UNIVERSITI TEKNOLOGI MARA

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CAWANGAN NEGERI SEMBILAN
KAMPUS REMBAU

FACULTY INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT

ISTANA KEHAKIMAN LIBRARY
PERSIARAN PERDANA, PRESINT 3, 62100 PUTRAJAYA,
WILAYAH PERSEKUTUAN PUTRAJAYA

PREPARED BY
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DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declaring that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text nor has any part written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

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Semester : 7

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ACKNOWLEDGEMENT

Alhamdulillah, I am grateful that today that this report and the internship training could be done successfully.

This paper is being completed with help of many people that being involved in completing this industrial training, Without the support from them, this paper might no be succeed being completed thus I want to say thank you.

First of all, I would like to thank my coordinator Sir Ridzuan and other staff that contribute to complete this internship.

Next, I would like to thank *Istana Kehakiman* library staff and my supervisor, En. Zaki because teach me lot of things that I learn at *Istana Kehakiman* .

Last but not least, but most beloved, I would like to thank my family that support me to finish this task.

Thank you.

ABSTRACT

The industrial training is requirement that some faculties in higher institution demand from their students to go through in some period in the industry environment. The industrial training does help the students as they will know what the industry characteristics that the employer looking for their future employees, whether in the aspects of skills and personality of the employee. The students could practice all the knowledge that they learn in their class in the industry, possibly bring new idea or invention to the industry that could be known as contribution to the industry. Thus, it is a win-win situation.

In the aim to complete the subject of Industrial Training subject IMC690, which one of demand for final year student Faculty of Information Management in Bachelor of Science Information (Hons.) Library Management, this report has been written based on which organization that being chosen Istana Kehakiman Library, the details of the organization as the flow of work, detail of the staffs and basically all the activities that being carry out by the practical students and special project that being carry out as an contribution to the industry. Last but not least, there will be highlight of what constraint that the organization faced to carry out their services and recommendation to suggest improvisation to the organization as well.

CHAPTER 1:

INTRODUCTION

1.0 Introduction

All the students of Information Management in Bachelor of Science Information (Hons.) Library Management needs to follow through a five (5) month period in industrial training that be chosen by them while having approval from the organization and the faculty of Information Management itself. There will be set of responsibilities that need to be carry out by the students while going through industrial training. One of the expected task that the students should attain is that they should find a way to contribute to the industry and make it as their special project. The contribution should bring a significant to the organization and the industry. The industrial training is expectantly helping the students to understand how the industry work while improving their skills as they practice the theory that they learn in the classroom to the industry.

This report will be describing on what organization that Trainee choose to fulfil my internship requirement, which is Istana Kehakiman library, brief background of the organization and their workflow, activities and special project that being conducted as an contribution to the said organization. The reason on why the Istana Kehakiman library had been chosen is based on the fact that Istana Kehakiman Library is a special library, thus, the knowledge that could be gain by me is might be contrasting on what Trainee learn in class and the organization handling different challenges than the academic library. Other than that, Istana Kehakiman library is one of prestigious law library in Malaysia as they serve the litigation line in Malaysia while having largest collection of law materials in Malaysia.

1.0.1 Objective of Industrial training

The objective of industrial training is listed as follows;

- To give knowledge to the students on how industry environment work
- To nurture the students on values that the industry looking for such as integrity, accountability, self-assured and et cetra.
- To encourage the students to contribute on their field, hence sharing their ideas to the industry
- To practice both managerial and technical skills in industry environment.

1.1 BACKGROUND OF ORGANIZATION

1.1.1. Istana Kehakiman Library

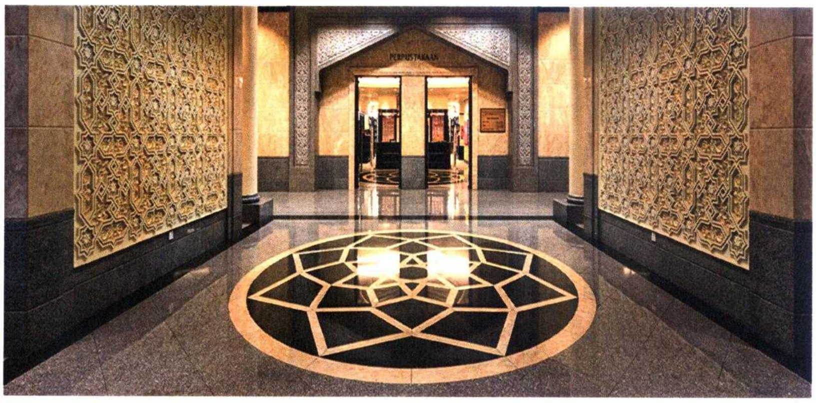
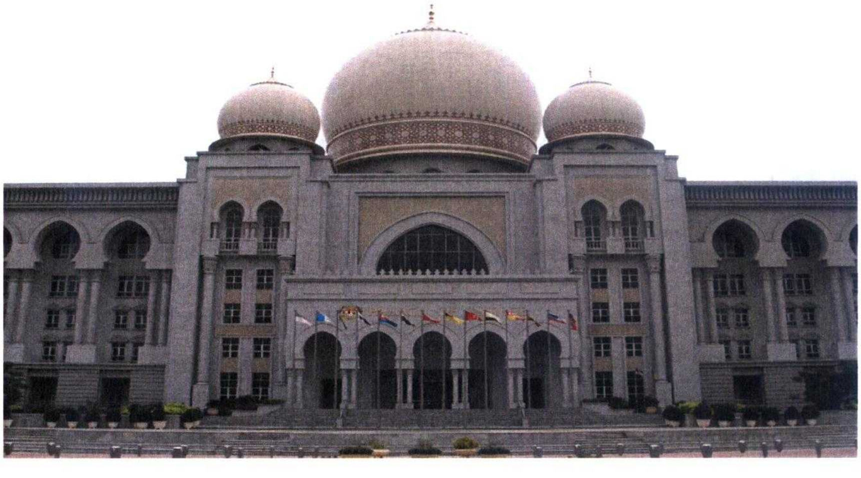


Figure 1.1. Istana Kehakiman Library

Istana Kehakiman Library is the biggest law library in the Malaysia. The library which had been establishes in 2003, being driven by its main purpose which is to serve the all judges of Federal Courts, Court of Appeal and High Court in Malaysia, thus their main focus customer is not only judges in *Istana Kehakiman* but including all the judges in all their 22 branches in other part of Malaysia as well. Moreover, there are lots of litigation line such as lawyers, research officers and staffs of the courts referring the library as their main sources of law sources.

The library is located inside Istana Kehakiman, on the North side of the building. Istana Kehakiman is the court located at Presint 3 of Putrajaya surrounded by lots of government agencies. The location is a famous spot for many events to be hold on such as Light and Motion Putrajaya to celebrate the New Year Eve 2020. The adrdres of *Istana Kehakiman* is

PERSIARAN PERDANA, PRESINT 3, 62100 PUTRAJAYA,
WILAYAH PERSEKUTUAN PUTRAJAYA:



1.2: Istana Kehakiman

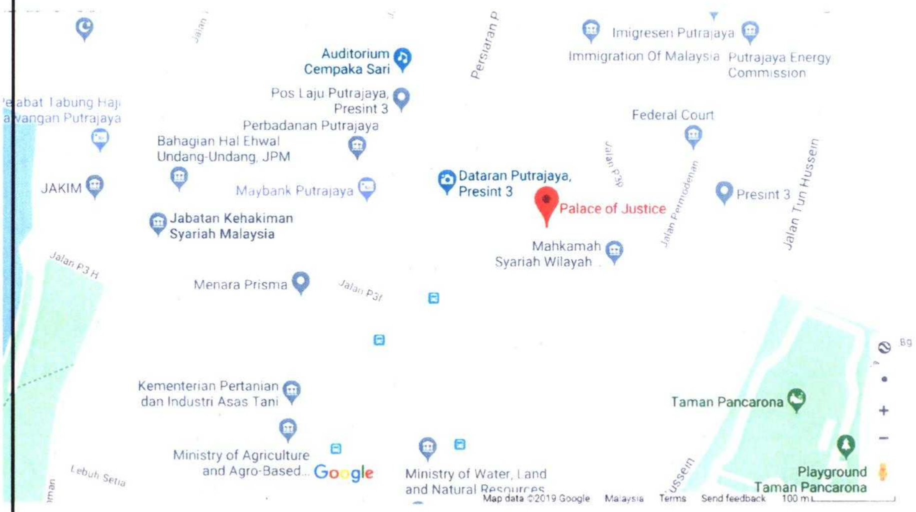

Auditorium Cempaka Sari
Imigresen Putrajaya
Immigration Of Malaysia
Putrajaya Energy Commission
Pos Laju Putrajaya, Presint 3
Perbadanan Putrajaya
Bahagian Hal Ehwal Undang-Undang, JPM
Federal Court
JAKIM
Maybank Putrajaya
Dataran Putrajaya, Presint 3
Palace of Justice
Presint 3
Jalan Tun Hussein
Jabatan Kehakiman Syariah Malaysia
Mahkamah Syariah Wilayah
Menara Prisma
Jalan P3H
Kementerian Pertanian dan Industri Asas Tani
Taman Pancarona
Ministry of Agriculture and Agro-Based...
Google
Ministry of Water, Land and Natural Resources
Playground Taman Pancarona
Map data ©2019 Google
Malaysia
Terms
Send feedback
100 m

Figure 1.3: Map of location

1.1.2 ORGANIZATION CUSTOMER CHARTER

” Mengendalikan dan melupuskan kes dengan adil mengikut undang undang dalam jangkamasa yang ditetapkan dengan mengambil kira kerjasama semua pihak yang terlibat.

Memberi perkhidmatan kaunter dan lain-lain perkhidmatan dengan mesra amanah dan efisien.”

(Handling and dispose cases with justice by following the law in the period of time with involvement of all participated parties. Giving counter services and other services with warm, trustworthy and efficient)

1.1.3 ORGANIZATION OBJECTIVE

- Providing access of usage for today and future generation a collection at department level
- Managing and providing facilities of Malaysia law information with any commonwealth country
- Act as facilitator that encourage the reading culture

1.1.4 LIBRARY OPERATING HOURS

No.	Day	Operating Hour
1	**Monday- Friday** **T**	**8 p.m-5p.m**
2	**a** **Saturday, Sunday and Public Holiday**	**CLOSED**
3	**eNote: On Friday, the library is closed from 12:15 and 2:45**	

1.1: Library Operating Hour

1.1.5 FACILITIES AND SERVICES

Facilities	Services
Counter	• **Returning/ Borrowing** This service is an open service to all staffs of Federal court only. However, all the user, from university library and government agencies can gain services as borrowing between library under the management of *Sistem Pembekalan Penerbitan(SSP)* • **INTERLIBRARY LOAN** • The services are being provided for the staffs of Chief Registrar Office to borrowing books or getting a copy of documents or articles from another library that participated as member for consortium system that being managed by SPP if the materials that being needed are not available in the *Istana Kehakiman* library. • **References and Information Finding** The services being provided to help the user to retrieve the library collection and materials that available at the library. Any enquiries could be asked to the counter services
Reading Area	• **Reading Area** is for the visitor to review or read the materials that being provided by the library.

	• **OPAC** is available for the library visitor to search the materials that they need in the reading area. • **Newspaper cutting** Newspaper article that related to judgement and court cases as Federal Court Malaysia, Appeal Court and Special Court with Seksyen Court with Magistrate being kept, daily, for reference usage to Judges and Research Officers and upper management level for information process. • **Newspaper Reading Area** There are daily paper that being provided by the library so that the user able to read daily paper at the available place. -Information Packages
Computer Area	• **Electronic Resources** The library is subscribing few of databases such as Westlaw International, LexisNexis, Lawnet and other electronic information regarding law system. The library had set up four computers in the library as to allow the user an access to the databases that the library had subscribed.
Office	• **Updating Law Amendment** Federal constitution and state enactment in

library collection, Chef judge chamber, President of court Appeal chamber, Judge Sabah and Sarawak with conference room, updating from time to time. Law index being provided to ease the information searching related to law.

- **Indexing of The Reason of Judgement**

  As a centre of the information of *Pusat Penyerahan Alasan Penghakiman,* all the reason of the judgement for Federal Court, Court of Appeal, and High Court being indexed for references.

- **Printing/ Photocopying**

  The office provided a photocopier/printing device that the librarian will use to give access for the user to gain access to the materials that they could not borrowed as the resources in Istana Kehakiman library are limited to certain group only. The printing and photocopying is free for the *Istana Kehakiman* staff but the outside visitor being charged with rm1 per paper with exception of students as they get the first 10 pages are free but if the paper exceeding 10 pages, the student must pay Rm1 per paper too.

- **Indexing of The Reason of Judgement**

  As a centre of the information of *Pusat*

	Penyerahan Alasan Penghakiman, all the reason of the judgement for Federal Court, Court of Appeal, and High Court being indexed for references.
VIP ROOM	• VIP Room is only limited for the group that being recognized by the country or the agencies that the individual or groups as a very important person for the country or the organization. The room is being supplied with some snacks and food daily to greet the VIP with welcomed environment. The example of very important person that had been visited the room is ex-Prime Minister of Malaysia, Dato' Seri Najib Razak and the royal family of Malaysia.
Conference Room	• Conference Room is where the formal meetings are being set up by the librarian staffs. The *Istana Kehakiman* staffs do use the room sometimes as the conference room is also the place where the organization kept archival of pictures of varieties event that take place in the Istana Kehakiman
General	• **Public Awareness** The library providing public awareness to inform

	the user about information and new title that available in the library. Services are provided through sources as below; -Library Website -Pages of Journal that being subscribed -List of library Accession -Selected material indexing -New books exhibition -Information Packages

Table 1.2: Liat of facilities and services

1.1.6 COLLECTION/MATERIALS

Generally, all the materials that being provided is related to legislation system in Malaysia, with some exception for light reading materials.

- **STATUTE AND LEGISLATION**

The collection is built on the act, ordinance, rules, enactment, government gazette, debate from parliament with and government services memo.

- **REASONING OF JUDGEMENT**

The reasoning of judgement is the judge decided case on the court cases that being decide by the judges of Federal court, Court of Appeal and High Court.

- **REPORT AND LAW JOURNAL**

Containing the cases collection from the court whether it is reported or unreported.

The report are from All Malaysian Reports, Current Law Journal, Commonwealth Law Report and others.

- **MONOGRAPH**

The main collection for monograph and books in legislation and containing general collection like economy, management, public relation, for references and borrowing

- **OTHER PUBLISHING**

Other publishing are usually the materials that being give by the government agencies, non-government agencies, local and international institute.

- **MAGAZINES**

The magazines are local and international magazines such as Personal Money, PC World, Asian Defence Journal and others.

1.1.7 CLASSIFICATION OF MATERIALS

The table 1.3 shows that the library is focusing to serve their focus user which are the staff of *Istana Kehakiman*. However, the public still enjoying some of benefits from the library as there are option of photocopying and printing services as the materials that being provided by the library are limited access. The characteristics are highlighting how the library are different form other library as there are exclusive value to their materials thus the access is limited with its own condition. The library unique services are not only regarding the materials that being provided by the library but also the library classification number for the books that being shelved for the user references. The library is using Moys classification number to classify their materials. Moys classification number are being used only in law library. Below are table that provide all the subject headings that available in the library.

