UNIVERSITI TEKNOLOGI MARA

THE LIBRARY USAGE AMONG STUDENTS AND THEIR PERCEPTIONS TOWARDS LIBRARY SERVICES

HAWA NAIMAH KAMARUDIN
(2007240862)

Dissertation submitted in fulfillment of the requirements for the degree of

Master in Library Science

Faculty of Information Management

December 2009

Author's Declaration

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

In the event that my thesis 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.

Name of Candidate: HAWA NAIMAH KAMARUDIN

Candidate's ID No.:   2007240862

Programme: Master in Library Science

Faculty: Faculty of Information Management

Title: The Library Usage among Students and Their Perceptions towards Library Services

Signature of Candidate: ....

Date: 04 JAN 2010

ABSTRACT

This study investigates the library usage among students and their perceptions towards Perpustakaan Tun Abdul Razak Puncak Perdana (PTAR PP) services. The main purpose for the establishment of a library in university is to fulfill the intellectual requirements of the community it serves such as faculty, researchers and students. This study employs the descriptive survey method and uses the questionnaire as the data collection instrument. The questionnaire used was adapted from many sources. A five-point scale was used to determine the perceptions of students towards Perpustakaan Tun Abdul Razak Puncak Perdana services. The findings revealed that students are rarely used library effectively and they were less satisfied with the library services. It is expected that the findings for this study will be useful for the library organization to improve the services and sustain their functional towards students information needs. Recommendations are made on the need for staff training, user education, upgrading systems and infrastructures and marketing and promoting the library services. Finally, the study proposes directions for future research in the area of library usage and perceptions towards the services.

Keywords: *Academic library, library usage, library services, user perceptions, university students*

ACKNOWLEDGEMENT

"In the name of Allah, the Merciful, The beneficent"

Glory of Allah S.W.T the most gracious; the most merciful is upon his messenger Holy Prophet Muhammad S.A.W. All the worship belongs to only Allah. I seek refuge with God from the wickedness within and from the evil deeds. I also praised to Allah S.W.T for giving me courage, time and knowledge in completing this research work successfully.

Alhamdulillah, with the strength and confidence, hard works and pains, at last this thesis is ready for submission.

First and foremost, I would like to thank my respected lecturer Dr. Wan Ab Kadir Wan Dollah who has made significant contribution and provided extremely useful comments at all stages of this project. Special thanks to you for your guidance and patience.

Many thanks is dedicated to my beloved parents and siblings for their understanding and moral support during the period of this research.

Finally, I would also like to thank to all people who are directly or indirectly involved in helping to complete this research. Their prayers, assistance, supports and advices towards the successful of this thesis is very much appreciated.

Thank you.

TABLE OF CONTENTS