UNIVERSITI
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MARA

FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES

BACHELOR IN ADMINISTRATIVE SCIENCE (HONS.)

APPLIED RESEARCH PROJECT

**"Satisfaction of Student towards Contribution of UMS Library in Supporting Learning Environment Process. Case Study: Final Year Bachelor Students from School of Economy"**

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# CHAPTER 1

## 1.1 INTRODUCTION

Library is the important place for the people especially the students since it helps the students in their learning process. As it seems important for the students, library should be able to provide a conducive environment in order to help the students to do their revision and other learning purposes. Therefore, measuring the students' satisfaction is a vital to ensure the role of library in supporting learning environment process. So, the feedback from its users is important to assist the library management in making assessment and improvement towards their quality services (Filiz, Y. Z., 2007).

As the center of attention among the students in supporting learning environment process, library should be able to offer and deliver good services towards the students in order to create satisfaction. Basically, libraries are helping to inspire and motivate the educational and study activities by offering access to world-class information resources. So, understanding the user's needs is vital since it influence the perception and satisfaction of the users and become the milestone for the success of the library. The ability of the library to meet the students expectation when deliver the services represents their successfulness. However, it still depends on the students' judgment towards services given (D, M. K., 2004).