SUBJECT HEADING	CLASS NO	SHELVES NO
Administrative Law	KM 300	6
Agency	KN 25	12
Arbitration	KN 398	2158
Bailment	KN 106	9
Bail	KM 580	23
Banking	KN 303	24
Bankruptcy/ Insolvency	KN 306	23
Bills of Exchange	KB 10	1
Biography	KN 83	14

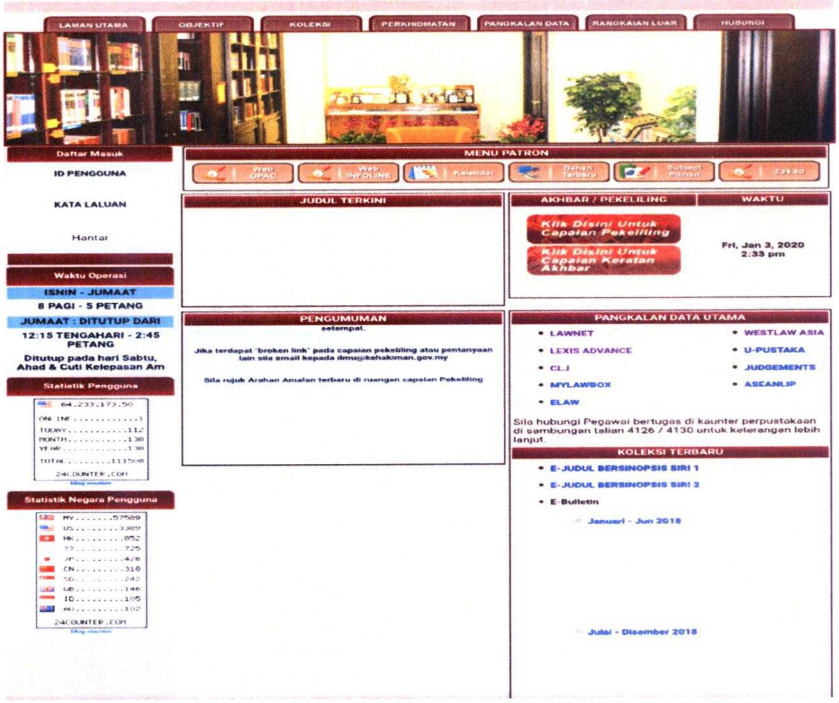
Building	KN 176	17
Children	KN 350	25
Civil Procedure	KB 10	5
Civil Rights/ Human Rights	KN 83	19 &20
Commercial law/ Business Law	KN 176	20-22
Constitutional Law	KN 350	4&5
Construction Law	KM 201	14
Contempt of Court	KN 250	8
Contract	KN 10	10&11
Conveyancing	KN 74	14
Copyright	KN 112	15
Corruption	KM 583.6	8
Courts	KL 226	4
Court Rules/ Court Practice	KN 380	25
Criminal Law	KM 500	7
Criminal Procedure	KM 570	8&9
Damages	KN 37	12&13
Data Protection	KN 347	24
Defamation	KN 38	13
Dismissal	KN 192	18
Divorce	KN 173	17
Drugs	KM 565	8
Easement	KN 65	14
Election	KM 83	5
Employment	KN 192	18

Environmental Law	KN 94	15
Equity	KN 200	18
Evidence	KN 390	26&27
Family Law	KN 170	17
Guarantee	KN 18	11
Industrial Law/ Labour Law	KN 190	17&18
Injunctions	KN 232	19
Insurance	KN 290	22&23
Intellectual Property	KN 111	15

Table 1.3: MOYS code

1.1.8 LIBRARY WEBSITE

The library does provide electronic resources for the user. The library has a website with URL, library.kehakiman.gov.my/equip-poj/. The URL being linked to the main *Istana Kehakiman* library.



setempat.

Jika terdapat 'broken link' pada capaian pekeliling atau pentanyaan lain sila email kepada ilmu@kehakiman.gov.my

Sila rujuk Arahan Amalan terbaru di ruangan capaian Pekeliling

Sila hubungi Pegawai bertugas di kaunter perpustakaan di sambungan talian 4126 / 4130 untuk keterangan lebih lanjut.

Figure 1.4 Library Website

The library website provided the user the overview, objectives, collection, services, database, external network and contacts for the user contact if there are any means necessary. From the website the user will able to know the operating hour of the library, new collection, list of databases, newspaper and many more.

Regarding databases there are access that the user could use as they open the library website. However, the user needs to enter their user id and password = that being provided by the library. The list of databases that available are Lawnet, Lexis Advance, CLA, MyLawbox and Elaw. Every databases are important for the legislation system however they have their own pro and cons, thus the user will choose any databases that ease their needs.

CHAPTER 2:

ORGANIZATION STRUCTURE

2.1 General departmental structure

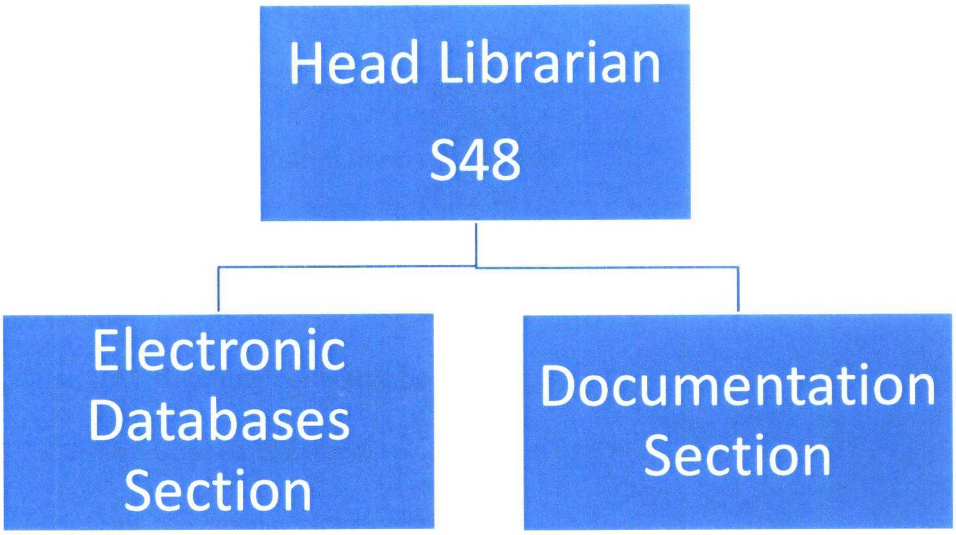


Figure 2.1: General organization structure

2.2 Department function

There are only two part of departmental structure but the separation between two department are not too visible as the staffs cooperate with each other to perform tasks. The list of duties are as follows;

i) **Electronic Databases Section**

- Managing databases subscription
- Preparing tender document for databases
- Managing electronic resources services such as website or databases
- Build databases for law materials
- Handling the digitization

- Planning promotion of electronic databases activities
- Handling online document delivery
- Carry out information from databases

ii) Documentation Section

- Build book collection and law materials
- Documentation library collection
- Updating collection of Acts and law materials
- Collecting and indexing Reason of Judgement
- Handling collective borrowing
- Counter Services
- Newspaper cutting services
- Carry out reading programme
- Prepare directory and index to accessing information
- Preparing bibliography for references

CHAPTER 3:

INDUSTRIAL TRAINING ACTIVITIES

3.1 Industries training

The students that participated in the industrial training will have to follow through the set of activities that being provided by the industry as that is the requirement that being highlighted by the faculty to identify the students had go through the industrial training successfully. The activities that being set up by industries is necessary to teach the intern students on how to handle the industry task.

Usually, in any industry organization there are planned activities that being scheduled with some time period for the internship student as to ease the flow of training in the industry, however, in Istana Kehakiman, the timetable do available on the first month as the organization find that the timetable could not be plot as the staffs availability might disturb theta presence to teach the intern students. Thus, the activities are plan for the intern students depending on the task that available on the particular moment.

Table 3.1 Summary of Industries Training

No.	Month	Activities	Supervisor
1	August	• Introduction Briefing	Mr Zaki & Mr Rosli
		• Operation Briefing	Mr. Hamidi
		• Briefing supplier and tender	Mr. Rosli
		• Proposal and disposal of office filing	Mrs. Erna Faizura
		• Organization of books and shelf labelling	Mr. Zaki
		• Organizing info@judges board	Mr. Zaki

		• **Materials delivery to judges' chamber**	**Mrs. Akhsaniza**
		• **Entertaining visitor**	**Mrs. Akhsaniza & Mrs. Ilham**
		• **Updating amendment in the Act book briefing**	**Mrs. Akhsaniza**
		• **Learning databases functions**	**Mrs. Ilham, Mrs. Elina & Miss Dympna**
2	**September**	**Updating New Amendment**	**En. Asmawi**
		Newspaper cutting	**Mrs Bella**
3	**October**	**Listing and Sorting Out Reason of Judgement**	**Mrs Elina**
		Acquisition Process	**Mr Rosli**
		Cataloguing Process	**Mr Shamsudin**
		Counter Duty	**Any staff that assigned to be on counter duty**
4	**November**	**Designing New book Poster**	**Mr Zaki**
		Searching Cases	**Mr Zaki**

		Welcoming Speech to the visitor	**Mr Zaki**
5	**December**	**Managing Book Delivery; inter library loan**	**Puan Erna Faizura**
		Editing letter for Judiciary Book delivery	**En. Zaki**

Table 3.1: List of Activities

i) Introduction Briefing

Introduction briefing had been conducted on the first day of the student participation in the *Istana Kehakiman* library as intern student. The briefing had been conducted by En. Zaki where he explains briefly on the organization, the organization mission in the past few years as to pursue digital library environment, their exclusive user which is the judges and the staffs in the *Istana Kehakiman* and how the organization work in brief. There are also an introduction to the all the staffs that work in *Istana Kehakiman* which are 13 of them.

ii) Operation Briefing

The operation briefing is being conducted by En. Hamidi. He explains the operation of office in library of *Istana Kehakiman*. There is workflow of letters that need to be conducted with some procedures. He does tell us where all the equipment that necessary for the library such as the cutter machines, printing/ photocopier devices and many more.

iii) Briefing supplier and tender

The library is in middle of process to give a new tender of databases to the suppliers across of Malaysia. The library conducted a seminar to the supplier as they explain all the procedures that the supplier needs to follow through to help them to gain the library tender. After the seminar being conducted there are time-to time briefing from Mr. Rosli to us regarding tender and supplier such as the procedures, circular letter, assets and many more.

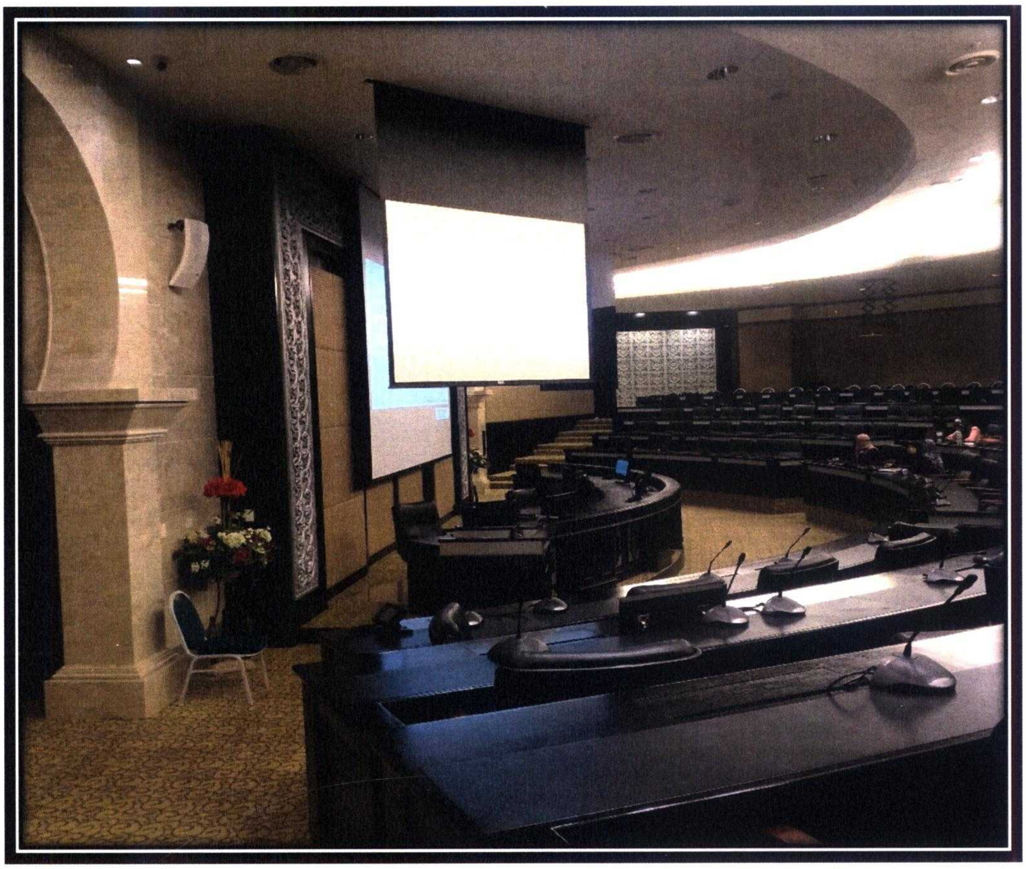


Figure 3.1 Seminar of databases conducted by Mr. Rosli

iv) Proposal and disposal of office filing

Mrs. Erna had been assigned to teach us regarding file appraisal and disposal. She teaches us how to keep a file, open new file folder for new topic and how many limits of documents that could be kept in a file. Then, Mrs. Eran teach us on how to dispose file and to separate file that could be used in archive agencies. The files need to be separated to the categories that been provided by the archive department in *Istana Kehakiman* However, the project that of disposal file that been assigned to us need to be done in many periods of times considering to the department rules and on the fact that the files are not being disposed for decades thus sorting all the files in the library storage will take some time.

v) **Organization of books and shelf labelling**

We had been assigned to arrange the collection of speeches, conferences and many more in the corner side of the library. The labelling is being made to label every section of the shelf.

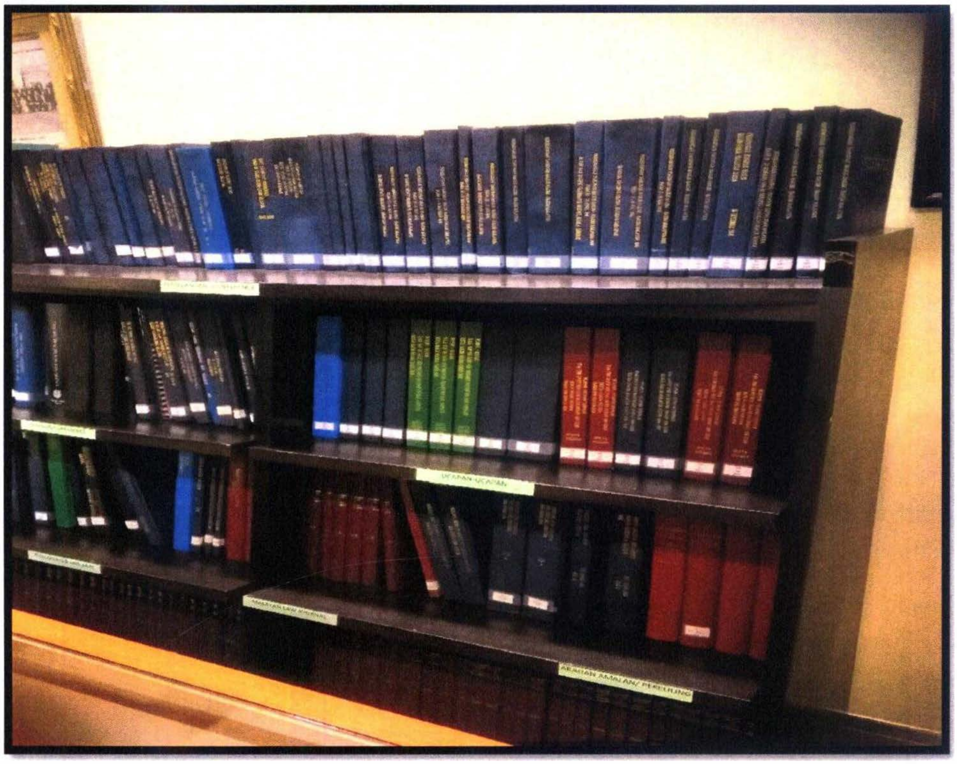


Figure 3.2 Speeches books being organized into categories and labelled

vi) **Organizing info@judges**

The judge position is not permanent as there are judges that being appointed and retired. Thus, the library is updating their information board regarding judges from time to time. Thus, as we are being a intern student at this library, we are being assigned to monitor and updating the judges position from time to time.

vii) Material delivery to judges' chamber

There act books in the judges` chamber will be review from time to time as there are amendments that being updated as there are continuous collectively decision to amend new law from the parliament. Thus, the judges nees their act books being updated from time to time too. Thus, the library staffs help the judges to update the law in their act books. The staffs will take and deliver the act book from judges' chamber to deliver all the process. trainee follow the staff to deliver and take the act books frequently.

viii) Entertaining Visitor

The library has always receiving visit from many parties and organizations, In the first month, there are visitor of two lawyers from South Africa that having a side visit from their main purpose- to going a tour in *Istana Kehakiman*. Trainee had been assigned to entertain their question regarding *Istana Kehakiman* library.

Figure 3.3 Visit from South Africa Lawyer

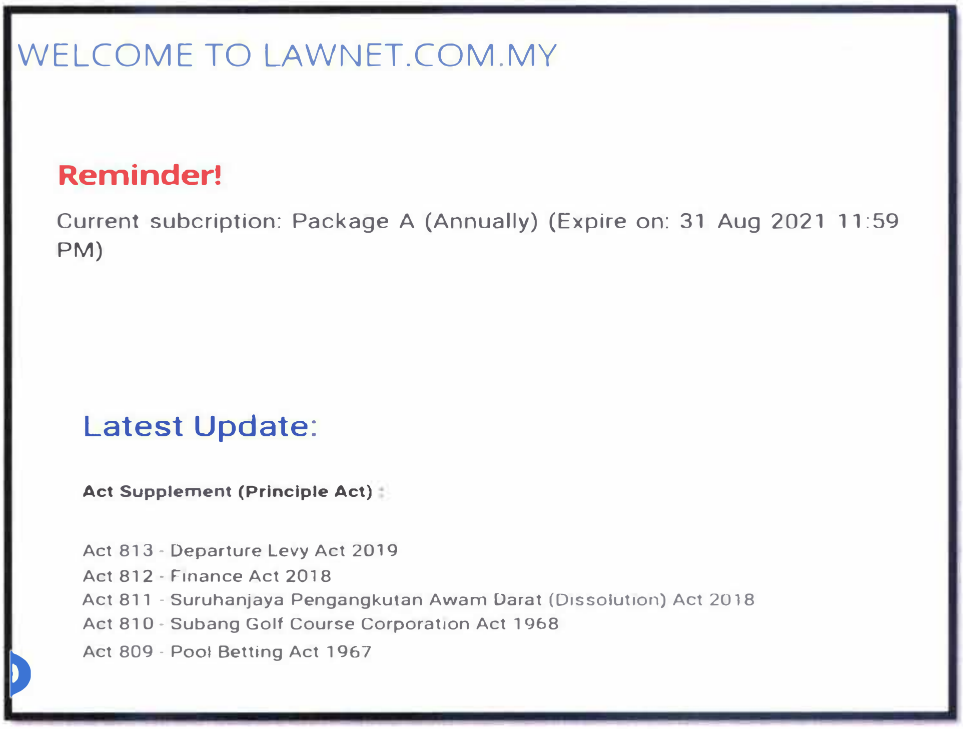
ix) Updating Amendment in the Act Book

The library purpose is to serve the legislation in Malaysia are being served, not only provided the materials but also to make sure that the materials are updated as well.

