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**“User Perception on Library Counter Service Staff”
A Case Study at Penampang State Library**

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DECLARATION OF ORIGINAL WORK

I, Laikim Ginsalu with student number 2005323288 hereby, declare that,

1. This work has not previously been accepted in substance for any degree, locally or overseas and it not being concurrently submitted for this degree or any other degrees.
2. This research is the result of my independent work and investigation, except where otherwise stated.
3. This research have been distinguished by quotation marks and sources or my information have been specifically acknowledged.

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ABSTRACT

This paper seek to examine the perception on the role of “The User Perception on Counter Service Staff” A study in Sabah State Library in Penampang Branch.

There are approximately 140 users which make the target visitor of the study. It is a conventional research using questionnaires to determine the actual perception of the target group.

Analysis of 140 numbers of completed questionnaires formed the major source of primary data from which the final finding is formulated. To come up with the final findings, the research seek to examine the awareness, the understanding, the confidence or the users, and the measure of performance of counter service staff in the eyes of the respondents.

The study has prove that the users acknowledged the of counter service staff in Sabah State Library in Penampang Branch, though there were some other suggestions put forward by the respondents to further improve the relationship between users and counter service staff.

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