

# 2022 CUSTOMER SATISFACTION SURVEY REPORT

DAR AL-HIKMAH LIBRARY  
CENTRE FOR FOUNDATION STUDIES  
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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## **INTRODUCTION**

This report presents an analysis of the library Customer Satisfaction Survey (CSS) conducted to assess the level of satisfaction and identify areas for improvement. The survey serves as a valuable tool in understanding the perceptions and experiences of library clients, providing insights that are crucial for enhancing library services. The report aims to provide a comprehensive overview of the survey findings, including satisfaction levels across various categories, such as information resources, facilities, staff, services, and communication. By analyzing the survey data, the report aims to inform decision-making processes, prioritize areas for improvement, and foster open communication between the library management and its clients. This analysis will contribute to the ongoing efforts of the library to deliver high-quality services and ensure customer satisfaction.

This report centers around the survey conducted at the Dar al-Hikmah Library, Centre for Foundation Studies (CFS), Gombang IIUM. The population of the Campus Library amounts to 4,755 registered members, as recorded in the Library Integrated System (KOHA). This includes a diverse community of active members, consisting of 403 staff members and 4,352 students.

### **Background**

The Dar al-Hikmah Library has consistently prioritized the delivery of high-quality services to its clients since its establishment. The library is deeply committed to ongoing improvements across all service areas. To ensure accountability and gauge performance, the library has adopted the Customer Satisfaction Survey as one of its key performance indicators. Since 2008, the library has conducted every two years survey to gather valuable feedback from its clients, allowing their perspectives, ideas, and suggestions to shape the library's continuous improvement efforts. This report presents the comprehensive findings of the survey, highlighting important insights and recommendations for enhancing customer satisfaction and meeting the library's commitment to excellence.

### **Objectives**

The survey aims to achieve the following objectives:

- i. Identify areas for improvement in five categories: information resources, services, facilities, staff, and communication.
- ii. Measure and monitor the library's performance over time.
- iii. Enable clients to provide feedback for the enhancement of the five categories.
- iv. Facilitate open and honest communication between clients and the library management, providing clients with the opportunity to express their views openly.

## Survey Team

The survey team for the Gambang campus in 2022 is comprised of thirteen (13) members, with the Chief Librarian serving as the team's advisor. The list of committee members is shown in Table 1 below:

*Table 1: List of 2022 Customer Satisfaction Survey Team*

| Team member  | Committee                          |
|--|------------------------------------|
| Yusrina Abu Bakar  | Advisor                            |
| Siti Hawa Darus<br>Sahaniza Ibrahim  | Coordinators                       |
| Zahila Mohd Nor<br>Faizal Hazri Mat Ripin  | Report writing and editorial       |
| Ahmad Rahimi Razali<br>Hisyamuddin Ismail<br>Nadzirah Khairuddin<br>Zaayah Abd Ghani<br>Ahmad Aqil Syazwan Ahmad Yani<br>Ahmad Hisham Muda | Survey distribution and collection |
| Amira Syuhada Saiful Hizar<br>Mohd Sharizal Hasan  | Data compilation                   |

## **METHODOLOGY**

The 2022 Library Customer Satisfaction Survey employed a questionnaire as the primary data collection tool. The survey aimed to gather valuable feedback and insights from library clients regarding their satisfaction levels with the library's information resources, services, facilities, staff, and communication. The methods used in this survey are discussed in the following paragraphs:

### ***Questionnaire Design:***

A comprehensive questionnaire was developed to assess various aspects of customer satisfaction, including Information Resources, Library Services, Facilities and Equipment, Library staff, and Communication and Promotion. The questionnaire consists of both closed-ended and open-ended questions to gather quantitative and qualitative data.

The questionnaires for the 2022 Customer Satisfaction Survey have undergone revisions compared to the previous 2020 survey. The 2020 CSS was a special survey to gather customer satisfaction levels of the library during the Covid-19 pandemic. These revisions involved combining, adding, and reducing certain questions to align with the current conditions and requirements. The questionnaire is structured into two main parts: Part 1 focuses on collecting demographic information, while Part 2 aims to assess satisfaction levels across five categories. Additionally, the questionnaire includes questions regarding visit frequency, purpose of visit, and overall satisfaction. Part 2 also incorporates two open-ended questions to encourage respondents to provide detailed feedback and opinion. This survey includes five distinct categories that allow respondents to provide feedback on various aspects of the library. These categories are i. Information resources, ii. Library Services, iii. Facilities & Equipment, iv. Library Staff, and v. Communication and promotion. The sample questionnaire is in Appendix B.

### ***Sampling Technique***

The systematic random sampling technique was utilized to ensure equal opportunities for all library clients to participate in the survey. This method involved randomly selecting respondents from the population of library clients, thereby minimizing bias and increasing the representativeness of the sample. To ensure a fair survey distribution, Sample Size Calculator by Raosoft, Inc. was adopted to calculate the sample size of population. The recommended sample size was 356 respondents. Systematic random sampling was utilized where every 54th row from 4,755 names were selected as the intended respondents.

### ***Data Collection***

The questionnaire was distributed among the selected respondents, who were invited to provide their feedback based on their experiences with the library. The survey was conducted through various channels, including in-person distribution, online platforms, and email invitations, to maximize participation rates and convenience for the respondents.

Two data collection methods were utilized to distribute the questionnaires. The first method involved distributing an online form through various channels, including the IIUM Community email, individual WhatsApp messages, group WhatsApp conversations and group Telegram conversations. This digital distribution approach allowed for convenient access and ease of completion for respondents who preferred online submissions.

The second method involved distributing printed forms at designated locations, such as the General Reading Areas, library counter, campus bus stop, campus sport complex and exam hall exits. By making physical copies available, the library ensured that clients who preferred or had limited access to online platforms could also participate in the survey.

By implementing these two data collection methods, the library aimed to maximize participation and gather feedback from a diverse range of clients, accommodating their preferences and ensuring inclusivity in the survey process. The distribution schedule of the questionnaires to the selected respondents is presented in Table 2.

Table 2: Distribution Schedule of the CSS Questionnaires

| <i>Date</i>      | <i>Platform</i>   | <i>No. of respondent</i> |
|------------------|---|--------------------------|
| 7 March 2023     | CFS Announcement Email, CFS Official WhatsApp groups, CFS Official Telegram group |                          |
| 15 March 2023    | Second Announcement   | 164                      |
| 10-17 March 2023 | Printed forms   | 226                      |
| <b>TOTAL</b>     |   | <b>390</b>               |

**Data Analysis**

Once the data collection phase was completed, the collected responses were compiled and subjected to rigorous analysis. Quantitative data from closed-ended questions were analyzed using statistical techniques, which is *means* to measure customer satisfaction levels. Qualitative data from open-ended questions were coded and thematically analyzed to identify common trends, suggestions, and areas for improvement.

The data analysis for the customer satisfaction survey was conducted using the statistical software SPSS (Statistical Package for the Social Sciences). SPSS is a powerful tool that enables researchers to analyze data and derive meaningful insights from it. The collected survey data was imported into SPSS to examine the responses and draw conclusions. Descriptive statistics were used to summarize the data, such as mean, and frequency distributions. These measures provided an overview of the respondents' satisfaction levels and the distribution of responses across different variables. By utilizing SPSS for data analysis, the library was able to gain valuable insights into the levels of customer satisfaction, identify key areas of strength and improvement, and make data-driven decisions to enhance the overall library experience for its clients.

**Reporting**

The findings of the survey were synthesized and presented in a comprehensive report, highlighting key insights, trends, and recommendations. The report served as a valuable resource for library management in identifying areas of strength and areas requiring improvement, facilitating evidence-based decision-making and strategic planning.