Mrs Akhsaniza teach me on how the act book being amended. There are several steps that need to be follow through by the librarian. The steps are;

a) Receiving order from En. Asmawi

En. Asmawi is the assistant librarian of the library. He monitors all the amendments that need to be update in the Act book. En. Asmawi will ask the staff library to update any amendment if there are a update from Lawnet. Lawnet is a database for legislation system.



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Reminder!

Current subcription: Package A (Annually) (Expire on: 31 Aug 2021 11:59 PM)

Latest Update:

Act Supplement (Principle Act) :

Act 813 - Departure Levy Act 2019
Act 812 - Finance Act 2018
Act 811 - Suruhanjaya Pengangkutan Awam Darat (Dissolution) Act 2018
Act 810 - Subang Golf Course Corporation Act 1968
Act 809 - Pool Betting Act 1967

Figure 3.3 Lawnet Interface and the new amendment that being amended by Parliament

b) Staff update the amendment in the Actbook

The staffs picking up the book from the library shelves and cut the amendment to the Act book. The amendments must use the red pen as the procedure. There is some amendment that being done with some term and shortcut that need to be applied and written on the books such as;

- Sub for substitute

  The sub is being used to replace some words, sentences, or previous amendments and will being replaced with other words. The unwanted words will being cut by the red pen. Example; the unwanted words are principles are the word that need to be substituted and the new words are the philosophy, thus, in the books the principles will be cut, and the philosophy will be written aside or at the top, also being written with red pen.

  The philosophy

  ~~The principles~~

- Del for Delete

  The delete term being used as the words will deleted nor being replaced. The word will only being cut by the red pen with no word being put beside.

- Ins. for Insert

  The word insert is being used as their new words that needs to be inserted among the readily available words. For example, after the philosophy, there are new added word which is 'is new', thus there are insert symbol that need to be lined up by the red pen with the new word are being written after the symbol

Is new
The philosophy√

In the first assignment of amending act book, Trainee had been assigned to amending the Youth Act. The update is regarding the changes of the youth age, from 40 into 30 years old. Trainee follow through all the term that being teach by Mrs. Akhsaniza. The amendment updating is being done throughout the internship, with different act being amended.

x) Learning databases function

As being mentioned earlier, the library has databases that being subscribed to cater the user needs regarding law document. Mrs. Ilham, Mrs. Dympna and Mrs Elina had introduced us the databases and their function. The databases are enabling to locate cases, not only in Malaysia but the commonwealth cases as well. They taught me how to use the keyword or any option such as author or title of the materials to search the materials that the user need.

xi) Updating New Amendment

The month of September are busy time for the Trainee as Trainee am updating new amendment for Judges' Rumeneration act book. The act book had been long due of its amendment and the amended law need to take some time to completely done.

xii) Newspaper cutting

The library had an activity that being carry out daily to help the *Istana Kehakiman* library with the news update form the local newspaper regarding cases and the judgement that being made by them. The cases come from newspaper Utusan Malaysia, Berita Harian, News Straits Times, The Sun and The Star. However, Utusan Malaysian has ceased the operation. Thus, left only four company of news paper that need to be read and go through to find any details of law cases. After that all the newspaper cutting will be scanned by the library staff to be send to the *Istana Kehakiman* administrative department and the judges for references. The newspaper cutting will also being copied in photostat format to being displayed at newspaper cutting board.

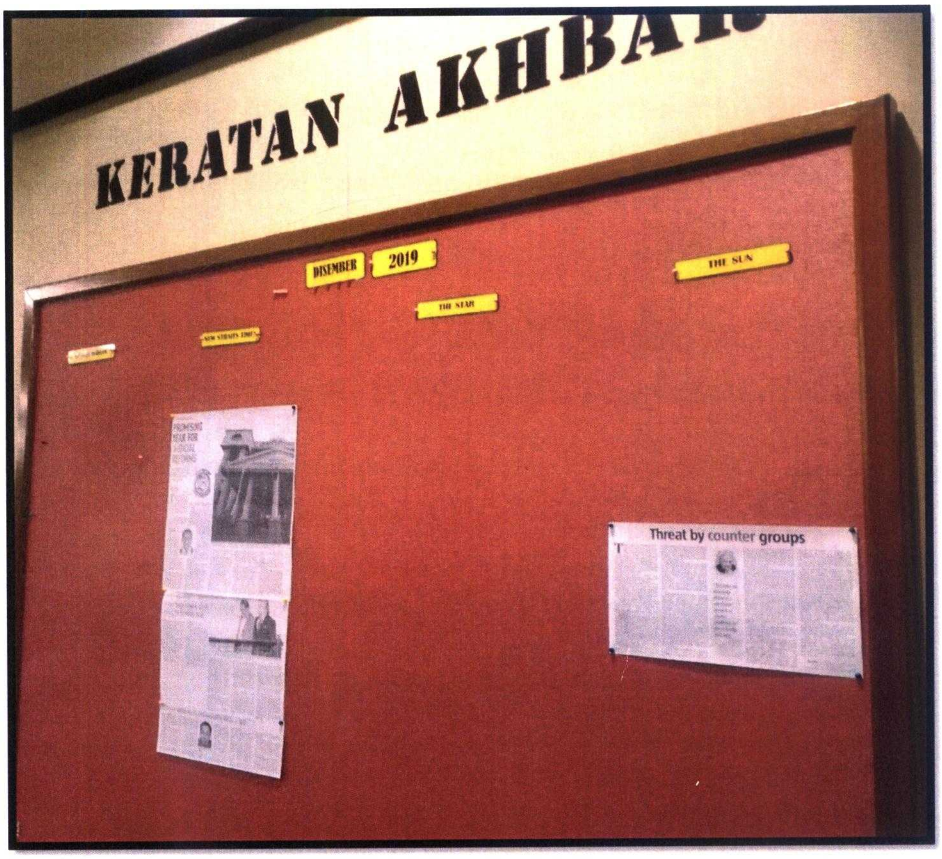


Figure 3.4 Newspaper cutting board

xiii) Listing and sorting out Reason of judgement

In the library, there is a room that being called as reprography room. In that room, there is a collection of reasoning judgement from previous judges. However, there is no system that being applied in the room for that all the reasoning judgement and there are parties form a certain library that want to digitize all the reason of judgement in digital system. Thus, we the intern students are being assigned to list down all the reason of judgement book in excel with details such as the judges' name and yeas that the books being binding together to form a book in Excel software.

xiv) Processing acquisition of books

On 15th October 2019, there are sets of books that being delivered by the publisher to the Istanta Kehakiman library, containing all the new books that being ordered by the librarian of *Istana Kehakiman* as to fultill the demand of Judges in *Istana Kehakiman*. Trainee being assigned to make sure that the quantity and ISBN number of the books are align with the details of invoice that being provided by the publishers.

xv) Cataloguing Process

After the library had received new set of new books form the publisher, the staff will go through the cataloguing process. The cataloguing process is involving the new collection of books being stamped with stamp that display the name of Istana Kehakiman library with envelope attached with library card being slipped into the envelope Then, all information regarding the materials are being key in ILMU. ILMU is the cataloguing system in *Istana Kehakiman* Library. The system could only be accessed by the library staff. ILMU will provide the accession number for all the new materials too.

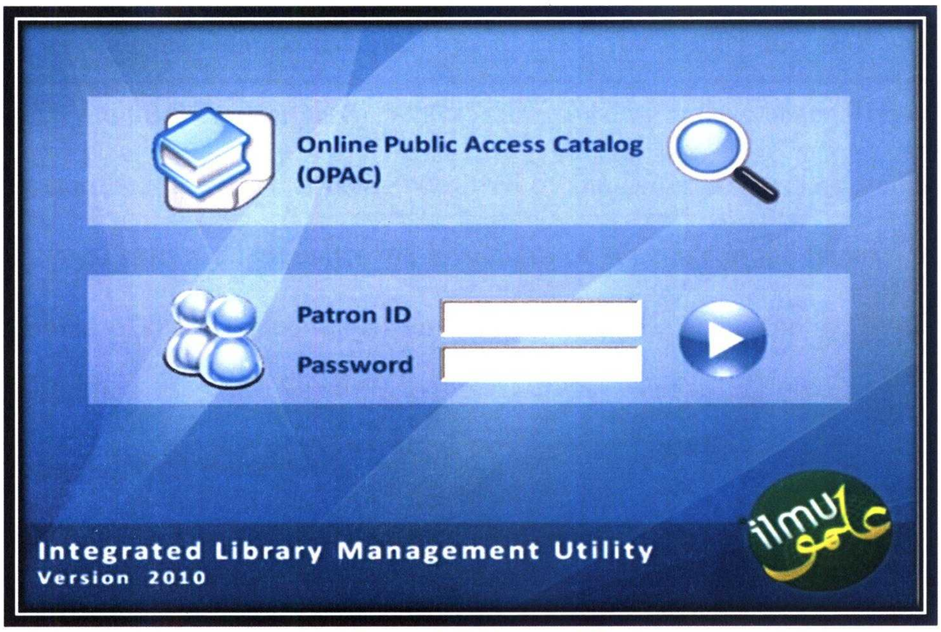

Online Public Access Catalog (OPAC)
Patron ID
Password
Integrated Library Management Utility
Version 2010
ilmu

Figure 3.5 Patron ID

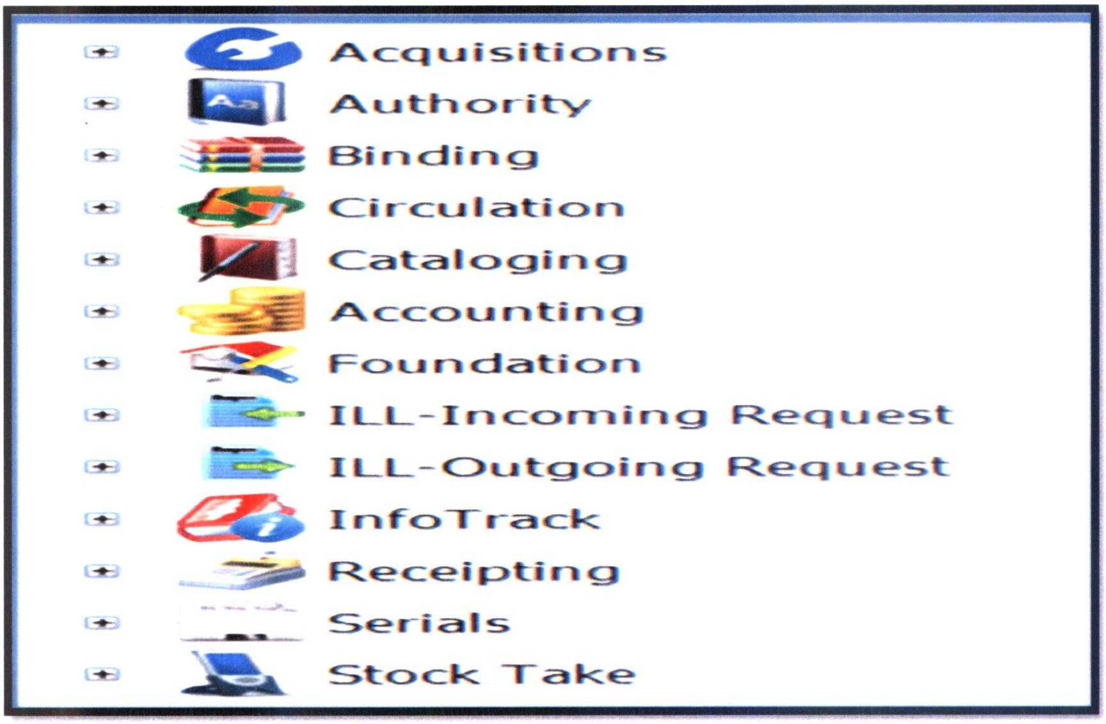


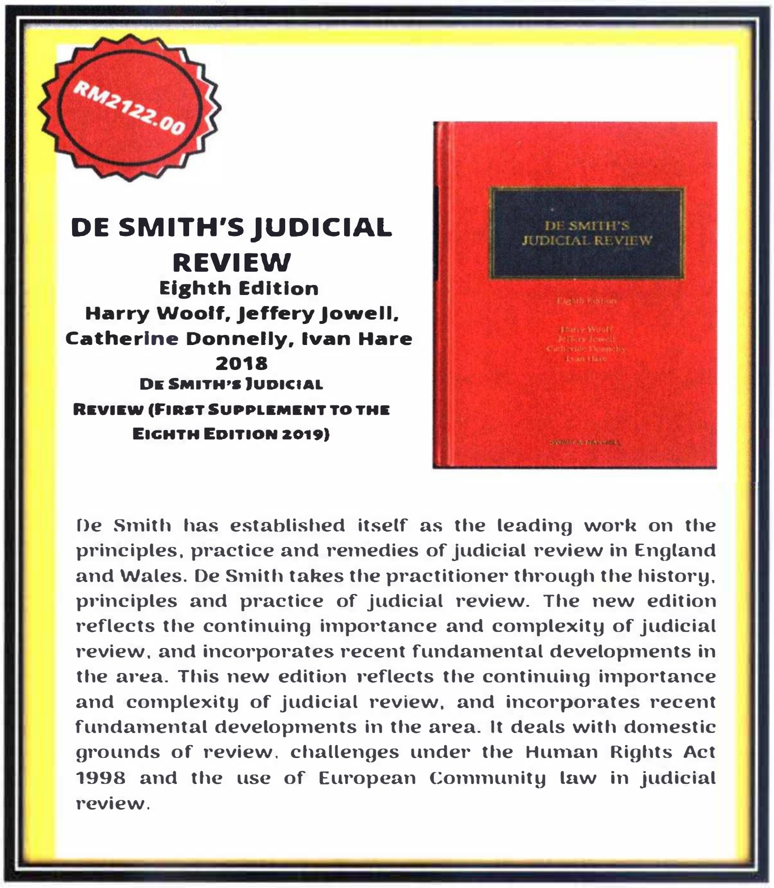
Figure 3.6 ILMU services

xvi) Counter Duty

The staffs are being assigned to handling all the counter face-to-face on schedule that being constructed by Mr. Zaki. The counter duty staff need will try to fulfil the user needs. When Trainee on duty at the counter, Trainee register the materials that being borrowed by the *Istana Kehakiman* staff at the excel software to monitor the in and out of materials in the library. In addition of that Trainee search for cases or acts that being applied by the user.

xvii) Designing New Book Poster

Mr. Zaki put a request for a poster of new books as he wants to spread an email regarding new materials that being bought by the library. Thus, a poster are being created by me and another Intern student with details such as titles, price and the summary of the book.



RM2122.00

DE SMITH'S JUDICIAL REVIEW
Eighth Edition
Harry Woolf, Jeffery Jowell, Catherine Donnelly, Ivan Hare
2018
DE SMITH'S JUDICIAL REVIEW (FIRST SUPPLEMENT TO THE EIGHTH EDITION 2019)

De Smith has established itself as the leading work on the principles, practice and remedies of judicial review in England and Wales. De Smith takes the practitioner through the history, principles and practice of judicial review. The new edition reflects the continuing importance and complexity of judicial review, and incorporates recent fundamental developments in the area. This new edition reflects the continuing importance and complexity of judicial review, and incorporates recent fundamental developments in the area. It deals with domestic grounds of review, challenges under the Human Rights Act 1998 and the use of European Community law in judicial review.

Figure 3.7: New Book Poster

xviii) Welcoming speech to the visitor

Mr. Zaki asked us to give welcoming speech to any of library visitor that will visit the library in November. The detail of the welcoming speech must be a brief explanation about the library and their function. Thus, to complete this activities Trainee choose MSU University visit to give welcoming visit. All details that being asked by Mr. Zaki is being bring out in the welcoming speech.

xix) Managing book delivery, interlibrary loan

Kuala Lumpur court asks the *Istana Kehakiman* library to loan them a materials that not available in the library. Thus, Trainee accompanied Mrs. Erna Faizura handling the interlibrary loan to the Kuala Lumpur Court.

xx) Editing Letter for Judiciary Book Delivery

The letter of Judiciary book must be updated and review as an update form previous letter before Judiciary Book being send out to all High Court in Malaysia.

