as a Place (Tangible), Collections, Access, Reliability and Empathy. The sampling technique that had been used in this research was the Stratified Random Sampling. Total number of respondent involves are 246. A set of questionnaire were developed to collect the data. The findings of this study may give a useful insight to the services performance provided to the user.

Key Words: Academic Library, Research University, Malaysia, SERVQUAL dimensions