By employing the questionnaire as a data collection tool and implementing systematic random sampling via RAOSOFT, the 2022 Library Customer Satisfaction Survey aimed to ensure a systematic and representative assessment of customer satisfaction levels. This methodology allowed for the collection of valuable feedback and insights, ultimately guiding efforts to enhance the library's services and meet the evolving needs of its clients.



***Balance Scorecard Target***

In 2022, the library maintained the target mean of 3.50 across all five categories in the survey. This target was set to ensure that customer satisfaction with the library services surpassed the level of Somewhat Satisfied and Satisfied. By striving for this target means, the library aimed to continuously improve and exceed customers' expectations, providing a high level of satisfaction in all aspects of its services.

## RESULT

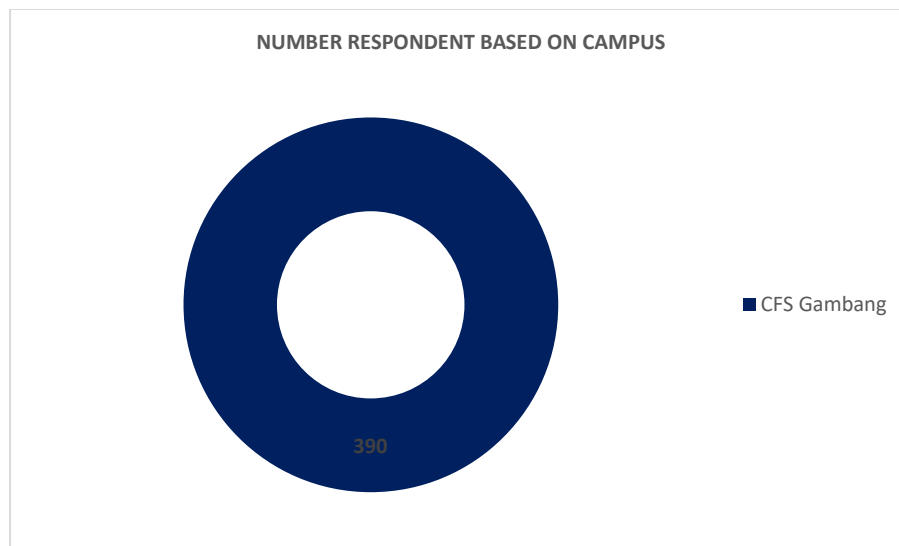
### Demographic result

The 2022 Customer Satisfaction Survey aimed to gauge the level of satisfaction among library clients across various dimensions of service, facilities, resources, staff, and communication. A total of 390 respondents participated in the survey, providing valuable insights into their experiences and perceptions of the library.

*Table 3 Number of respondents according to Categories and Status*

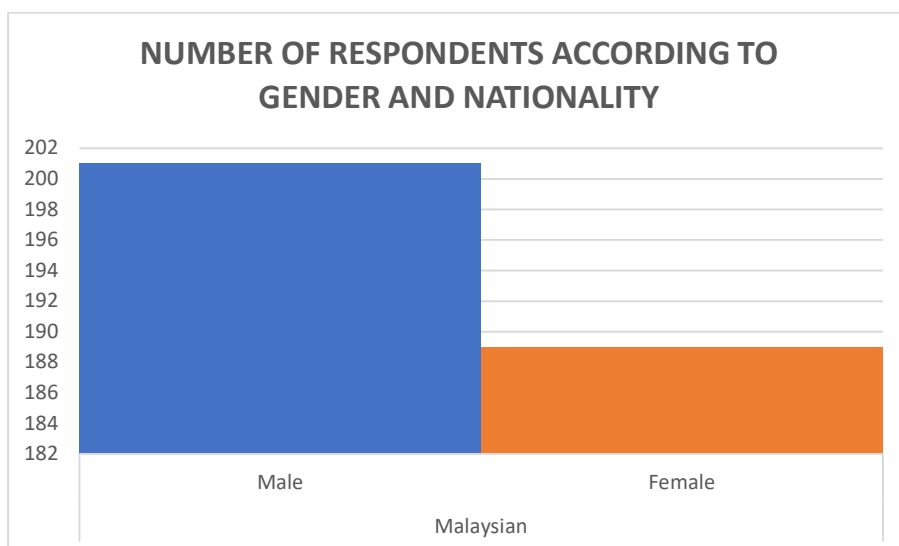
| <i>Categories</i>     | <i>Full-time</i> | <i>Total</i> | <i>%</i> |
|-----------------------|------------------|--------------|----------|
| <i>Academic</i>       | 21               | 21           | 5.4      |
| <i>Administrative</i> | 4                | 4            | 1        |
| <i>CFS students</i>   | 365              | 365          | 93.6     |
| <b><i>TOTAL</i></b>   |                  | <b>390</b>   |          |

According to Table 3, the highest representation comes from CFS students, with 365 (93.6%) respondents suggesting their active engagement and interest in the library. On the other hand, the lowest representation is observed among administrative staff, with only 4 (1%) respondents, indicating a relatively smaller involvement in the survey.



*Figure 1: Number of respondents based on KCDIO.*

All respondents are from the CFS Gambang. This group consists of 390 individuals as shown in Figure 1.



*Figure 2: Number of respondents according to Gender and Nationality*

All the respondents, comprising 100% are Malaysian. Within the Malaysian group, there are 201 male respondents and 189 female respondents. On the other hand, there are no respondents from the International group as shown in Figure 2.

### **Level of satisfaction**

In the following section, we will examine the outcomes regarding a means score for five distinct categories: Information Resources, Library Services, Facilities & Equipment, Library Staff, and Communication & Promotion. In order to comprehensively evaluate satisfaction levels, the analysis took into consideration the distinct groups of respondents and their respective satisfaction levels, as well as capturing the collective satisfaction experienced by all respondents. This approach ensured a comprehensive understanding of satisfaction across different respondent categories, while also capturing the overall satisfaction of the entire respondent pool.

#### ***Information resources***

This category focuses on assessing the quality, availability, and accessibility of the library's information resources, such as books, journals, databases, and digital collections. It explores the satisfaction levels regarding the range, relevance, and ease of access to these resources. There are five sub-categories for Information Resources which are:

- i. Q1- Required and recommended references as listed in the Course Outlines are appropriate for my learning needs.
- ii. Q2- Printed resources (e.g., books, journals, etc.) meet my learning and research needs.
- iii. Q3- Online resources (e.g., online databases, e-books, e-thesis, e-journals, etc.) meet my learning and research needs.
- iv. Q4- I feel that the resources are current and relevant.
- v. Q5- I could easily find the resources needed.

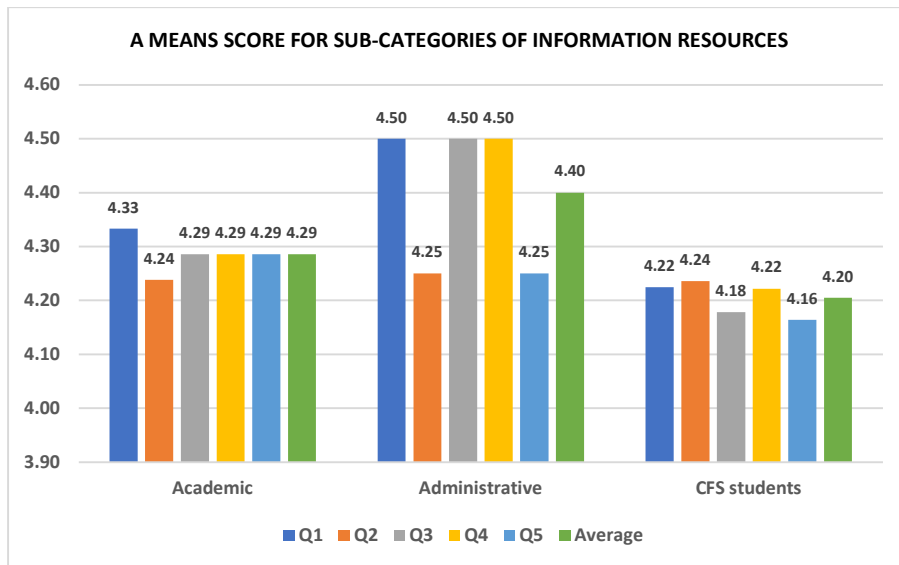


Figure 3: A means score for sub-categories of Information Resources.