3.2 Special Project

3.2.1 Introduction

Istana Kehakiman is a prestigious library that being visited by the high layer of the jurisdiction of our country. There also addition of user from the group of lawyers, research officer or even the staff of *Istana Kehakiman* itself as the library serving at the place for about 16 years now. However, there is no survey that has been conducted by any parties to understand whether the needs of the user being fully fulfilled, or the main mission and vision to serve the users' needs is delivered.

Thus, one survey is planned to contribute to the organization as well as to carry out the tasks to complete the internship programme. The idea is to get one group of respondents which being draw out randomly or selectively from the user of *Istana Kehakiman* based on the researcher convenience. There will be series of questions that being divided into 5 sections and being distributed to the targeted group. There will be some period of time for the survey being distributed and collected from the respondents. The survey had been named as *'USER SATISFACTION LEVEL ON ISTANA KEHAKIMAN LIBRARY SERVICES.'*

3.2.2 SIGNIFICANT OF THE PROJECT

The survey is planned to answer one of the important library delivery efficiency which is on whether the satisfaction of the user is in a good state. The satisfaction of the user is necessary to be measured as the library function will be considered accomplished when the user feel pleasure with the services as they are the end line of the library services.

3.2.2 OBJECTIVES

1) IDENTIFYING THE USER SATISFACTION

The project will bring many significant to the library such as the users' satisfaction level on the library services will be identified. The statements are being supported as there are series of question that will ask the user to rate their level of satisfaction based on services or treatment that being offered and served by the staffs of the library.

2) RECOMMENDATION FROM USER VIEW

There will be also an idea to get a recommendation from the user view for a better service that could be provided by the library or any step up that the library could improvised by the user suggestion.

3) RECOGNIZING THE MOST AND LEAST FAVOURITE OF DATABASES

The survey will also try to understand on which databases that being favoured by the user the most and which the database is the least favour as to get the picture on which database is bring the benefit the most to the library in financial sense. The question of which databases that being used the most might help to ease the library financial burden and might channel it to accommodate other resources.

3.2.3 PROCESS OF SURVEY CONDUCTED

THE FLOW OF THE SURVEY 'USER SATISFACTION LEVEL ON *ISTANA KEHAKIMAN* LIBRARY SERVICES CONDUCTED

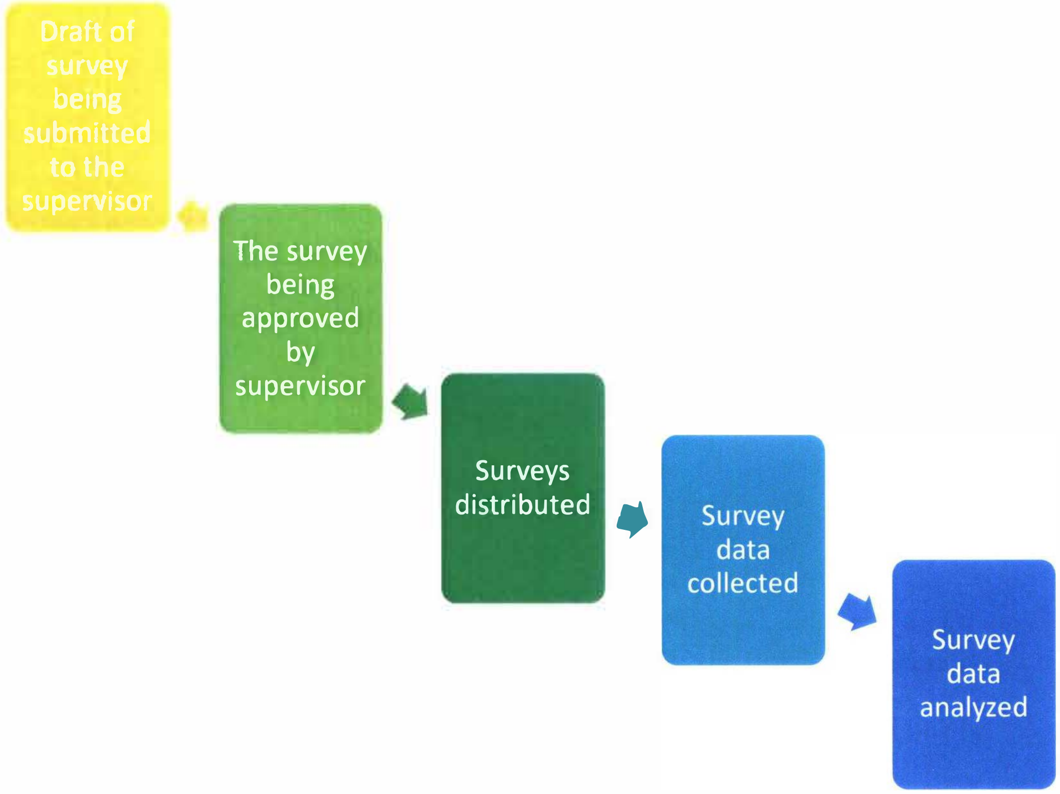

Draft of survey being submitted to the supervisor
The survey being approved by supervisor
Surveys distributed
Survey data collected
Survey data analyzed

FIGURE 3.8: The flow of the survey 'user satisfaction level on *istana kehakiman* library services.

1. SUBMISSION OF DRAFT SURVEY

The survey question had been written in draft form. The supervisor approved the survey being distributed in some period of time.

2. THE SURVEYS DISTRIBUTED

The survey being distributed to the targeted audience, the visitor of the library.

3. SURVEY DATA COLLECTED

The survey data collected from the respondents after the respondents fill their answer in the form. All the data being saved in excel format to be calculated and analysed.

SURVEY DATA ANALYZED

The survey data been analysed after the period of time for the survey being distributed is ended.

3.2.4 ABSTRACT OF THE PROJECT

3.2.4.1 PURPOSE

The survey is to investigate the level of the user satisfaction on the library *Istana Kehakiman* services. The favourite databases of the user been explored and trying to determine the satisfaction on the staff's treatment towards the users.

3.2.4.2 RESEARCH QUESTION

The survey upholds question as below;

- What is the user level satisfaction on the library *Istana Kehakiman* services?
- What is the most favourite and least favourite databases of the *Istana Kehakiman* library?
- Is there any recommendation from the user view for the library improvisation?

3.2.5 SCOPE AND LIMITATION

The survey is focusing on the user satisfaction and the respondents are the user of the library itself. The number of respondents is built up from any staffs that willingly to respond, in other word the respondents are being chosen randomly. Total of the respondents are 10% of total user of the library in the period the survey being distributed. Thus, the total of the respondents is 85 respondents. The investigation will not involve any user that nit using the *Istana Kehakiman* library. These strategies will help the researcher to focus only on targeted audience and have better view on user satisfaction on *Istana Kehakiman* service.

The limitation is the medium of the survey itself. The survey is being distributed through email and by hand. The survey that be distributed by email. The email medium is not completely received by targeted audience as there might be glitch in the system where there are some staffs do not receive that email. Furthermore, the participant does not fully aware or they don`t use all the services on the library. Thus, there are some field that being leave blank by the user.

3.2.6 PREVIOUS STUDY REVIEW

3.2.6.1 IMPORTANCE OF LAW LIBRARY

Library is best known as an organization that deliver information. The library commonly builds their services as to fulfil their target to reach the audience with the information that they needed. Thus, each type of library will have different goals and system as compared to the others. This situation is not excluding the law library. According to Bhardwj & Margam (2016), the legal information is very important to the legislation system as the information will decide how the legislation flow. The lawyers will not always updated the new legislation view and details while there are try to settling some problem related to the law.

Thus, the lawyers need to make sure the legal sources are applicability to the legislation environment. In this process, the law library will be in charge to make sure all the participated parties get the legal information as accurate as ever. The law library needs to be aware on what system that they need and whether the use is fully satisfies with their services. Thus, in effort to bring all the information to the legislation system bring significance to the legislation society.

According to Eliot (as cited in Raliat, 2018), law library is an important nucleus of legal academy. Ukpanah and Afolabi (as cited in Raliat,2018) agrees as they describe that law library is a collection of legal information. Raliat(2018) added that the law library is there from the beginning of legal process. Those process helps the society to get the legal right that they need. Moreover, the library protecting all the legislation materials and ease the access that the society needed around the legislation.

3.2.6.2 CUSTOMER LOYALTY

Customer is one of important element for any organization, no matter whether, in selling or services organization. In term of library, the user of the library is the customer of the library. It is relevant as the user needs is the element of library services in term of services. Thus, the customer loyalty is necessary for the library to preserved and to be monitored of. The question of customer loyalty had been trying to be defined as the beginning of time of services. According to Gede& Sik (2012) the definition had been tried to be understood by many researchers as they cited research from Sancharan(2011) that mentioned that the customer loyalty is a customer behavioural. Then, the other definition is the customer attitudes which according to Sumaidi, et al(as cited in Gede& Sik,2012) might could be view by the customer repurchases and recommended intention. Thus,Gede& Sik(2012) added that Pearson (as cited in Akbar & Parvez, 2009) define the library customer loyalty could be defined as "the mindset of the customers who hold favourable attitudes towards a [library], commit to re-use the library services, and recommended the service to others. In other word, the customer loyalty of the library is being defined as the second definition as the researcher nowadays, lots use the second definition to describe the definition of loyal customer.

3.2.6.3 SIGNIFICANCE OF USER SATISFACTION

According to Shin & Elliot (2001, as cited in Gede& Sik, 2012), the customer must be satisfied by business so that the business flourish and bring benefit to the business. According to Clement et. al (2008, as cited in Gede& Sik, 2012) making conclusion based on previous statement that the customer feels their needs been fulfilling is an important element to the business.

Next, there are needs to define what is meant by customer services. There are varieties of definition that been introduced to the industry such as Oliver (as cited in Gede& Sik, 2012) mentioned that the customer satisfaction is a matter of mind state where their expectation meets the services as compared to the previous purchases. According to, Cullen (as cited in Choslay and Mirabolghasemi(2018), the user satisfacation is one of way to determine how good the library in deliver their services. He also added a description of user satisfaction with quote of 'a personal, emotional reaction to a library service and product.'

3.2.7 THEORETICAL FRAMEWORK

The theoretical framework is to discuss on the user satisfaction on the law library services.

The theoretical framework on this survey is based on from a study that being named as 'Using SEM-PLS to assess users satisfaction of library service quality: evidence from Malaysia' by Sahar Hosseinikhah Choshaly and Marva Mirabolghasemi. The theoretical framework is being choosen on the fact that the concept of the research is basically the same with this survey, as both of them are investigating the user satisfaction in one organization. However, in the Choslay&Mirabolghasemi, their paper is more specific in one services of their target library which is the SPLES services. The study is based on framework of previous study that review the service quality and the user satisfaction is related with each other. The variables is determined by the quality of services and the level of user satisfaction. The study found a correlation between the quality services and the user satisfaction.

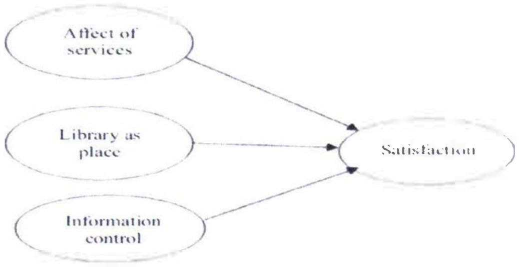


Figure 3.9 Theoretical Framework

Based on the theoretical framework, the conceptual framework drawn as research. The variables are drawn into framework. The variables are divided into three variables and one dependent variables. The dimension of the study is also been identifies from theoretical review and previous study.

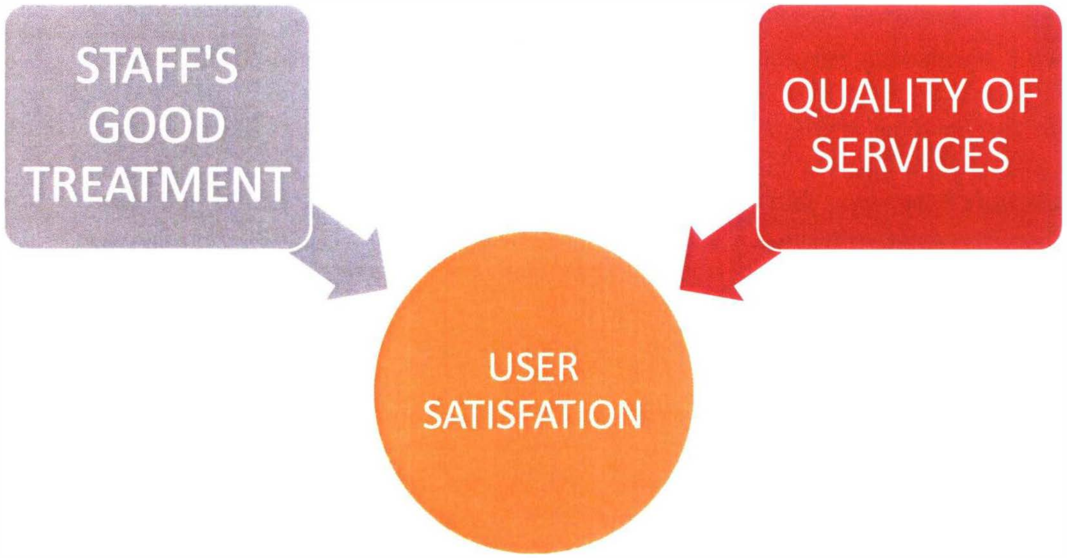


Figure 3.10: Conceptual Framework

The conceptual framework is to identify the possibility reason that affect the user satisfaction on the library *Istana Kehakiman* . Thus, three variables that being identified is seem as major reason that will affect the user satisfaction. The independent variable is the user satisfaction.

- Staff's good treatment

  The staff is a mediator between the library services and the user of the library. The staff need to match the user needs and the services that they offered to the users. Thus, the staff need to be aware with the services and deliver the services to the user is short amount of processing time. Moreover, the staff need to perform professional work etiquette and treat the user in nice gesture. These statements are being supported by the research that being done by Choshaly& Mirabolghasemi(2018) when they found there is a link between the staff treatment and the user satisfaction.

- Quality of services

  Library needs to create and maintain a system that cater the user needs. Law library initially will introduce legal related services to the user such as making sure the books in the library are being updated with new amendments, photocopying and printing law materials, borrowing and returning the law book services and many. According to Khan & Bhatti (2015) the assessment of library services and the link it with user's response is in any means necessary to make the quality is on par on the user needs.

3.2.8 RESEARH DESIGN

The study as being determined by the early step of the research is to find the independent variable outcome based on the variables that being performed in the library. The survey is basically to describe a population. The population is the user of the *Istana Kehakiman* and the survey is trying to describe on their level of satisfaction towards the library. The purpose of the study is to find the level of satisfaction of the user of *Istana Kehakiman* library towards the library's services. The focus is the user of *Istana Kehakiman* library. The population of *Istana Kehakiman* library will answer the survey question that will be distributed by the researchers to understand the level of the user satisfaction.

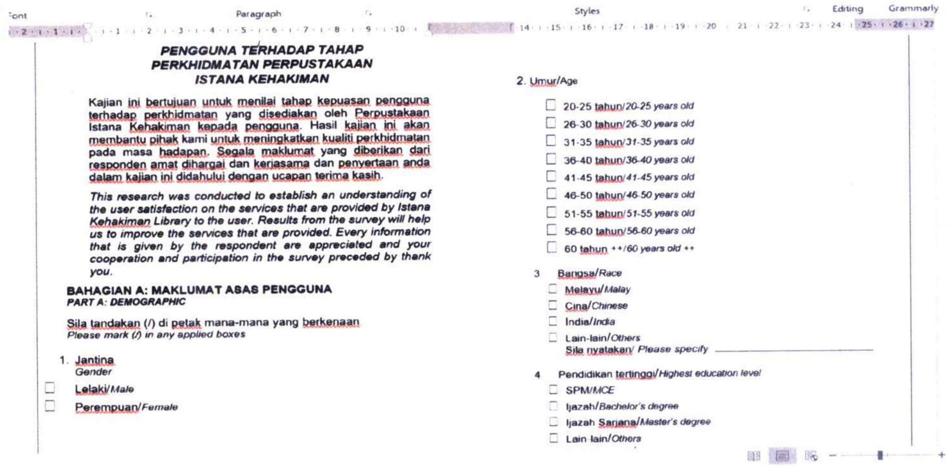
The study settings had been set up in non-contrived settings, in which the situation is being analysed through neutral state of the library, there are no stimuli being changed and no variables that being manipulated. The variables will not also need any improvisation as the focus is to study the population of readily available population.

The time horizon of the study is to be set up in short period of time, in three weeks period. The time horizon is suitable for the survey based on the fact that there are no before after situation that need to be compared.

Next, population. The targeted population is the user of the *Istana Kehakiman* library where their satisfaction need to be determined to reach the main purpose of the survey. However, as there is no way to study each of the individual in one organization, thus there are method being practiced in the survey where there are only 10% of the total user in the stated period of the survey being conducted. Out of total user there are 85 respondent that being taken their satisfaction for measurement and sampling.

The respondents had been chosen based on convenience sampling where the sampling approach wherein topics are selected because in that way the respondent are easily accessible to the researcher. There are many reasons why the method of sampling being chosen as it is fast, inexpensive and smooth. The respondents are being reach out through two methods which are through paper-handed survey and online google survey firm. The paper-handed survey is being distributed through face-to-face contact in the library while the online google form being distributed through e-mail and being apportion among the staff member.

The survey question being carefully thread to making sure that the survey is covering all the services that the library offered while trying the best to offer the user the question that will determine their level of satisfaction towards the library services. The survey will be divided into 5 partition which are A, B, C, D and E. The partition of A will be focusing on the demographic, partition B is about the profile of the respondent, partition C is about the staff's treatment towards the user, partition D is about their satisfaction level on physical and online services that being provided to the user and last but not least, their satisfaction towards the library services in whole, which mean the photocopying services, returning and borrowing services and et cetera ended with open-ended question regarding their recommendation towards the library services. The majority of the survey will have likert scale type question. The range will be very unsatisfied to very satisfied, representing by number 1 to 5. The diagram below is example to the survey question.



PENGGUNA TERHADAP TAHAP PERKHIDMATAN PERPUSTAKAAN ISTANA KEHAKIMAN

Kajian ini bertujuan untuk menilai tahap kepuasan pengguna terhadap perkhidmatan yang disediakan oleh Perpustakaan Istana Kehakiman kepada pengguna. Hasil kajian ini akan membantu pihak kami untuk meningkatkan kualiti perkhidmatan pada masa hadapan. Segala maklumat yang diberikan dari responden amat dihargai dan kerjasama dan penyertaan anda dalam kajian ini didahului dengan ucapan terima kasih.

This research was conducted to establish an understanding of the user satisfaction on the services that are provided by Istana Kehakiman Library to the user. Results from the survey will help us to improve the services that are provided. Every information that is given by the respondent are appreciated and your cooperation and participation in the survey preceded by thank you.

BAHAGIAN A: MAKLUMAT ASAS PENGGUNA
PART A: DEMOGRAPHIC

Sila tandakan (/) di petak mana-mana yang berkenaan
Please mark (/) in any applied boxes

1. Jantina
Gender
☐ Lelaki/*Male*
☐ Perempuan/*Female*

2. Umur/Age
☐ 20-25 tahun/*20-25 years old*
☐ 26-30 tahun/*26-30 years old*
☐ 31-35 tahun/*31-35 years old*
☐ 36-40 tahun/*36-40 years old*
☐ 41-45 tahun/*41-45 years old*
☐ 46-50 tahun/*46-50 years old*
☐ 51-55 tahun/*51-55 years old*
☐ 56-60 tahun/*56-60 years old*
☐ 60 tahun ++/*60 years old ++*

3 Bangsa/*Race*
☐ Melayu/*Malay*
☐ Cina/*Chinese*
☐ India/*India*
☐ Lain-lain/*Others*
Sila nyatakan/ *Please specify* ________________

4 Pendidikan tertinggi/*Highest education level*
☐ SPM/*MCE*
☐ Ijazah/*Bachelor's degree*
☐ Ijazah Sarjana/*Master's degree*
☐ Lain lain/*Others*

Figure 3.11: Example of survey question

Last but not least, the data will be interpreted in Excel software, as the software is a basic software that being use for ages to interpret data to understand the data is more simplified way and bringing out the result of the data. Thus, the excel operation is easily to be understood compared to other interpreting data software. The Excel could be used to calculate all the percentages for the questions that being form in the survey question. The data will be interpreted in quantitative analysis method where the data will be analysed using mathematical and statistical modelling and measurement. In other word, the survey will be seen as end product in numerical cost.

3.2.9 RESULT AND DISCUSSION

3.2.9.1 DEMOGRAPHIC AND PROFILE OF RESPONDENTS

Based on the findings there are 53% woman and 47% man participated in this survey. The ratio of the respondent's varieties from different background perspective such as race, range of age, level of education and their relationship with the library. The majority of the respondents is female with 53% of them willingly to participate compared to the male respondents is 43%. Basically, their range of age is varying from 20-55 years old, with the group of 20-25 group is bigger than the rest with percentage of 24%, followed by 31-35 group with 21%, the rest are as followed;26-30 with 14%, 36-40 with 14%, 46-50 with 2% and 51-55 with 11%. Next, malay are dominating with 85%, Chine 8%, India 5%, Bajau 1% and Punjabi 1%. The sampling's highest education level is; Bachelor's degree (68%), BPTC (1%), Certificate (1%), Diploma (5%), PHD (1%) and SPM/MCE (23%). The last element of the user profile is their relationship with the *Istana Kehakiman* library which is their position at the *Istana Kehakiman*. Based from the survey, it is found out that their relationship is, judge (2%), lawyer (8%), Research Officer (29%), Staff (43%), Student (8%) and Visitor (10%).

Gender	%
Male	47
Female	53
Age	
20-25	24
26-30	21
31-35	14
36-40	21
41-45	14
46-50	2
51-55	11
Race	
Malay	
Chinese	85
India	8
Punjabi	5
Bajau	1
	1
Highest Education Level	
Bachelor's degree	68
BPTC	1
Certificate	1
Diploma	5
PHD	1
SPM/MCE	23

Relationship with library	
Judge	2
Lawyer	8
Research Officer	29
Staff	43
Student	8
Visitor	10

Table 3.1: The demographic of the respondents

The survey does find out that the frequency of the user visiting the *Istana Kehakiman* library. According to Khan & Batti (2015), the amount of times of the user visits to the library are an indicator of a measurement of user satisfaction of the library resources and services. Thus, in the survey, the measurement of the user visiting the library is divided into range of 1-5 times,6-10 times, 11-15 times and more than 16 times in a period of one month. The data result is most of the user are visit the library as 1-5 time with percentage of 74% while 6-10 times (14%), 11-15 times (7%), more than 16 times (5%). Thus, the visit is minimum among the visitor of library, however, it is still early to deduct that the library services is not satisfactory.

	LIBRARY VISIT PURPOSE	%
1	Accessing databases	10
2	Class Purpose	4
3	Finding law book	26
4	Get help related to law materials	12
5	Personal/ Recreational	10
6	Reading Newspaper	1
7	To prepare for hearing	1
8	Work/ Research	31

Table 3.2: User Library purpose

The table above shows what is the main purpose of the visitor of *Istana Kehakiman* library decided to visit the library. The data shows that the main reason the visitor visit the library is because they want to do their work and research(31%), followed by finding law book(26%), get help related to law materials(12%), accessing database(10%),personal/recreational(10%), class purpose(4%) and reading newspaper and to prepare for hearing as 1% respectively. The result is not surprising as lots of the user of the library is the staff of the *Istana Kehakiman* itself

3.2.9.2 FAVOURITISM OF DATABASES

Databases are necessary element of library nowadays as databases will help the library to deliver the information in 24 hours as the databases could be accessed through the internet. The databases in *Istana Kehakiman* are listed as; westlaw, lexisnexis, lawnet, mylawbox, CLJ and E-law. There is a demand of databases favouritism being surveyed as there are needs to understand whether the financial of the llibrary towards databases being paid off. The results show that the most favourite database is lexis nexis, with 47% out 85 respondents like to use lexisnexis as compared to other databases. The second favourite is CLJ with 36% of respondents. The least favourite is MyLawBox with 7% only, less far favourite as compared to other databases.

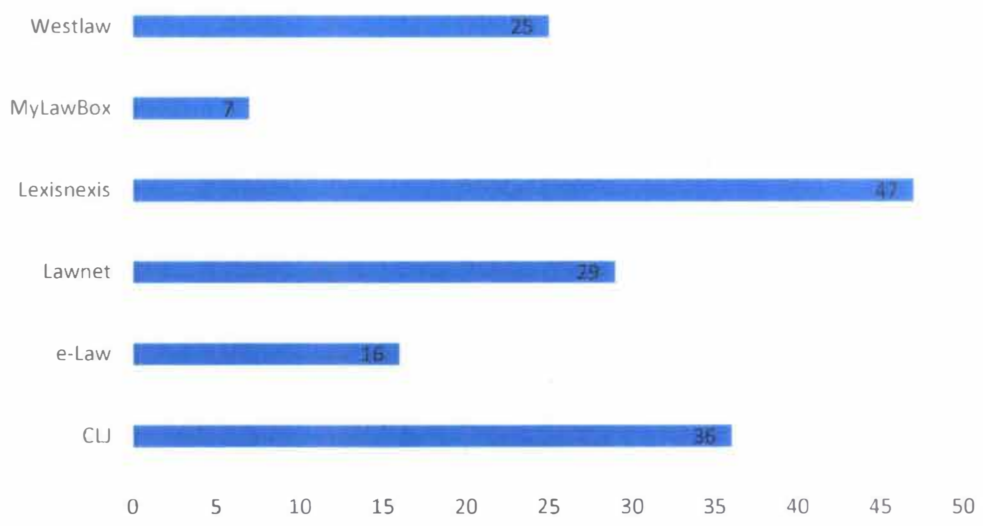


Figure 3.10: Database favouritism chart

3.2.9.3 STAFF'S TREATMENT

There are 8 question of the surveys that focusing on the staff's treatment with focusing on three major theme of treatment which are; the professionalism of the staff, time of information being delivered, and the efficiency of the staffs delivered the information. All the 8 question is based on likert scale with rate;

1-Very disagree, 2-disagree, 3-neutral, 4- agree, 5-very agree

The first graph shows the staff's treatment without any discrimination. The staff are being rate as does not discriminate the user with 61% of them very agree with those statements then 25% also agree, neutral (12%) and 1% of the respondents are disagree and very disagree respectively.

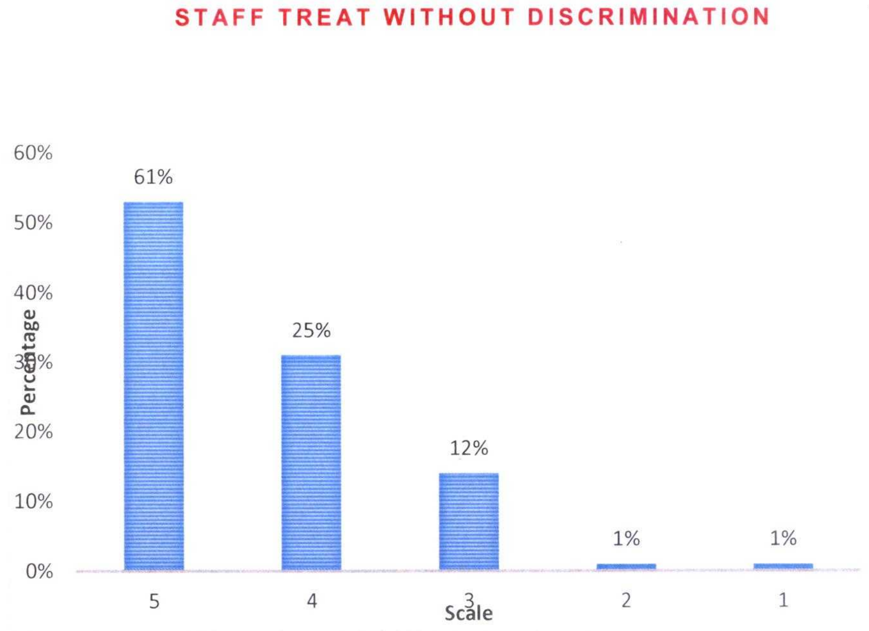


Figure 3.11: Staff treat without discrimination chart

The professionalism of the staff is also being measured. The respondents are generally satisfied with the professionalism as the majority agree that the library staff is professional with their duty. However, there are a small fraction that disagree or very disagree with this statement as collectively 2% of the respondents mark opposite of the majority. There are respondents that feel neutral with 8 percentages of all respondents.

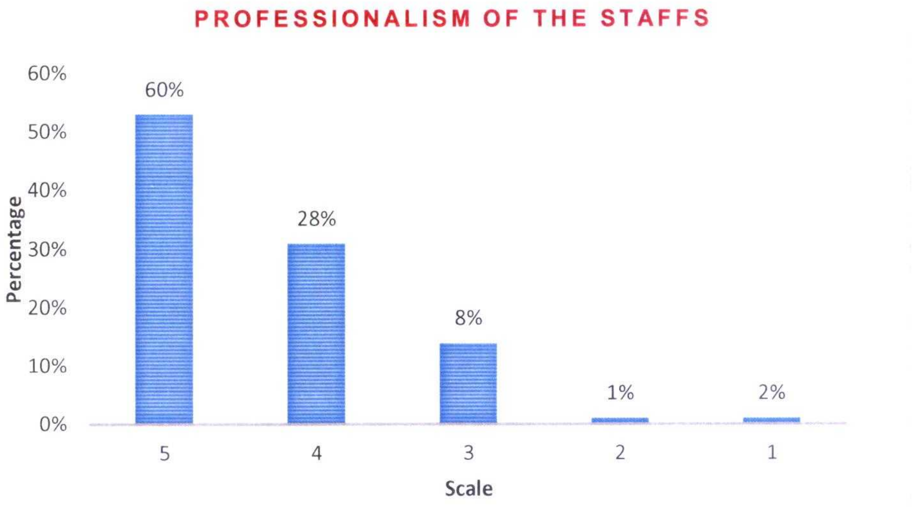


Figure 3.12: Staffs Professionalism chart

Then, staff shows interest with their needs. The staff are being rated shows their interest with positive manners. The respondents are majority agree with that statement with only 1% disagree and 12% feeling neutral about the staff interest.

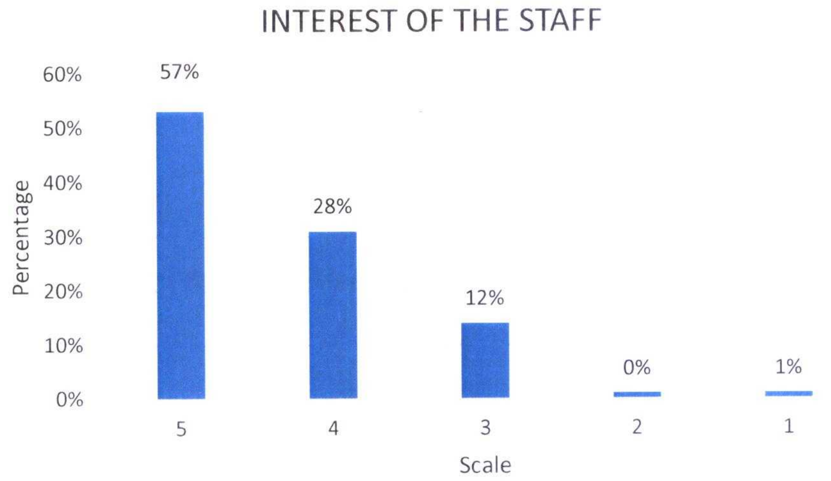


Figure 3.13: Interest of staff chart

Next, the staffs are being rate on the user view on how knowledgeable the staffs are in finding information. The majority also agree that the staffs are knowledgeable in finding information as 53% voted that the they very agree on that statement and 31% agree, while on the negative view only 1% disagree and very disagree. Another question regarding information ability by the staffs is also being asked as there is question on whether the staffs are able to provide the information as needed and is there any chances that the staffs ease the finding of information. The result is also turn out positive as majority agree that the staffs are able to perform to perform those tasks even though there are small percentage that against those statements.