According to Figure 3, the means scores for all sub-categories of Information Resources are notably high, surpassing 3.50. This indicates that respondents from various categories express a higher level of satisfaction with Information Resources. Among the different groups of respondents, Administration staff have the highest average mean score of 4.40, reflecting their overall satisfaction with the availability and quality of resources. On the other hand, CFS students have the lowest average means, which is 4.20, suggesting a comparatively lower level of satisfaction particularly regarding their ability to locate the necessary resources.

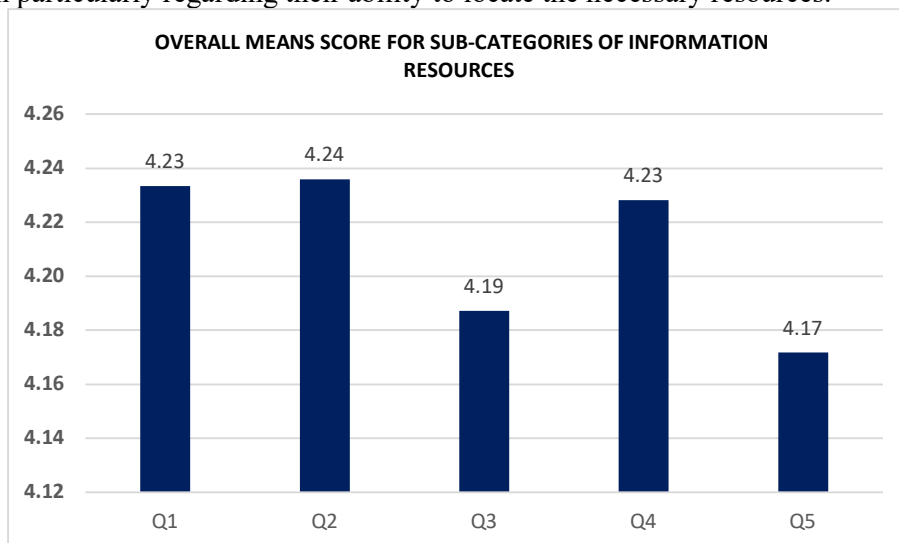


Figure 4: Sub-categories means score for Information Resources

Furthermore, Figure 4 illustrates the overall mean scores for five sub-categories of Information Resources. Specifically, the highest mean score is attributed to Q1, which is related to the collection of required and recommended reference lists. The respondents indicated a significant level of satisfaction with the availability of textbooks that are appropriate for their learning requirements. This positive sentiment extends to the online resources provided by the library, as evidenced by a commendable mean score of 4.19. The respondents' satisfaction with the online resources highlights the library's commitment to offering valuable digital materials that support and enhance the learning experience.

Overall, the respondents consistently assigned high mean scores to the other sub-categories within Information Resources. This indicates a strong level of satisfaction with the overall availability and accessibility of resources offered by the library. The positive evaluations received across multiple sub-categories further reinforce the notion that the respondents hold a high regard for the information resources available to them. It implies that the library has effectively met the needs and expectations of the users by providing a wide range of resources that are easily accessible and readily available.

**Library services**

This category evaluates the library's services, which include opening hours, circulation and counter services, and library skill classes. It aims to measure satisfaction with the efficiency, effectiveness, and helpfulness of the services provided by the library staff. There are three sub-categories for Library Services which are:

- i. Q1- Library opening hours.
- ii. Q2- Library counter (Circulation Counter)
- iii. Q3- Library Skill classes

Based on the results presented in Figure 5, it is evident that respondents express a high level of satisfaction with Library Services. The analysis reveals that both the Academic and Administration category received the highest average mean score of 4.33, indicating their strong satisfaction with the services provided. Administration staff are highly satisfied with Library counters where the means score is 4.73. The second higher score is the Academic staff category, with a mean score of 4.50, further highlighting their satisfaction with Library Services. Academic staff also show a higher satisfaction level for Library counters which is 4.48. This suggests that both Administrative and Academic staff exhibit higher levels of satisfaction compared to CFS students.

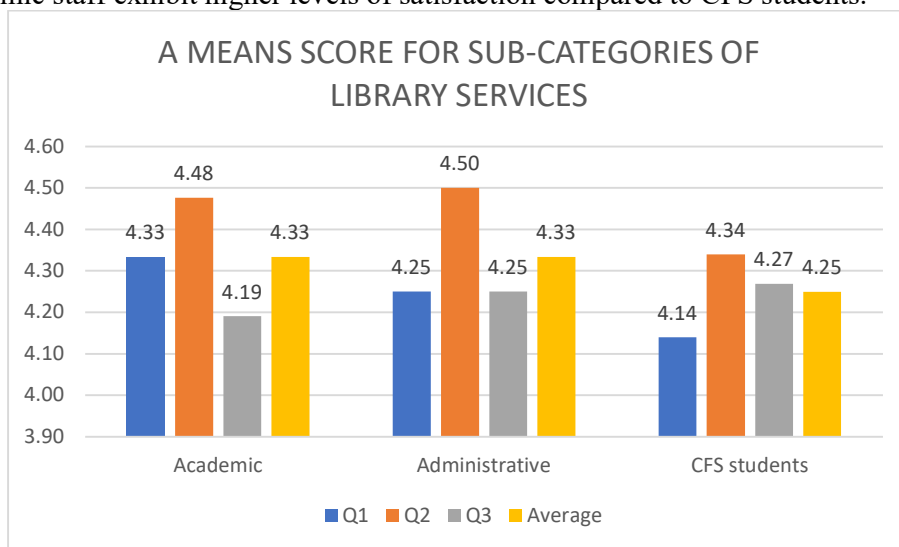


Figure 5: A means score for sub-categories of Library Services

Additionally, Figure 6 provides valuable insights into the overall satisfaction levels of the respondents regarding Library Services. The results highlight a remarkable level of contentment with the various services offered by the library. Notably, Q2, which focuses on the library counters, received the highest mean score of 4.35, indicating a strong satisfaction level in this area. Additionally, Q3 and Q1 also gained favorable mean scores. These findings collectively support the conclusion that the respondents were highly satisfied with the range and quality of services provided by the library. The positive evaluations across multiple aspects

of library services highlight the institution's commitment to delivering exceptional experiences and meeting the diverse needs of its clients.