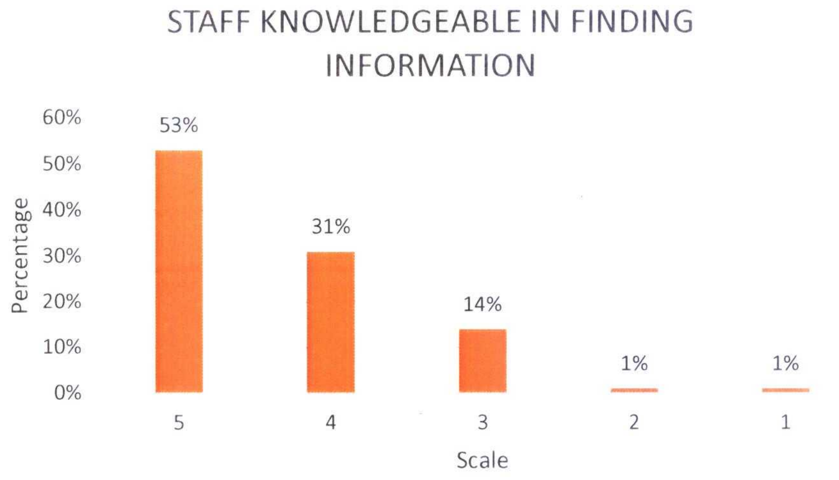


Figure 3.14: Staff knowledgeable in finding information chart

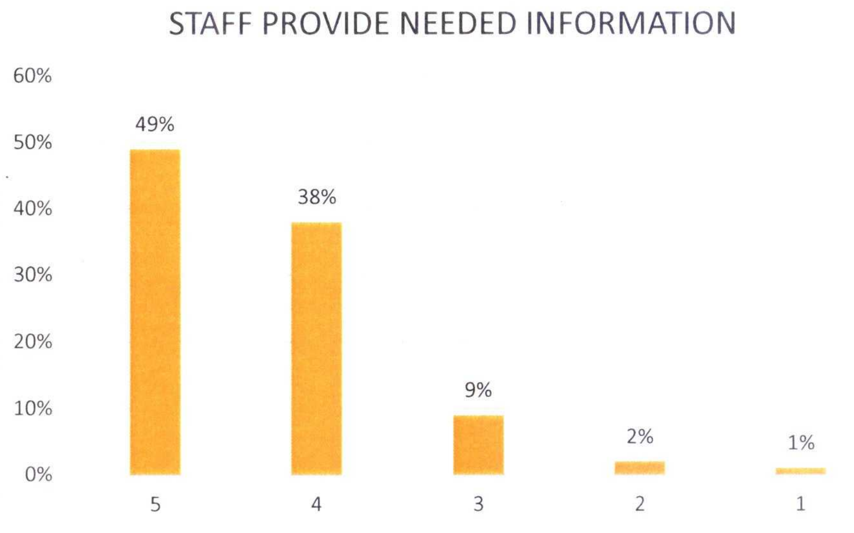


Figure 3.15: Staff provide needed information chart

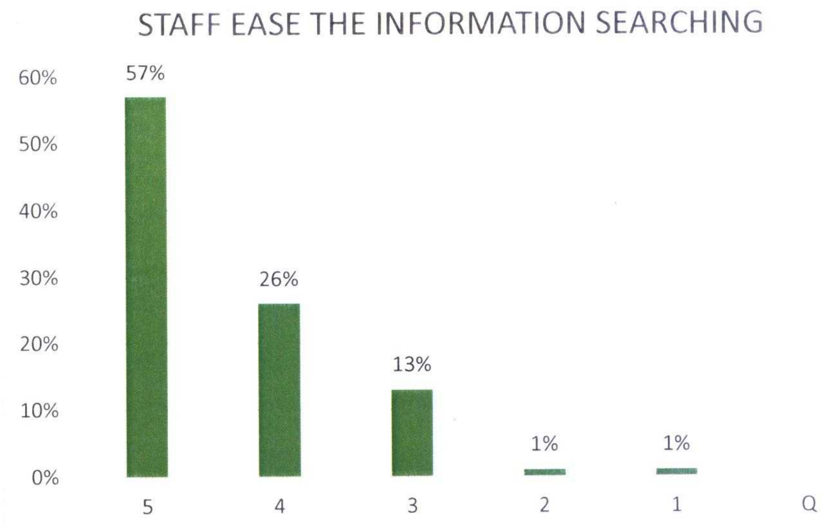


Figure 3.16: Staff ease the information searching

Last but not least, the staff's response in appropriate period of time and staffs are approachable. Regarding those statements the response turn out sided with the staff with positive light as, again, the amount that agree with efficiency of the staff is majority compared to the bad review about the staffs. Thing turn to be exact the same to the statement of staff being approachable. The positive result do overshadow the bad in one in significant of difference.

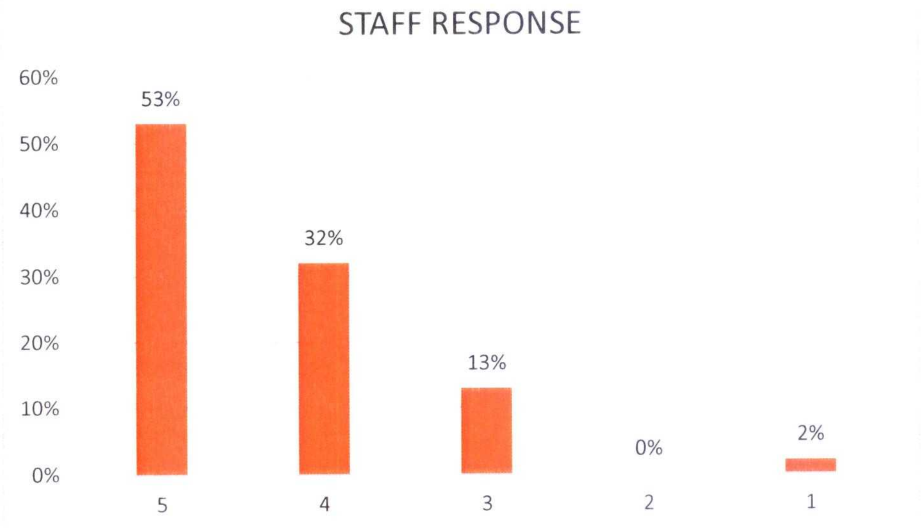


Figure 3.17: Staff response

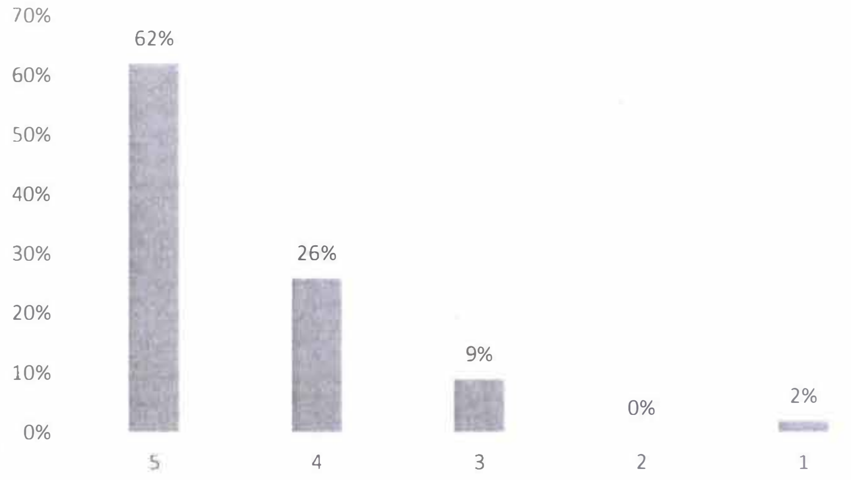


Figure 3.18: Staff approachable

3.2.9.4 SATISFACTION WITH LIBRARY PHYSICAL AND ONLINE RESOURCES

The respondents being asked about their satisfaction of physical and online resources that being provided by the Istana Kehakiman library. The physical and online resources are covering the range on the collections in the library and online resources such as the statutes, judgement reasoning, newspaper cutting and many more. The details are important as to understand whether the user satisfied with the amount of collection and the accessibility of collection, whether in physical or online format.

The data of every question are as follows;

No.	Statement	Percentages%				
		1	2	3	4	5
1	Ease Access of Online Database	1	2	12	38	45
2	Resources helps needs	4	11	16	34	44
3	Satisfaction with Book copies	6	5	16	33	33
4	Ease of Retrieval	1	6	14	33	44

Table 3.3 Satisfaction with library physical and online resources

Averagely, all the user are satisfied with the facilities that being provided by the library whether it is physical or online resources. Thus, it could be concluded that the library is succeed in deliver the services to the user.

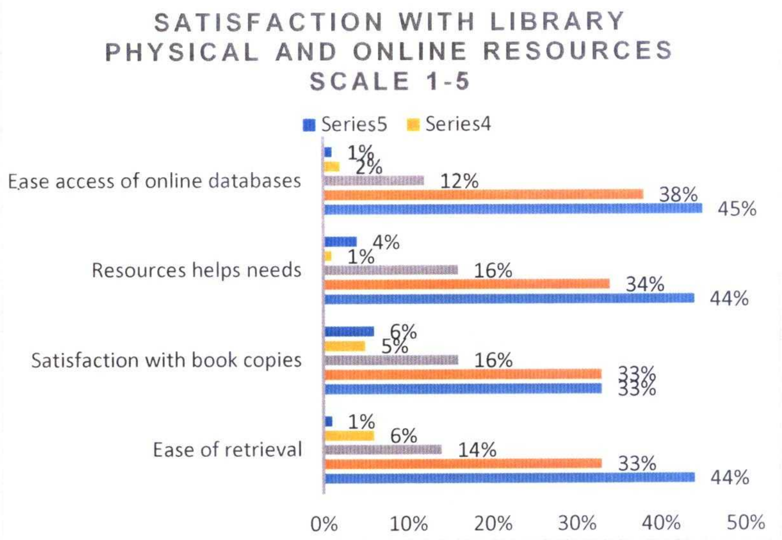


Figure 3.19: Staff ease the information searching

3.2.9.6 SATISFACTION TOWARDS LIBRARY IN OVERALL SERVICES

The library will like to know how the user rate their library services. This section is different from the ‘physical and online resources satisfaction’ as this section is focusing on the services as not material such as returning/ borrowing services, printing/ photocopying and et cetera. The table shows the rate of the user satisfaction n towards the library services;

No.	Services	Percentages%				
		1	2	3	4	5
1	Returning/borrowing services	1	2	14	34	46
2	Queries Services	2	0	9	31	56
3	Updating Amendments	1	0	13	34	42
4	Information Related Services	1	0	13	34	49
5	Accessing databases	4	0	16	35	45
6	Copying Services	1	2	14	34	47

Table 3.4: Satisfaction towards library in general

Again, more that average of the users are satisfied with the services that being provided by the library.

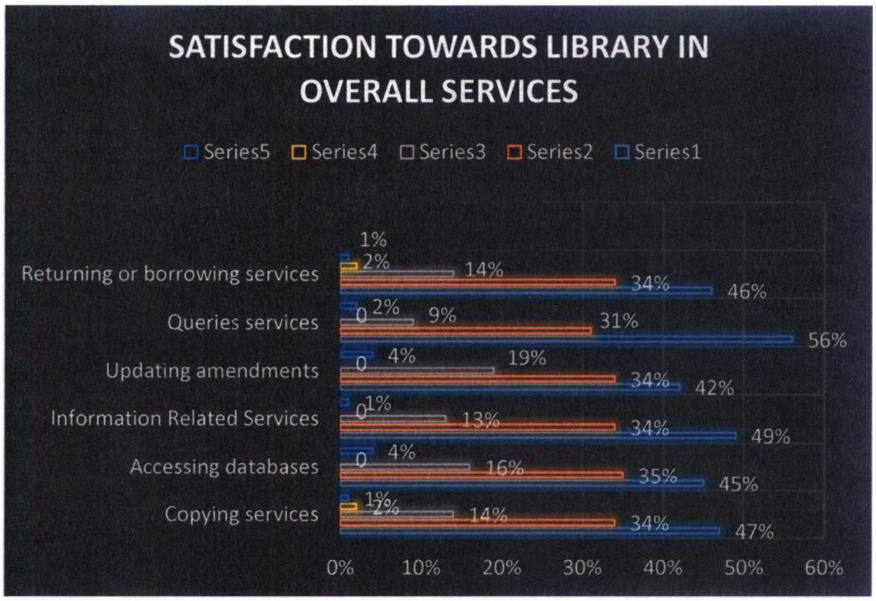


Figure 3.20: Satisfaction towards library in overall services

3.2.10 Recommendation

The last question in the survey is their recommendation towards library services. Majority talk about the collection in the library which they suggest an addition to the library collection. Second recommendation is on how the library should improve their staff's skill such as in English command and there is one complain on how one of the staffs act in rude behaviour towards her. However, the case is minority, as lot of the user give positive feedback. They also suggest that the interior design of the library should be in better condition. Last but not least, there is a suggestion that the lawyer is given the same privilege to borrow the books from the library as well as there is no such service being provided to the lawyers at the current moment.

3.2.11 Conclusion/discussion of the survey

The survey brings the light that the services that being provided by the library is satisfactory and the one that against that statement is in very small percentages. Thus, shows that the library does succeed in fulfil their user needs but they are not perfect as the one who handle the services is human with limitation. Although, there is no denial that there are flaws in the library facilities at the first place as there are many of the user that talk about book collection showing how big that flaw impacted the information delivery towards them. Hopefully, the library could handle the problem better in future.

CHAPTER 4:

INDUSTRIAL TRAINING REFLECTION

4.1 Application of Knowledge and skill in Task

The industrial training does shape part of me in the past 5 months. The experience let me to show what Trainee capable of and let me adapt new things in library scope.

The idea of applying the readily available knowledge and skill in industry are commonly known as advantage for the intern student to gain better performance in the industry. All the knowledge that being learn in the class should able help the student in the reason that the industry that being chosen to help the student practice in of their knowledge and skills are related to the library management which is the core business of Bachelor Science (Hons) Library Management. Trainee learn that the library is an important pulse of information delivery to the society although the library sits inside a corner of a building, in this case the *Istana Kehakiman* Library. Without it a reliable information delivery will be chaos and might not be reliable without any organization to help the process of delivering information.

Communication- Communication is vital to our life. With communication, an idea could be born and applied. Communication is one of skills that Trainee proud to admit that Trainee am good with. However, as Trainee go through the internship, Trainee learn that communication in work place has their own protocol and Trainee glad Trainee could learn a new concept in readily available skills that Trainee have.

Teamwork- In university, the concept of teamwork is always being metioned and the university had tried to apply that concept in group assignment as the students are asks to sit together as a team and giving cooperation to each other. In the industry, the same concept is being applied as the students need to work as a team. The cooperation that being applied in the university is being applied in the industry.

Creativity-The industry of information management is being encouraged to be creative as the world of media is expanding in fast rate in information technology as to spread information in simple and a catch of the eye. Thus, in class, there are elective class that make the students learn about creative media such as video and photo editing. In the *Istana Kehakiman* there are some tasks that need us to create poster for the purpose of delivering information in creative way. The skills that Trainee learn with those classes make the flow of creating poster for the organization.

Time Management- Time Management is important for the students, as in the university there are timetable of classes that need to be attend. There are also assignment and extra co-curricular that Trainee need to fulfil as a student. In the industry, the time management is vital as there are many tasks that need to be done in some period of time. Punctuality is also important part of time management. Punctuality is important to make sure that the workflow is not being disturbed.

Focus in Details- The details in work are being applied in student as there are assignment that the student needs to focus on details of the assignment such as the margin or any small characteristics such as necessary punctuation when doing cataloguing. The focus on details are being demanded by my supervisor in the industry as Trainee lack with that particular skills. However, Trainee do grateful with my supervisor request as learn that Trainee need to improve myself.

Work Ethics- The industry teaches me that there are work ethics that need to be applied in work area such as appearance, behaviour and the effectiveness of completing the task that being given.

4.2 Personal Thought and Opinion

The industry offers the intern student an opportunity to apply and learning new skills for future career. The internship programme is also good for the student to know what the industry looking for in their employee. Trainee do glad that Trainee do my internship here at *Istana Kehakiman* library as the knowledge that being provided in the organization is valuable and will help me in my future. The skills that Trainee learn in the organization are;

Adaptability- The organization teach me to adapt in new environment and knowledge. *Istana Kehakiman* operation is not being built by the common environment that Trainee used to. The system that the library use for their cataloguing is different. UiTM use Koha to teach us to keep in all the electronic cataloguing system but in *Istana Kehakiman*, the library uses ILMU, thus, Trainee need to adapt with this new system. Their cataloguing classification is different too. Trainee only used to DDC classification system. However, the library uses MOYS classification as their classification system.

Focus- As being mentioned earlier being focus is not my strength. However, as working in *Istana Kehakiman*, surrounded by the task that need attention on details, have to able to focus on meticulous things, thus lead me to be more focus on the task

Accepting Criticism- Criticism is part of life. In this organization, Trainee am being taught to change a criticism as something positive. My supervisor helps me to understand that by being a primary example to us. His positive attitude towards criticism inspires me.

Giving Idea/ view- In this organization, we always being asked on our idea or view on that particular topics. By being allowed to do so we could contribute to organization

4.3 Lesson Learnt

Although there is no visible line of division in the *Istana Kehakiman* library, there are knowledge that being adapted by each staff in many area od library. The same thing being experienced by me as Trainee follow through and being taught by the staff on all the services that being provided by the library.

Updating Amendment- The knowledge of updating amendment in law book is difficult to gain in any place other than *Istana Kehakiman*. The process of identifying the pace that need to amend or the term that should be use is foreign things to many librarians out there. Example of Act book that being amended by me is Judges' Rumenenration and many more

Cataloguing- In *Istana Kehakiman* the classification number is different than other common classification that being taught to student, Moreover, the system that the library use is different, thus the cataloguing process is a new thing for me. Trainee being assigned to catalogue the new collection of books in ILMU.

Acquisition Process- The acquisition process involving tender, invoice, finance and many more. Trainee learn and watch the process as Trainee go through the internship details. Mr. Rosli monitor and help us to understand the process.

Case Searching- The case searching is another process that Trainee hard to gain ath other type of library. The cases that Trainee look for is Aletta case and many more. The case is being look upon with databases that available in the library.

Traditional Library Operation- The library is being conducted in semi-traditional way. The library is still using the library card that being used in traditional method. Every books has a small envelope attached on it with column to be fill up the borrower details and the said date of the books should be returned. The cards are being aligned in alphabet sequences. Trainee look for the library card if there are user who return the books.

Documentation- In every organization the documentation processes important to be kept in proper manner as it will help the process of the organization to run smoothly. Thus, in this organization, Trainee been taught on hoe to keep the file properly and how to dispose the file. Every step is being followed by the government archival rules. Trainee begin to become proficient in Excel software after going through the internship period.