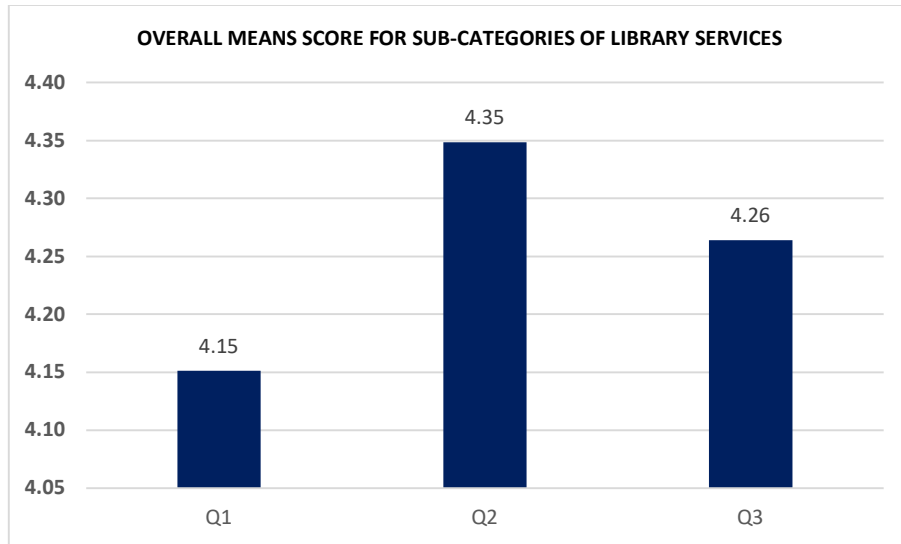


Figure 6: Sub-categories means score for Library Services

**Facilities and equipment**

This category assesses the physical facilities and equipment available within the library premises. It encompasses factors such as the reading area, study rooms, computer lab, printing, and photocopying facilities, and WIFI access. It aims to gauge satisfaction with the comfort, convenience, and functionality of these resources. There are five sub-categories for Facilities and Equipment which are:

- i. Q1- Reading area (Quiet/General)
- ii. Q2- Study rooms (Discussion/Carrel/Research rooms, etc.)
- iii. Q3- Computer Lab
- iv. Q4- WIFI access
- v. Q5- Printing, scanning and photocopying facilities.

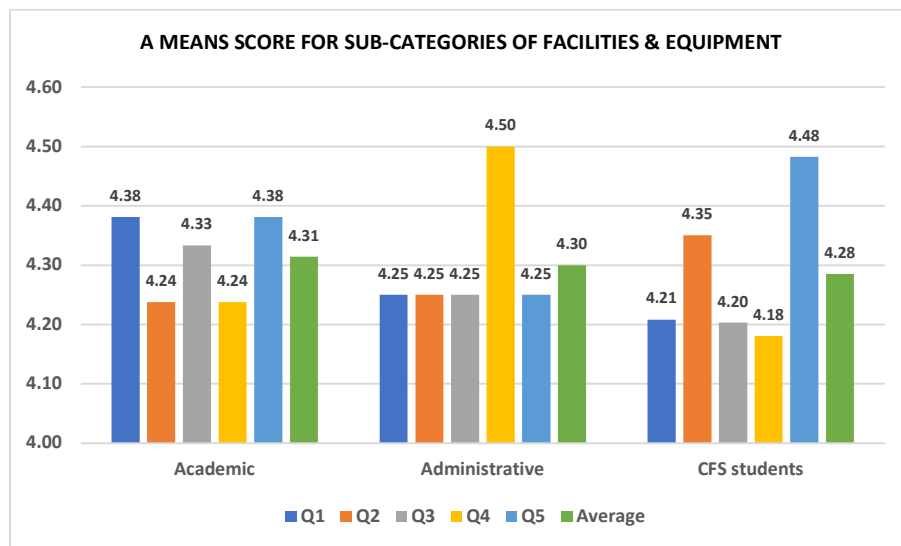


Figure 7: A Means Scores for Sub-Categories of Facilities & Equipment.

Based on Figure 7, the average ratings for the five sub-categories of Facilities and Equipment

demonstrate substantial levels of satisfaction among both staff and students. The provided facilities and equipment by the library have garnered high satisfaction from all respondents. The average ratings exceed 3.50, indicating that the library has successfully met the diverse needs of its clients in terms of the facilities and equipment offered.

The feedback from the respondents highlights the overall effectiveness of the library's facilities and equipment in enhancing the user experience. It is evident that the library has made significant efforts to ensure that the resources and amenities provided align closely with the requirements and expectations of its clients. However, when examining the individual sub-categories, it is worth noting that WIFI access received slightly lower scores compared to other areas, specifically 4.18 from CFS students. While still indicating a satisfactory level of satisfaction, these scores suggest slight room for improvement in terms of WIFI connectivity. This feedback provides valuable insights for the library to identify areas where enhancements can be made to further enhance the user experience, particularly in ensuring reliable and seamless WIFI access throughout the library premises.

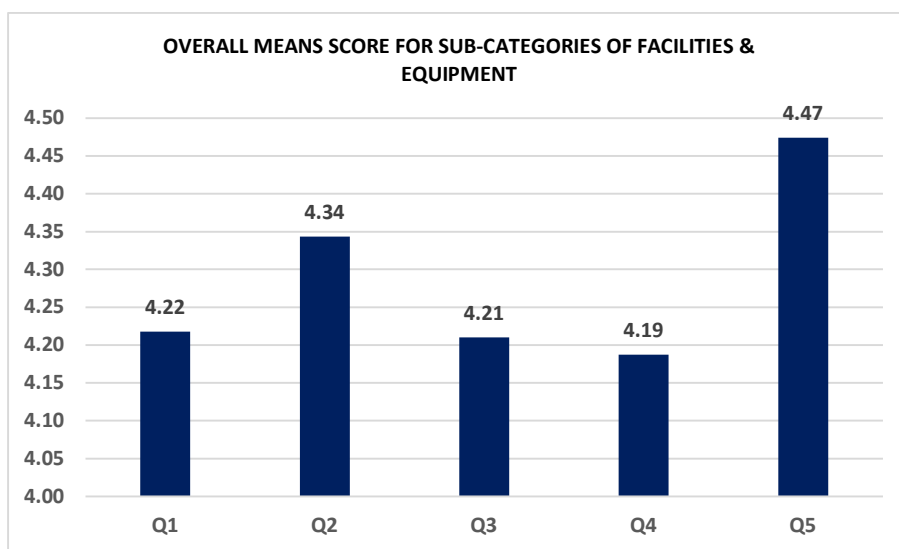


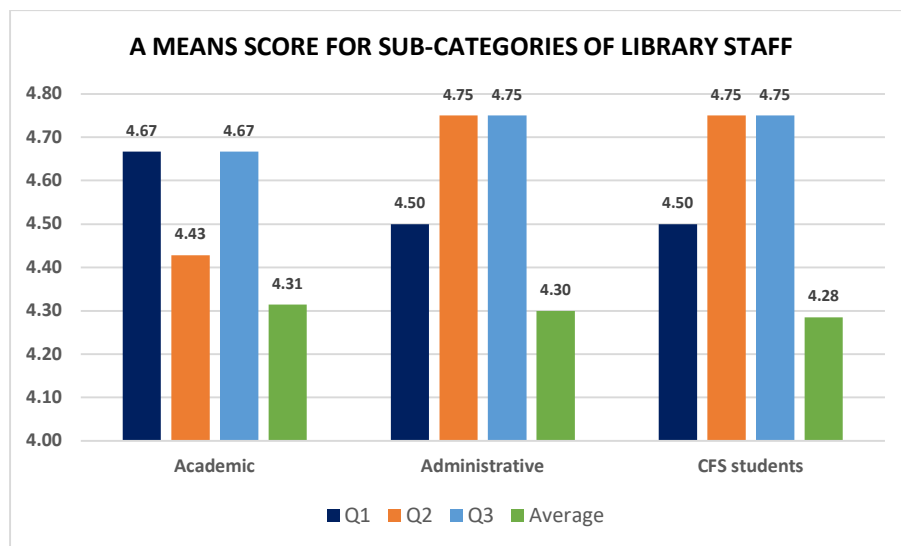
Figure 8: Overall Means Score for Sub-Categories of Facilities & Equipment

Figure 8 displays the overall mean scores for the sub-categories of Facilities and Equipment, offering valuable insights into the respondents' perceptions. Notably, the Q4 sub-category, which pertains to WIFI access, received the lowest mean score compared to other sub-categories. On the other hand, the highest mean score was observed for Q5, which represents the printing, scanning and photocopying facilities, with an impressive mean score of 4.47. The second highest mean score was Q2, focusing on study room facilities with a mean score of 4.34. Both Q1 and Q3 showed not much different in the mean score with 4.22 and 4.21. Even though the results suggest that the respondents held a positive view of various facilities and equipment, there is a need for improvement in terms of library WIFI access. As WIFI access is a fundamental tool for e-learning, enhancing this facility should be prioritized to ensure a seamless and efficient online learning experience for library users.

### ***Library staff***

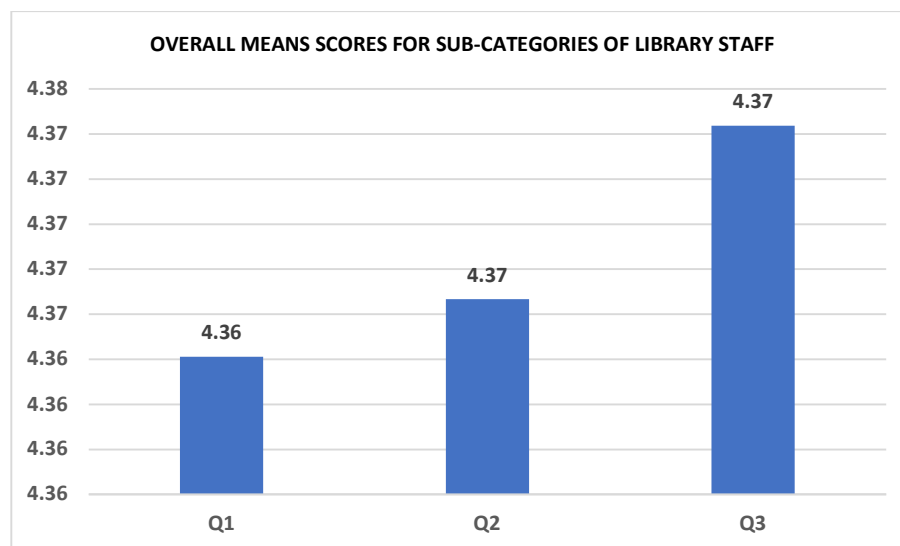
This category focuses on the interactions and assistance provided by the library staff. It examines respondents' satisfaction with the knowledge, professionalism, and responsiveness of the library staff members in addressing inquiries, providing guidance, and supporting clients in their information needs. The sub-categories for Library Staff are as follows:

- i. Q1- Library staff are professional, approachable, and friendly.
- ii. Q2- Library staff provide accurate answers to my inquiries.
- iii. Q3- Library staff are helpful in resolving my problems or questions.



*Figure 9: A means scores for sub-categories of Library Staff*

Overall, the means scores for the various sub-categories pertaining to Library Staff are consistently and significantly higher, with values surpassing 4.00 as shown in Figure 9 and 10. These scores serve as a clear indicator of the exceptional professionalism exhibited by the library staff in fulfilling the diverse needs of the clients. The respondents expressed a high level of satisfaction with the services provided by the library staff.



*Figure 10: Overall means scores for sub-categories of Library Staff*

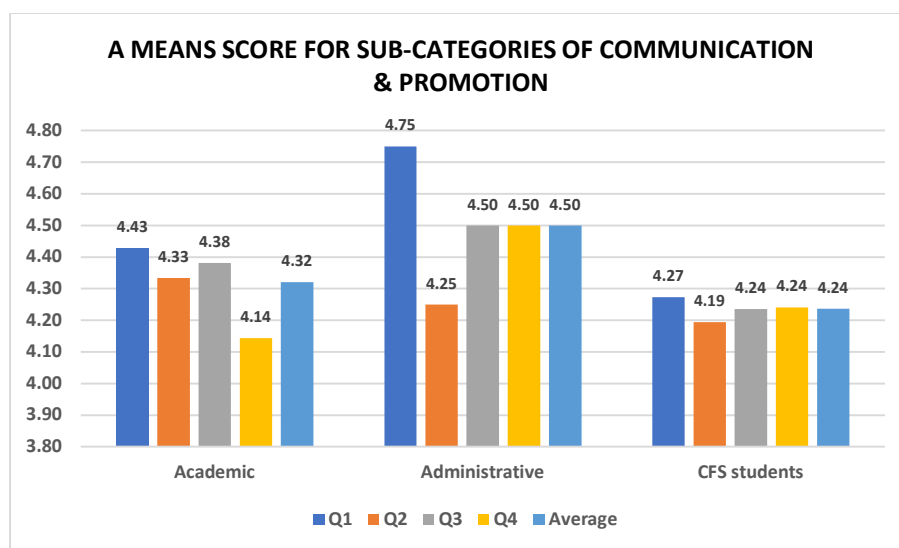


The consistently high average scores across the sub-categories of Library Staff highlight the staff's dedication, knowledge, and commitment to delivering exceptional customer service. Whether it is providing guidance in locating resources, offering research assistance, or addressing queries, the library staff consistently demonstrated their expertise and competence, leading to a high level of client satisfaction.

### ***Communication and promotion***

This category evaluates the effectiveness of communication channels and strategies employed by the library. It assesses satisfaction with the clarity, informativeness, and timeliness of communication related to library services, updates, events, and promotions. It also includes feedback on the accessibility of information through the library's website, social media platforms, and other communication channels. There are four sub-categories for Communication and Promotion which are:

- i. Q1- Print signages are clear and appropriate.
- ii. Q2- Library websites and social media are informative and interactive.
- iii. Q3- Announcements on new services and facilities are well communicated.
- iv. Q4- Library exhibitions are informative and enhance my knowledge.



*Figure 11: A Means Score for Sub-Categories of Communication & Promotion*

The results depicted in Figures 11 & 12 present the results for the sub-categories pertaining to Communication and Promotion. It is evident from the data that the respondents expressed a high level of satisfaction with all the sub-categories, as indicated by mean scores exceeding 4.00. These results highlight the library's persistent efforts in effectively communicating and promoting events and programmes within the library. The communication and promotion strategies employed by the library have successfully resonated with the respondents, resulting in a positive and satisfactory experience. The consistently high mean scores across all sub-categories underscore the library's commitment to engaging with its clients and effectively disseminating information about various events and programmes.

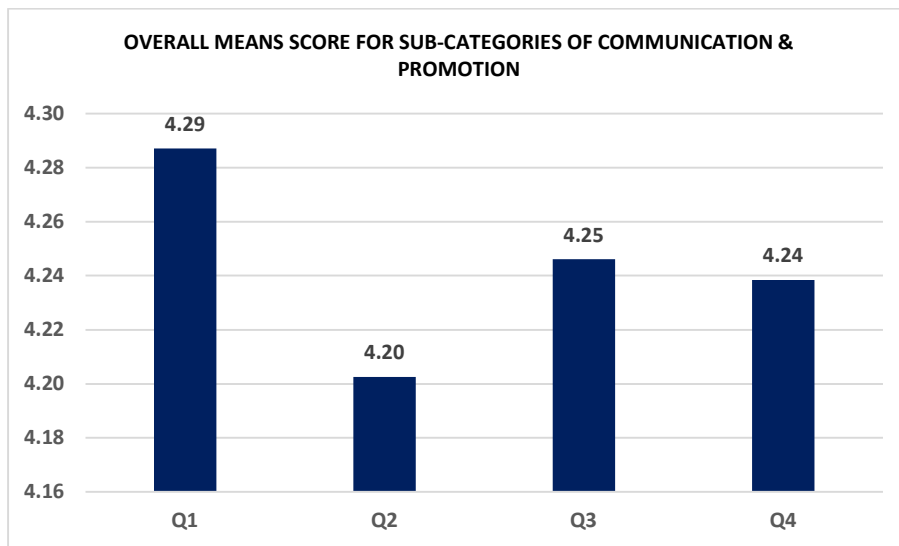


Figure 12: Overall Means Score for Sub-Categories Of Communication & Promotion

It also reflects the effectiveness of the library's initiatives in keeping the respondents informed and engaged. The high levels of satisfaction expressed by the respondents indicate that the library's communication efforts have effectively reached and resonated with its target audience.