4.4 Limitation and Recommendation

The *Istana Kehakiman* is a prestigious library, however as any organization is not perfect the *Istana Kehakiman* do have its own flaw. As Trainee spend time as Intern student at *Istana Kehakiman*, there is some flaws that Trainee see could be improved such as;

Unusable iPad- The library had been provided with three iPad with each one of them should act as an OPAC in the library. However, the OPAC are not being used as the user are not aware with the iPad usage as an OPA. The visitor taking pictures instead with that IPAD. My recommendation is that there should some brief being conducted to lecture the all staffs of *Istana Kehakiman* , the OPAC could function as the user now know the existence of the iPad is for OPAC.

Lack of collection- The library does not have books that updated align with the law trend. Their books are been said old and are not up-to-date to the legislation system. My recommendation is there are yearly questionnaire that being distributed among the user so that the user could suggest what is the exact collection that they want.

Returning/borrowing policy- The returning/ borrowing policy is too loose resulting lots of books had been in the user hand for too long without any action. Thus, resulting lot of book materials is not in the library as it should be. However, as there is protocol of higher level, the library could not say much about it. My recommendation is that the library should make a system to track where is the materials when the date of returning materials h

ILMS- The library is in slow pace to digitize their materials. Their collection still using library card as the other mainstream libraries are already left that kind of system behind passed their returning date so that if other user ask about that particular materials the librarian will notify them where the book are located and with who without any lag.

Lack of staff with information technology- The staff that handle the website in coding environment is only one. Her knowledge in coding is not enough to understand the system fully. The situation become complicated when the system is down. My recommendation is that the staffs should explore the system of Information Technology are.

CONCLUSION

In a nutshell, industrial training does give students new experience and help them a lot in the future as they are trying to pursue a career. There will be an eye-opening on the industry condition and what is the industry hoping from their employee.

The *Istana Kehakiman* library is a special library as it serves it purpose for specific organization and for specific topics. The library offers the intern students a new thing that might not been experienced by the students in the class. *Istana Kehakiman* library will be an advantage for the students to apply jos in later day as the knowledge that being gain here is not the same as another common library.

However, there are many things that could be applied here too such Public Relations, basic cataloguing and many more. The same concept could be applied to any organization of library as they learn to adapt with new things while applying their readily knowledge in their environment. Thus, internship programme should be continued.

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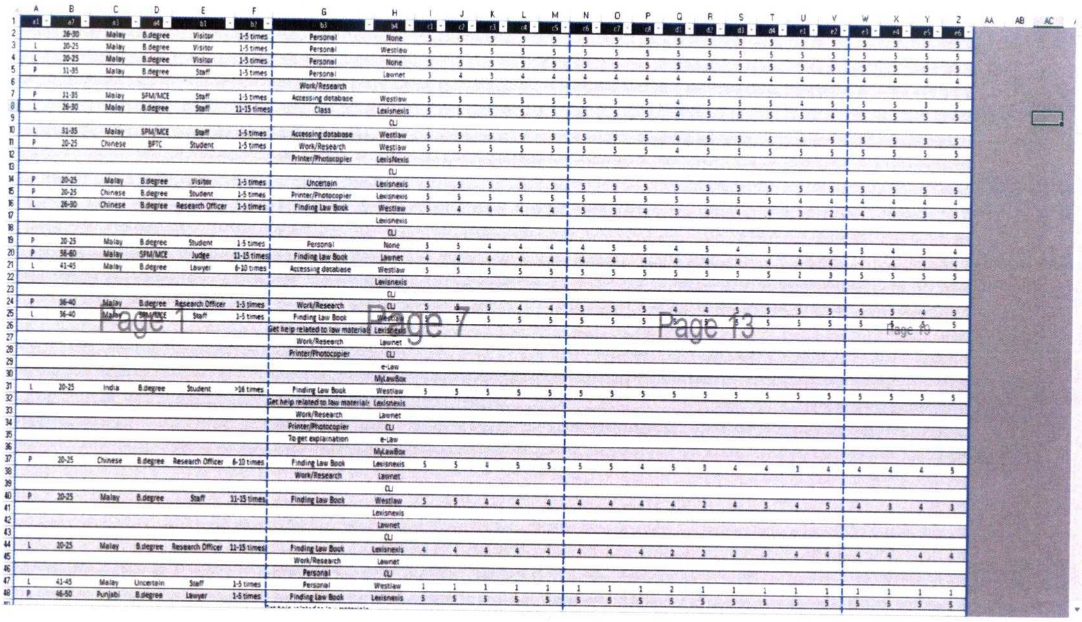
APPENDICES

APPENDIX A:

DATA OF SURVEY



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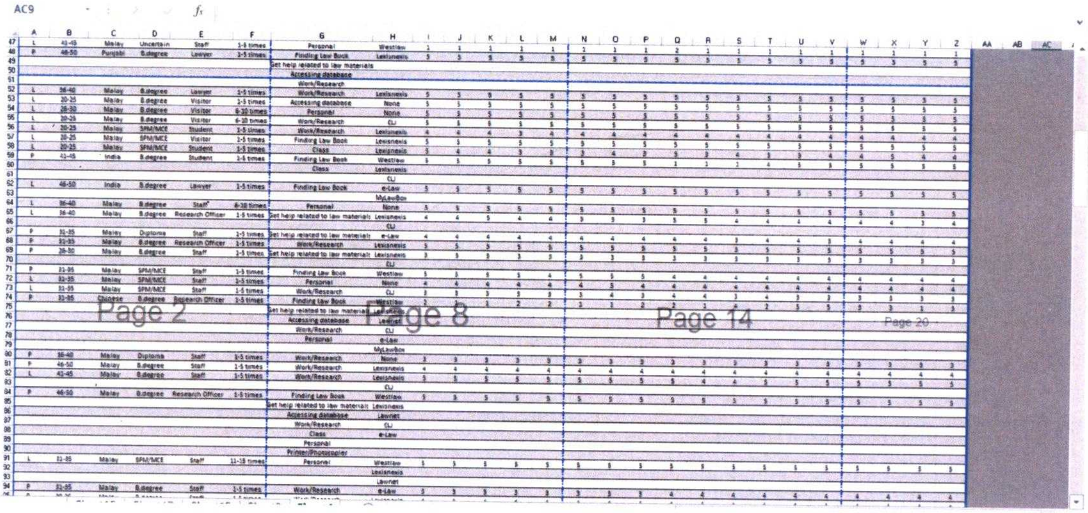
2		26-30	Malay	B.degree	Visitor	1-5 times	Personal	None	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
3	L	20-25	Malay	B.degree	Visitor	1-5 times	Personal	Westlaw	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
4	L	20-25	Malay	B.degree	Visitor	1-5 times	Personal	None	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
5	P	31-35	Malay	B.degree	Staff	1-5 times	Personal	Lawnet	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
6							Work/Research																			
7	P	31-35	Malay	SPM/MCE	Staff	1-5 times	Accessing database	Westlaw	5	5	5	5	5	5	5	5	4	5	5	5	4	5	5	5	3	5
8	L	26-30	Malay	B.degree	Staff	11-15 times	Class	Lexisnexis	5	5	5	5	5	5	5	5	4	5	5	5	5	4	5	5	5	5
9								CLJ																		
10	L	31-35	Malay	SPM/MCE	Staff	1-5 times	Accessing database	Westlaw	5	5	5	5	5	5	5	5	4	5	5	5	4	5	5	5	3	5
11	P	20-25	Chinese	BPTC	Student	1-5 times	Work/Research	Westlaw	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5
12							Printer/Photocopier	LexisNexis																		
13								CLJ																		
14	P	20-25	Malay	B.degree	Visitor	1-5 times	Uncertain	Lexisnexis	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
15	P	20-25	Chinese	B.degree	Student	1-5 times	Printer/Photocopier	Lexisnexis	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4
16	L	26-30	Chinese	B.degree	Research Officer	1-5 times	Finding Law Book	Westlaw	5	4	4	4	4	5	5	4	3	4	4	4	3	2	4	4	3	5
17								Lexisnexis																		
18								CLJ																		
19	P	20-25	Malay	B.degree	Student	1-5 times	Personal	None	3	5	4	4	4	4	5	5	4	5	4	3	4	5	3	4	5	4
20	P	56-60	Malay	SPM/MCE	Judge	11-15 times	Finding Law Book	Lawnet	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
21	L	41-45	Malay	B.degree	Lawyer	6-10 times	Accessing database	Westlaw	5	5	5	5	5	5	5	5	5	5	5	5	2	3	5	5	5	5
22								Lexisnexis																		
23								CLJ																		
24	P	36-40	Malay	B.degree	Research Officer	1-5 times	Work/Research	CLJ	5	4	5	4	4	5	5	5	4	4	5	5	5	5	5	5	4	5
25	L	36-40	Malay	SPM/MCE	Staff	1-5 times	Finding Law Book	Westlaw	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
26							Get help related to law materials	Lexisnexis																		
27							Work/Research	Lawnet																		
28							Printer/Photocopier	CLJ																		
29								e-Law																		
30								MyLawBox																		
31	L	20-25	India	B.degree	Student	>16 times	Finding Law Book	Westlaw	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
32							Get help related to law materials	Lexisnexis																		
33							Work/Research	Lawnet																		
34							Printer/Photocopier	CLJ																		
35							To get explaination	e-Law																		
36								MyLawBox																		
37	P	20-25	Chinese	B.degree	Research Officer	6-10 times	Finding Law Book	Lexisnexis	5	5	4	5	5	5	5	4	5	3	4	4	3	4	4	4	4	5
38							Work/Research	Lawnet																		
39								CLJ																		
40	P	20-25	Malay	B.degree	Staff	11-15 times	Finding Law Book	Westlaw	5	5	4	4	4	4	4	4	4	2	4	3	4	5	4	3	4	3
41								Lexisnexis																		
42								Lawnet																		
43								CLJ																		
44	L	20-25	Malay	B.degree	Research Officer	11-15 times	Finding Law Book	Lexisnexis	4	4	4	4	4	4	4	4	2	2	2	3	4	4	4	4	4	4
45							Work/Research	Lawnet																		
46							Personal	CLJ																		
47	L	41-45	Malay	Uncertain	Staff	1-5 times	Personal	Westlaw	1	1	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1
48	P	46-50	Punjabi	B.degree	Lawyer	1-5 times	Finding Law Book	Lexisnexis	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
47	L	41-45	Malay	Uncertain	Staff	1-5 times	Personal	Westlaw	1	1	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1
48	P	46-50	Punjabi	B.degree	Lawyer	1-5 times	Finding Law Book	Lexisnexis	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
49							Get help related to law materials																			
50							Accessing database																			
51							Work/Research																			
52	L	36-40	Malay	B.degree	Lawyer	1-5 times	Work/Research	Lexisnexis	5	3	5	5	5	5	5	3	5	5	3	5	5	5	5	5	3	5
53	L	20-25	Malay	B.degree	Visitor	1-5 times	Accessing database	None	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
54	L	26-30	Malay	B.degree	Visitor	6-10 times	Personal	None	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
55	L	20-25	Malay	B.degree	Visitor	6-10 times	Work/Research	CLJ	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
56	L	20-25	Malay	SPM/MCE	Student	1-5 times	Work/Research	Lexisnexis	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4
57	L	20-25	Malay	SPM/MCE	Visitor	1-5 times	Finding Law Book	Lexisnexis	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
58	L	20-25	Malay	SPM/MCE	Student	1-5 times	Class	Lexisnexis	5	4	4	3	3	3	4	3	5	3	4	3	3	4	4	5	4	4
59	P	41-45	India	B.degree	Student	1-5 times	Finding Law Book	Westlaw	5	5	5	5	5	5	5	5	1	1	1	4	3	3	5	5	5	5
60							Class	Lexisnexis																		
61								CLJ																		
62	L	46-50	India	B.degree	Lawyer	1-5 times	Finding Law Book	e-Law	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
63								MyLawBox																		
64	L	36-40	Malay	B.degree	Staff	6-10 times	Personal	None	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	3	5
65	L	36-40	Malay	B.degree	Research Officer	1-5 times	Get help related to law materials	Lexisnexis	4	4	5	4	4	3	3	3	3	5	4	4	4	4	4	4	3	4
66								CLJ																		
67	P	31-35	Malay	Diploma	Staff	1-5 times	Get help related to law materials	e-Law	4	4	4	4	4	4	4	4	4	4	3	4	4	3	4	4	4	4
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69	P	26-30	Malay	B.degree	Staff	1-5 times	Get help related to law materials	Lexisnexis	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
70								CLJ																		
71	P	31-35	Malay	SPM/MCE	Staff	1-5 times	Finding Law Book	Westlaw	5	5	5	5	4	5	5	5	4	4	4	4	4	4	4	4	4	4
72	L	31-35	Malay	SPM/MCE	Staff	1-5 times	Personal	None	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4
73	L	31-35	Malay	SPM/MCE	Staff	1-5 times	Work/Research	CLJ	3	3	3	3	3	3	4	3	4	4	3	4	3	3	3	3	3	3
74	P	31-35	Chinese	B.degree	Research Officer	1-5 times	Finding Law Book	Westlaw	2	1	1	2	2	1	1	2	2	1	4	2	3	5	3	3	1	3
75							Get help related to law materials	Lexisnexis																		
76							Accessing database	Lawnet																		
77							Work/Research	CLJ																		
78							Personal	e-Law																		
79								MyLawBox																		
80	P	36-40	Malay	Diploma	Staff	1-5 times	Work/Research	None	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
81	P	46-50	Malay	B.degree	Staff	1-5 times	Work/Research	Lexisnexis	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
82	L	41-45	Malay	B.degree	Staff	1-5 times	Work/Research	Lexisnexis	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5
83								CLJ																		
84	P	46-50	Malay	B.degree	Research Officer	1-5 times	Finding Law Book	Westlaw	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
85							Get help related to law materials	Lexisnexis																		
86							Accessing database	Lawnet																		
87							Work/Research	CLJ																		
88							Class	e-Law																		
89							Personal																			
90							Printer/Photocopier																			
91	L	31-35	Malay	SPM/MCE	Staff	11-15 times	Personal	Westlaw	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
92								Lexisnexis																		
93								Lawnet																		
94	P	31-35	Malay	B.degree	Staff	1-5 times	Work/Research	e-Law	3	3	3	3	3	3	3	3	4	4	4	4	4	4	4	4	4	4

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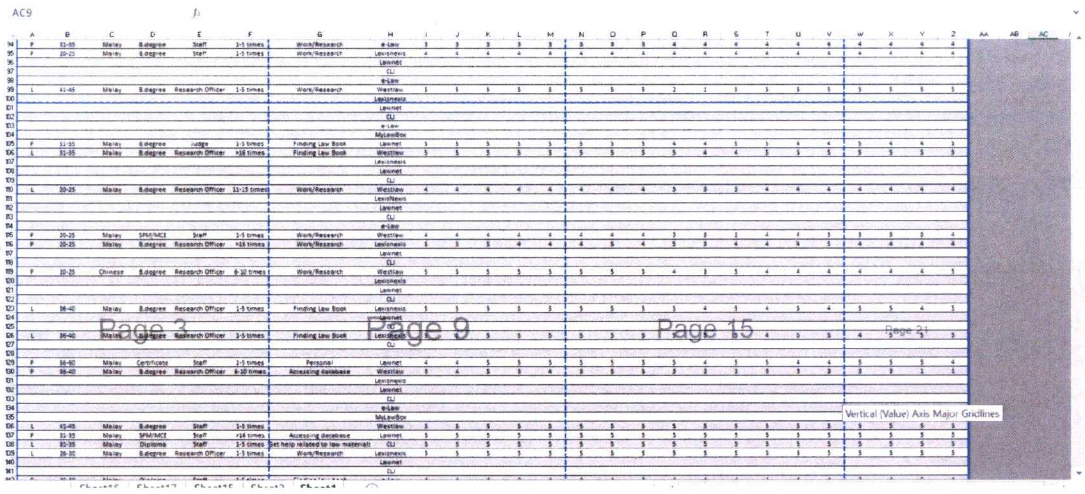

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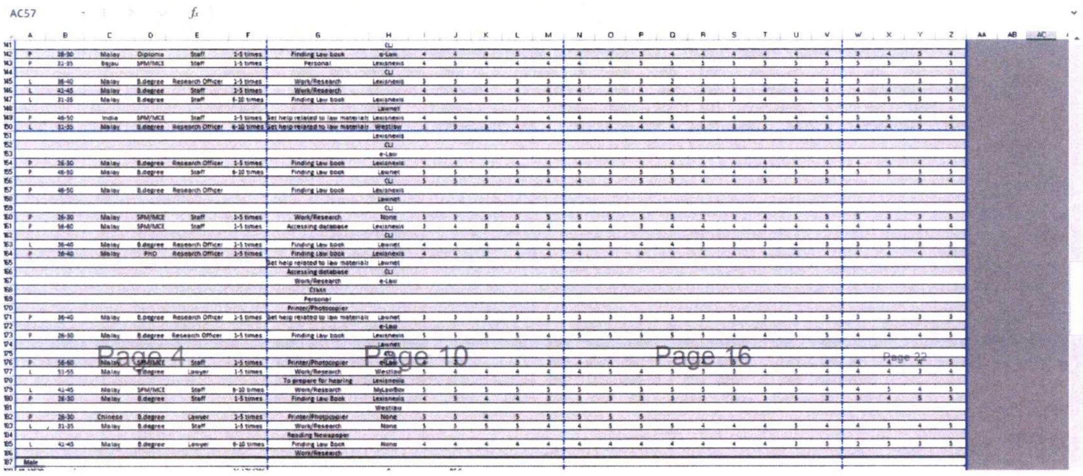
94	P	31-35	Malay	B.degree	Staff	1-5 times	Work/Research	e-Law	3	3	3	3	3	3	3	3	4	4	4	4	4	4	4	4	4	4
95	P	20-25	Malay	B.degree	Staff	1-5 times	Work/Research	Lexisnexis	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
96								Lawnet																		
97								CLJ																		
98								e-Law																		
99	L	41-45	Malay	B.degree	Research Officer	1-5 times	Work/Research	Westlaw	5	5	5	5	5	5	5	5	2	1	5	5	5	5	5	5	5	5
100								Lexisnexis																		
101								Lawnet																		
102								CLJ																		
103								e-Law																		
104								MyLawBox																		
105	P	51-55	Malay	B.degree	Judge	1-5 times	Finding Law Book	Lawnet	5	5	5	5	5	5	5	5	4	4	5	5	4	4	5	4	4	5
106	L	31-35	Malay	B.degree	Research Officer	>16 times	Finding Law Book	Westlaw	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5
107								Lexisnexis																		
108								Lawnet																		
109								CLJ																		
110	L	20-25	Malay	B.degree	Research Officer	11-15 times	Work/Research	Westlaw	4	4	4	4	4	4	4	4	3	3	3	4	4	4	4	4	4	4
111								LexisNexis																		
112								Lawnet																		
113								CLJ																		
114								e-Law																		
115	P	20-25	Malay	SPM/MCE	Staff	1-5 times	Work/Research	Westlaw	4	4	4	4	4	4	4	4	3	3	2	4	4	3	3	3	3	4
116	P	20-25	Malay	B.degree	Research Officer	>16 times	Work/Research	Lexisnexis	5	5	5	4	4	4	5	4	5	3	4	4	4	5	4	4	4	4
117								Lawnet																		
118								CLJ																		
119	P	20-25	Chinese	B.degree	Research Officer	6-10 times	Work/Research	Westlaw	5	5	5	5	5	5	5	5	4	3	5	4	4	4	4	4	4	5
120								Lexisnexis																		
121								Lawnet																		
122								CLJ																		
123	L	36-40	Malay	B.degree	Research Officer	1-5 times	Finding Law Book	Lexisnexis	5	5	5	5	5	5	5	5	5	4	5	4	5	4	5	5	4	5
124								Lawnet																		
125								CLJ																		
126	L	36-40	Malay	B.degree	Research Officer	1-5 times	Finding Law Book	Lexisnexis	5	5	5	5	5	5	5	5	5	5	5	4	5	5	4	5	5	5
127								CLJ																		
128																										
129	P	56-60	Malay	Certificate	Staff	1-5 times	Personal	Lawnet	4	4	5	5	5	5	5	5	5	4	5	5	4	4	5	5	5	4
130	P	36-40	Malay	B.degree	Research Officer	6-10 times	Accessing database	Westlaw	3	4	5	3	4	3	5	5	3	2	2	3	3	3	3	3	1	1
131								Lexisnexis																		
132								Lawnet																		
133								CLJ																		
134								e-Law																		
135								MyLawBox																		
136	L	41-45	Malay	B.degree	Staff	1-5 times		Westlaw	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
137	P	31-35	Malay	SPM/MCE	Staff	>16 times	Accessing database	Lawnet	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
138	L	31-35	Malay	Diploma	Staff	1-5 times	Get help related to law materials	CLJ	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
139	L	26-30	Malay	B.degree	Research Officer	1-5 times	Work/Research	Lexisnexis	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
140								Lawnet																		
141								CLJ																		



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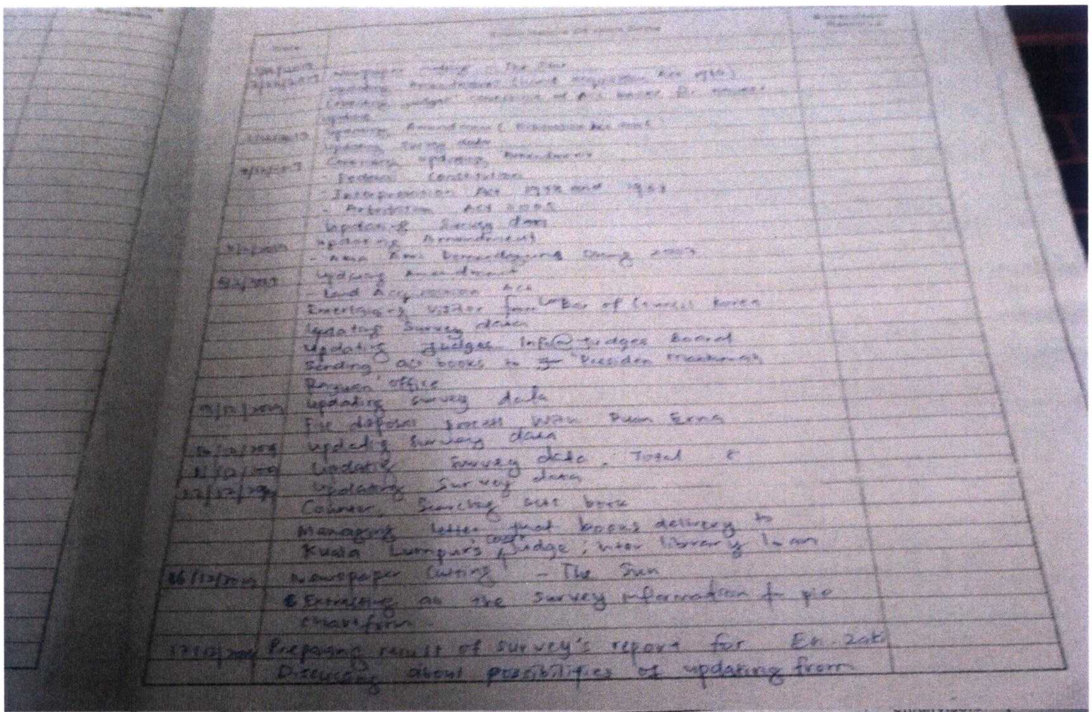
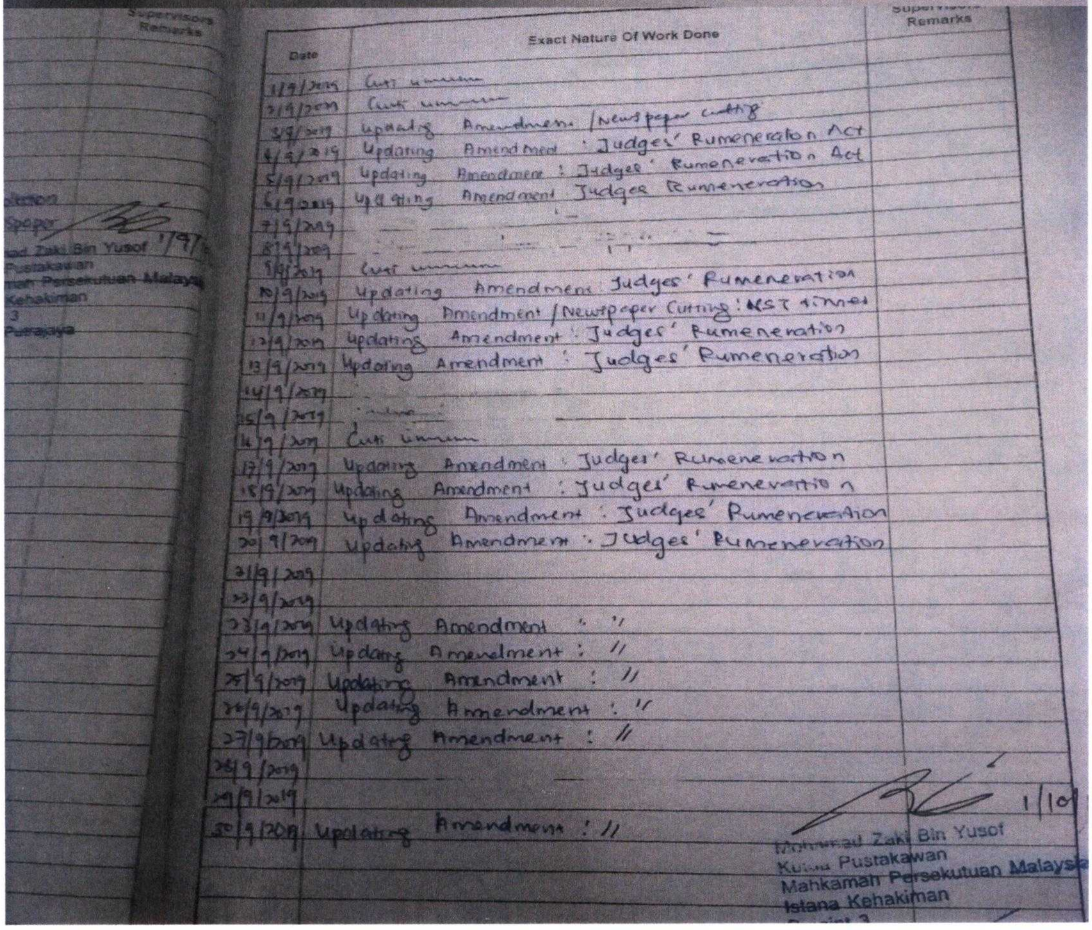
141								CLJ																		
142	P	26-30	Malay	Diploma	Staff	1-5 times	Finding Law book	e-Law	4	4	4	3	4	4	4	3	4	4	4	4	4	4	3	4	5	4
143	P	31-35	Bajau	SPM/MCE	Staff	1-5 times	Personal	Lexisnexis	4	5	4	4	4	4	4	5	5	5	5	5	5	5	5	5	5	5
144								CLJ																		
145	L	36-40	Malay	B.degree	Research Officer	1-5 times	Work/Research	Lexisnexis	3	3	3	3	3	3	3	3	2	1	1	2	2	2	3	3	3	3
146	L	41-45	Malay	B.degree	Staff	1-5 times	Work/Research		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
147	L	31-35	Malay	B.degree	Staff	6-10 times	Finding Law book	Lexisnexis	5	5	5	5	5	4	5	5	4	3	3	4	3	5	5	5	5	5
148								Lawnet																		
149	P	46-50	India	SPM/MCE	Staff	1-5 times	Get help related to law materials	Lexisnexis	4	4	4	3	4	4	4	4	5	4	4	5	4	4	5	5	4	4
150	L	31-35	Malay	B.degree	Research Officer	6-10 times	Get help related to law materials	Westlaw	3	3	3	4	4	3	4	4	4	3	3	5	3	3	4	4	3	5
151								Lexisnexis																		
152								CLJ																		
153								e-Law																		
154	P	26-30	Malay	B.degree	Research Officer	1-5 times	Finding Law book	Lexisnexis	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
155	P	46-50	Malay	B.degree	Staff	6-10 times	Finding Law book	Lawnet	5	5	5	5	5	5	5	5	5	4	4	4	5	5	5	5	5	5
156								CLJ	5	5	5	4	4	4	5	5	5	4	4	5	5	5			3	4
157	P	46-50	Malay	B.degree	Research Officer		Finding Law book	Lexisnexis																		
158								Lawnet																		
159								CLJ																		
160	P	26-30	Malay	SPM/MCE	Staff	1-5 times	Work/Research	None	5	5	5	5	5	5	5	5	3	3	3	4	5	5	5	3	3	5
161	P	56-60	Malay	SPM/MCE	Staff	1-5 times	Accessing database	Lexisnexis	3	4	3	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4
162								CLJ																		
163	L	36-40	Malay	B.degree	Research Officer	1-5 times	Finding Law book	Lawnet	4	4	4	4	4	4	3	4	4	3	3	3	4	3	3	3	3	3
164	P	36-40	Malay	PHD	Research Officer	1-5 times	Finding Law book	Lexisnexis	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
165							Get help related to law materials	Lawnet																		
166							Accessing database	CLJ																		
167							Work/Research	e-Law																		
168							Class																			
169							Personal																			
170							Printer/Photocopier																			
171	P	36-40	Malay	B.degree	Research Officer	1-5 times	Get help related to law materials	Lawnet	3	3	3	3	3	3	3	3	3	3	5	3	3	3	3	3	3	3
172								e-Law																		
173	P	26-30	Malay	B.degree	Research Officer	1-5 times	Finding Law book	Lexisnexis	5	5	5	5	4	5	5	5	5	5	4	4	5	5	4	4	4	5
174								Lawnet																		
175								CLJ																		
176	P	56-60	Malay	SPM/MCE	Staff	1-5 times	Printer/Photocopier	e-Law	4	3	[illegible]	3	2	4	4	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	4	4	4	5
177	L	51-55	Malay	B.degree	Lawyer	1-5 times	Work/Research	Westlaw	5	4	4	4	4	4	5	4	3	3	3	4	3	4	4	4	3	4
178							To prepare for hearing	Lexisnexis																		
179	L	41-45	Malay	SPM/MCE	Staff	6-10 times	Work/Research	MyLawBox	5	5	5	5	5	5	5	3	5	5	3	5	3	4	4	5	4	5
180	P	26-30	Malay	B.degree	Staff	1-5 times	Finding Law Book	Lexisnexis	4	5	4	4	3	3	3	3	3	2	3	3	5	3	3	4	5	5
181								Westlaw																		
182	P	26-30	Chinese	B.degree	Lawyer	1-5 times	Printer/Photocopier	None	5	5	4	5	5	5	5	5										
183	L	31-35	Malay	B.degree	Staff	1-5 times	Work/Research	None	5	5	5	5	4	4	5	5	5	4	4	4	5	4	4	5	4	5
184							Reading Newspaper																			
185	L	41-45	Malay	B.degree	Lawyer	6-10 times	Finding Law Book	None	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	5	3	5
186							Work/Research																			
187	Male																									

APPENDIX B:

LOGBOOK



Date	Exact Nature Of Work Done	Supervisors Remarks
[illegible]	Newspaper cutting : The Star	
[illegible]	Updating Amendment ([illegible])	
	[illegible]	
[illegible]	Updating Amendment ([illegible])	
	Updating survey data	
[illegible]	Checking updating Amendment	
	- Federal Constitution	
	- Interpretation Act 1948 and 1967	
	- Arbitration Act 2005	
	Updating survey data	
[illegible]	Updating Amendment	
	- [illegible] 2003	
[illegible]	Updating Amendment	
	- Land Acquisition Act	
	Entertaining visitor from Bar of Council Korea	
	Updating survey data	
	Updating Judges info @ Judges Board	
	Sending all books to the President Mahkamah Rayuan' office	
9/12/2019	Updating survey data	
	File deposit [illegible] with Puan Erna	
10/12/2019	Updating survey data	
11/12/2019	Updating survey data. Total 8	
12/12/2019	Updating survey data	
	Courier, Searching out book	
	Managing letter that books delivery to Kuala Lumpur's court judge; inter library loan	
16/12/2019	Newspaper cutting – The Sun	
	Extracting all the survey information for pie chartform.	
17/12/2019	Preparing result of survey's report for En. Zaki	
	Discussing about possibilities of updating from	



Date	Exact Nature Of Work Done	Supervisors Remarks
1/9/2019	Cuti umum	
2/9/2019	Cuti umum	
3/9/2019	Updating Amendment /Newspaper cutting	
4/9/2019	Updating Amendment : Judges' Rumeneration Act	
5/9/2019	Updating Amendment : Judges' Rumeneration Act	
6/9/2019	Updating Amendment Judges Rumeneration	
7/9/2019		
8/9/2019		
9/9/2019	Cuti umum	
10/9/2019	Updating Amendment Judges' Rumeneration	
11/9/2019	Updating Amendment /Newspaper Cutting : NST times	
12/9/2019	Updating Amendment : Judges' Rumeneration	
13/9/2019	Updating Amendment : Judges' Rumeneration	
14/9/2019		
15/9/2019		
16/9/2019	Cuti umum	
17/9/2019	Updating Amendment : Judges' Rumeneration	
18/9/2019	Updating Amendment : Judges' Rumeneration	
19/9/2019	Updating Amendment : Judges' Rumeneration	
20/9/2019	Updating Amendment : Judges' Rumeneration	
21/9/2019		
22/9/2019		
23/9/2019	Updating Amendment : "	
24/9/2019	Updating Amendment : "	
25/9/2019	Updating Amendment : "	
26/9/2019	Updating Amendment : "	
27/9/2019	Updating Amendment : "	
28/9/2019		
29/9/2019		
30/9/2019	Updating Amendment : "	

ad Zaki Bin Yusof 1/9/
Pustakawan
mah Persekutuan Malaysia
Kehakiman
3
Putrajaya

1/10
Mohamad Zaki Bin Yusof
Ketua Pustakawan
Mahkamah Persekutuan Malaysia
Istana Kehakiman