### ***Overall satisfaction***

In this survey, the respondents were also asked about their overall satisfaction with the library. Figure 13 below shows the results of a means score for their overall satisfaction.

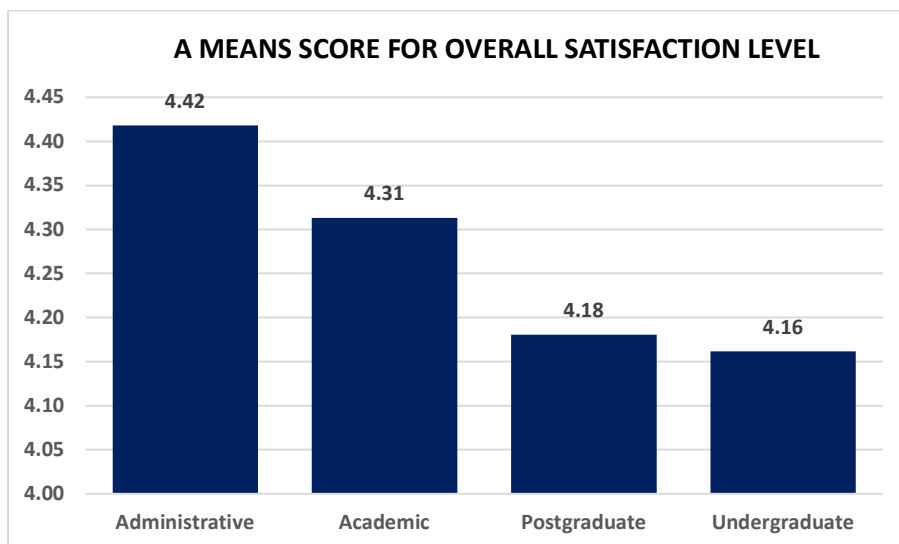


Figure 13: A Means Score for Overall Satisfaction Level

The data presented in Figure 13 clearly indicates a significantly high mean score. All groups of respondents have expressed their satisfaction with the library as a whole. These findings suggest that the library has successfully provided ample resources, efficient services, adequate facilities, professional staff, and effective communication and promotion strategies. Hence, it reflects their contentment with the comprehensive offerings and services provided by the library. Additionally, the results further indicate that the library has effectively met the needs and expectations of its clients, providing them with the necessary resources and assistance.

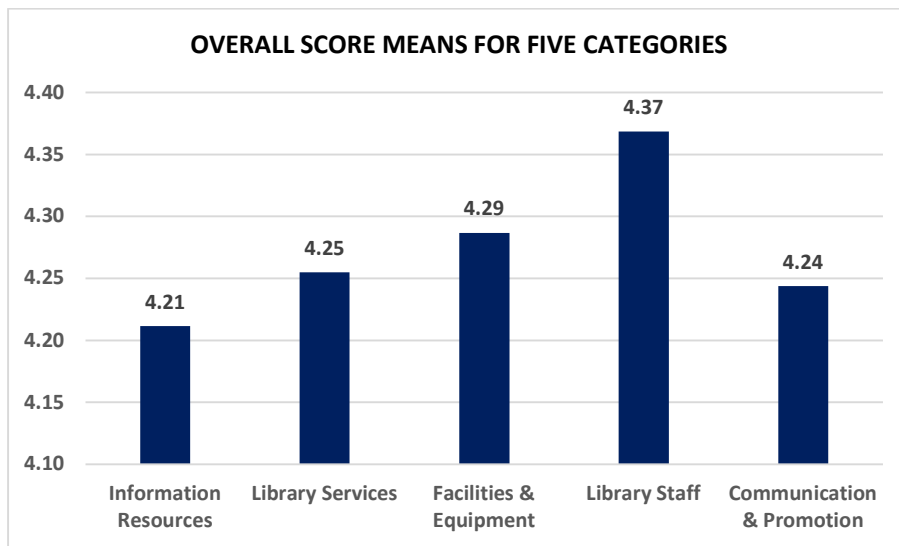


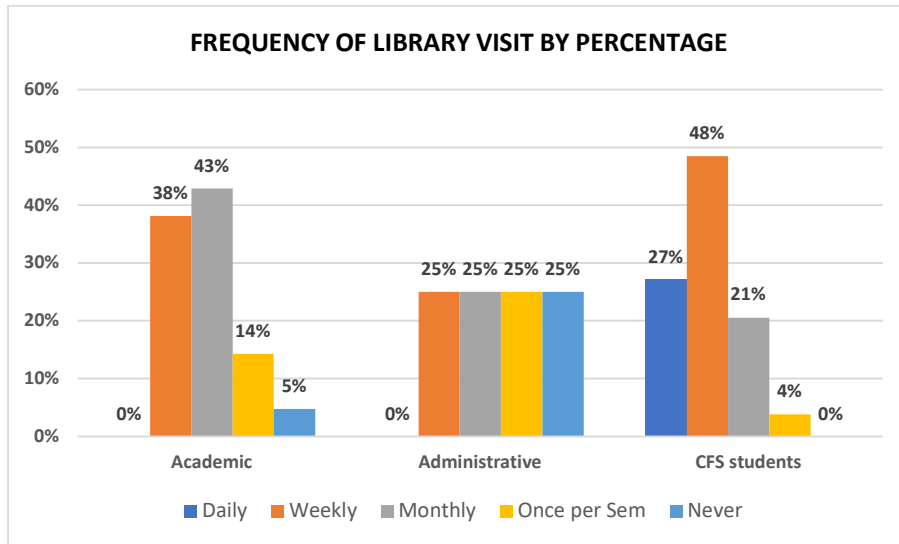
Figure 14: Overall Score means for five categories.

Furthermore, Figure 14 illustrates the overall score means for the five categories of satisfaction. The highest mean score is observed in the Library Staff category of 4.37. The Facilities and Equipment category received a respectable mean score of 4.29, indicating a satisfactory level of performance, closely followed by Library Services and Communication and Promotion with the mean score of 4.25 and 4.24. On the other hand, the lowest mean score is found in the Information Resources category, suggesting that improvements may be needed in this area to enhance customer satisfaction with a mean score of 4.21.

### Frequency and Purposes of Library Visit

The survey also examines both the frequency and purposes behind the respondents' visits to the library. This aspect of the survey aims to gain insights into how often individuals visit the library and the specific reasons that motivate their visits. Understanding the frequency and purposes of library visits allows for a comprehensive understanding of the clients' behaviors and preferences. Moreover, exploring the purposes of these visits offers deeper insights into the diverse needs and interests of the library's clients. It sheds light on the various reasons individuals choose to visit, such as conducting research, borrowing materials, attending events or workshops, accessing resources, seeking assistance from staff, or simply finding a quiet space for study or leisure. The results are detailed in the section below:

***Frequency of library visit***

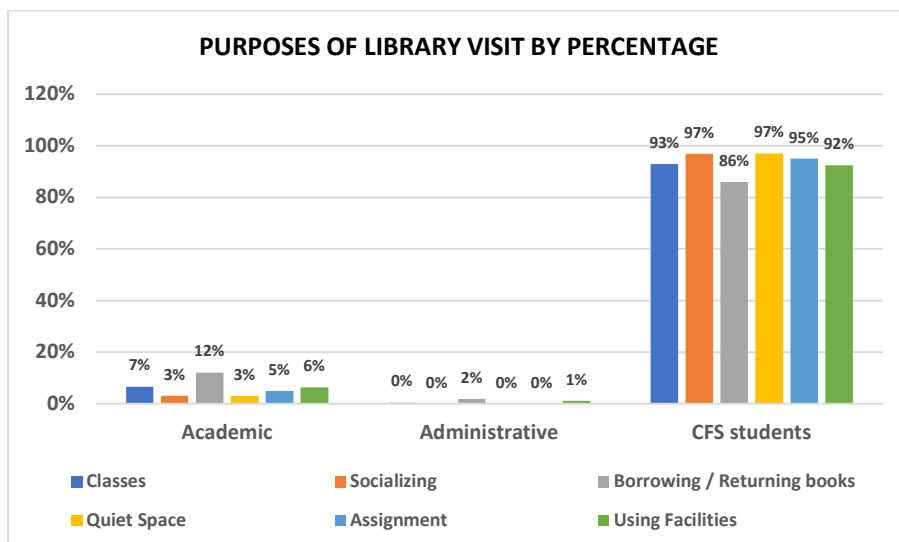


*Figure 15: Frequency of Library Visit*

The results presented in Figure 15 depict the frequency of library visits among different client categories. The data reveals interesting patterns in the visitation habits of various groups. Among the CFS students, 48% of them visit the library on a weekly basis. On the other hand, 43% of academic staff members visit the library monthly. Interestingly, the administrative staff visit the library at the same percentage of 25% for weekly, monthly, once per semester and never. These results also suggested that administrative staff have less frequent visits compared to academicians and CFS students. In contrast, both academic staff and CFS students display a different visitation pattern. Approximately 27% of CFS students visit the library on a daily basis, indicating a higher frequency compared to other groups. However, it is worth noting that a surprising 0% of CFS students never visit the library.

***Purposes of library visit***

In this survey, respondents were asked about the purpose of their visit to the library. There are six reasons provided in this survey, and respondents may select more than one answer.



*Figure 16: Purposes of Library Visit*

The survey results reveal distinct patterns in terms of the purposes for visiting the library among different groups. For CFS students, 97% of them stated that their visits primarily revolve around socializing and quiet study space, while 95% visit for the purpose of completing assignments. Notably, borrowing and returning books appears to be the least importance for this group with 86%. In contrast, the majority of academic and administrative staff (12% and 2%) expressed that their visits to the library are primarily driven by the need to borrow and return books. Additionally, a notable 1% of administrative staff visit the library for using the library facilities. This indicates the library is still relevant within this group.

When considering students, a significant majority of them visit the library for quiet study space. Another common reason cited by students is the need for a space to socialize among them. It is worth mentioning that the CFS students visit the library for classes with 93%. Some lecturers opt to conduct their classes within the library premises, attracting students to attend sessions in this environment.

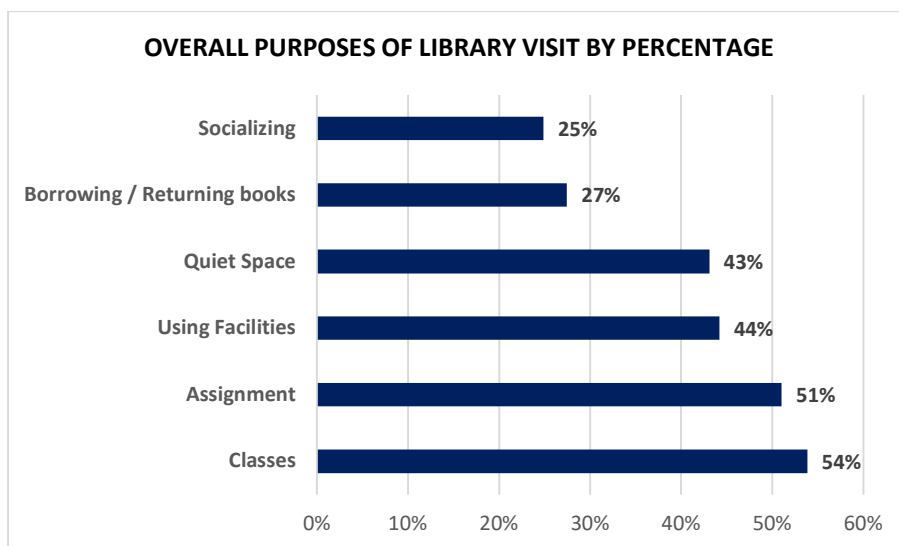


Figure 17: Overall Purposes of Library Visit

The overall results provide valuable insights into the primary reasons behind library visits among users. It is noteworthy that a significant majority, amounting to 54% of respondents, utilize the library for their classes. This highlights the crucial role of the library as an essential space for academic pursuits. Furthermore, the study reveals that more than half, specifically 51% of library visits, are motivated by doing their assignment at the library. This emphasizes the importance of the library as a resource centre for their studying.

Additionally, 44% of the visits are driven by the availability of various library facilities, which showcases the value placed by users on the amenities provided by the library. These facilities may include computer labs, printing services, meeting rooms, or specialized equipment that enhance the learning experience.

Moreover, approximately 43% of respondents visit the library with the specific intention of having quiet space. This indicates that users still rely on the library as a space for studying and reading place.

It is worth mentioning that the library also serves as a hub for borrowing and returning books activities as well as a place for social interaction. This highlights the multifaceted role of the library as a gathering place that facilitates educational and social engagement.

In conclusion, the study findings shed light on the diverse motivations behind library visits, with assignments/research, quiet space, library facilities, book borrowing/returning, classes, and socializing emerging as prominent reasons. These insights can help library administrators and staff in understanding and catering to the diverse needs and preferences of their users.

## IMPROVEMENT AND EXPECTATIONS

The open-ended question at the end of the survey allowed respondents to provide written comments on improvements and expectations. These responses were collected and subjected to coding and thematic analysis to identify recurring patterns, suggestions, and areas that require improvement. Through this process, five distinct themes were assigned, which were aligned to the main categories of the survey.

Table 4: Open-ended answers for Improvement and Expectation from respondents

| THEMES                            | IMPROVEMENT | EXPECTATION |
|-----------------------------------|-------------|-------------|
| Information Resources             | 21          | 18          |
| Library Services                  | 43          | 21          |
| <i>Facilities &amp; Equipment</i> | 135         | 101         |
| Library Staff                     | 2           | 3           |
| Communication & Promotion         | 2           | 6           |
| <b>TOTAL</b>                      | <b>203</b>  | <b>149</b>  |

The survey gathered valuable insights through 352 open-ended answers provided by the respondents. Among these, 203 responses were dedicated to suggesting areas for improvement, while 149 responses expressed their expectations, as outlined in Table 4. List of all comments are in Appendix C & D.

Significantly, the Facilities and Equipment category received the highest number of comments for improvement and expectations, indicating a strong correlation with its relatively lower mean scores compared to other categories as illustrated in Figure 8. These findings emphasize the critical importance of addressing and enhancing the library's facilities and equipment to effectively cater to the diverse needs and expectations of its customers. Taking these suggestions into account will contribute to an improved overall experience and higher customer satisfaction levels.

Furthermore, the survey also revealed that Information Resources and Library Services also received a significant number of higher comments from the respondents. This suggests that these two categories hold particular importance and serve as focal points for clients' experiences and expectations. Addressing these comments can enhance the overall satisfaction of customers and ensure that the library remains a valuable hub of knowledge.

Moreover, the survey results indicate lower comments for the Library Staff and Communication and Promotion categories. This is noteworthy considering that these categories received higher mean scores, indicating a generally satisfactory level of performance. It is suggested that respondents were generally satisfied with the support, assistance, and professionalism demonstrated by the library staff. The positive interactions and quality of service provided by the staff might have contributed to the relatively fewer comments, indicating a higher level of satisfaction among the clients.

Similarly, the lower comments for the Communication and Promotion category suggest that respondents found the library's communication efforts effective and informative. The means score for this category indicates that the library successfully conveys relevant information and promotes its services, events, and resources to the user community. The lower number of comments might indicate that clients perceive the communication and promotional activities as meeting their needs and expectations.

## FINDING

Overall, the results of the means scores indicate a high level of satisfaction across various aspects of the library. Below are the key findings of this survey:

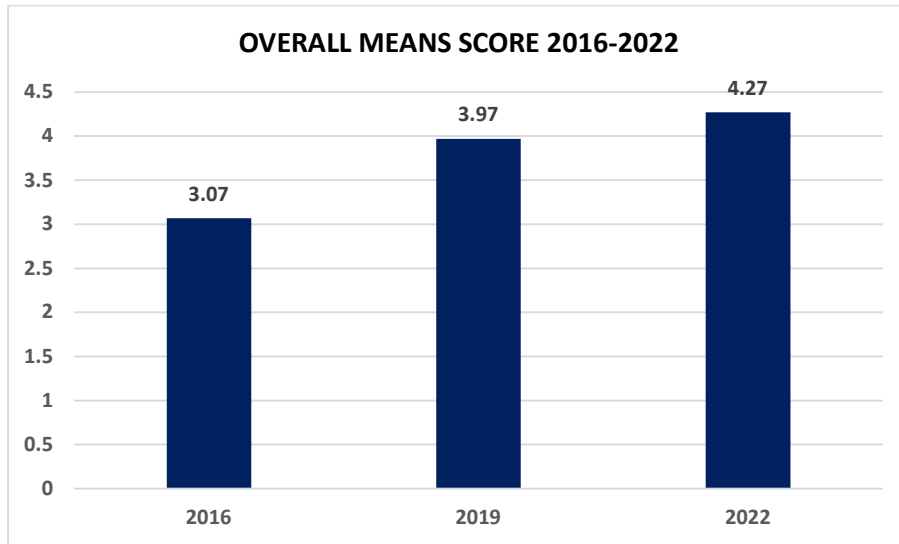
- i. **Library Staff (mean score: 4.37):** The highest mean score which is for library staff reflects a significantly positive perception of the professionalism and effectiveness of the library staff members. This finding suggests that the staff has successfully demonstrated their expertise, responsiveness, and helpfulness in addressing the needs and queries of library clients, resulting in a high level of satisfaction.
- ii. **Facilities and Equipment (mean score: 4.29):** The mean score for facilities and equipment signifies a positive perception of the library's physical infrastructure and equipment. Although slightly lower than other categories, it still indicates a high level of satisfaction. This finding suggests that the library has provided well-maintained and adequate facilities and equipment that cater to the diverse needs of its clients.
- iii. **Library Services (mean score: 4.25):** The high mean score for library services indicates that respondents are highly satisfied with the services offered by the library. This finding suggests that the library has implemented efficient and user-friendly services, such as circulation, Readers' Advisory Desk, interlibrary loans, and learning support, which have successfully met the needs and expectations of its clients.
- iv. **Communication and Promotion (mean score: 4.14):** The mean score for communication and promotion indicates that respondents are highly satisfied with the library's efforts in effectively communicating and promoting events and programs. This finding suggests that the library has successfully engaged with its clients, disseminating information about services, resources, and events in a manner that meets their needs and interests.
- v. **Library Information Resources (mean score: 4.09):** The high mean score suggests that respondents are highly satisfied with the library's information resources. This finding indicates that the library has effectively updated and provided valuable, relevant, and accessible resources to meet the information needs of its clients.
- vi. **Visitation Frequency:** The survey reveals variations in the frequency of library visits among different client categories. Academician and administrative staff tend to visit the library on a monthly basis, while CFS students visit more frequently, with daily and weekly visits, respectively.
- vii. **Purposes of Visits:** The purposes behind library visits also exhibit distinct patterns. Academician participants visit primarily for book-related needs and assignments. Administrative staff prioritize using library facilities and engaging in social interactions. CFS students, primarily visit the library for assignments, access to resources, quiet study spaces, and, in some cases, attending classes held within the library.

In summary, the findings demonstrate a consistently high level of satisfaction across various aspects of the library, including information resources, services, facilities and equipment, library staff, and communication and promotion efforts. These results indicate that the library has successfully met the diverse needs and expectations of its clients, providing valuable resources, efficient services, well-maintained facilities, knowledgeable staff, and effective communication strategies.



### ***Means Score 2016-2022***

In the beginning, the target means score for Library Customer Satisfaction Survey was 3.00 on a 4 Likert scale. However, starting from the year 2018, the Library Management decided to raise the target means score to 3.50 on a 5 Likert scale.



*Figure 18: Overall Means 2016-2022*

The figure illustrates the overall mean scores from 2016 to 2022, which were based on questions regarding satisfaction with the library. The findings reveal a consistent increase in mean scores over the years, surpassing the targeted mean score of 3.50. It is worth noting that there was an increase in the mean score in 2019 and 2022, from 3.07 to 3.97 and 4.27. The score remained above the target set. There was no overall mean score for the 2020 Special Customer Satisfaction Survey during the Covid-19 pandemic due to no students and staff except those who were frontliners were allowed to enter the campus.

This finding highlights the library's success in improving the overall satisfaction levels among its clients. By surpassing the set target mean score, the library demonstrates its commitment to enhancing the quality of services and resources, resulting in a higher level of satisfaction among clients. This achievement reflects the library's dedication to meeting the evolving needs and expectations of its clients, thereby establishing itself as a reliable and valued institution within its community.

### ***Means Score for five categories 2016-2022***

Table 5 presents the mean scores for the five main categories during the period of 2016-2022, shedding light on the satisfaction levels across different aspects of the library. The findings reveal a significant overall increase in four categories from 2016 to 2022, indicating an upward trend in customer satisfaction.

*Table 5: Means Score for five categories 2016-2022*

| <b><i>Categories</i></b>          | <b><i>2016</i></b> | <b><i>2019</i></b> | <b><i>2022</i></b> |
|-----------------------------------|--------------------|--------------------|--------------------|
| <i>Information Resources</i>      | 3.03               | 3.86               | <b><i>4.21</i></b> |
| <i>Library Services</i>           | 3.36               | 4.06               | <b><i>4.25</i></b> |
| <i>Facilities &amp; Equipment</i> | 3.29               | 3.89               | <b><i>4.29</i></b> |
| <i>Library Staff</i>              | 3.42               | 4.21               | <b><i>4.37</i></b> |
| <i>Communication</i>              | 3.31               | 3.89               | <b><i>4.24</i></b> |

Overall, the findings from Table 5 highlight the positive trajectory of user satisfaction in multiple areas of the library, with significant improvements observed in Information resources, Library Services, Library Staff, and Communication and promotion. These findings showcase the library's commitment to meeting the evolving needs and expectations of its clients, further enhancing the overall library experience.

## CONCLUSION

In conclusion, the survey results provide several key findings about the satisfaction levels and perceptions of library services among respondents. The survey indicates a high level of satisfaction among respondents regarding various aspects of the library, including information resources, library services, facilities and equipment, library staff, and communication and promotion efforts. The mean scores consistently surpass the target of 3.50, reflecting the library's success in meeting the needs and expectations of its clients.

Additionally, the survey findings demonstrate an overall improvement in mean scores across different categories over the years. This indicates that the library has been proactive in addressing user feedback, enhancing services, and refining its resources to better serve its clients. Notable improvements were observed in categories such as Information Resources, Library Services, Library Staff, and Communication and Promotion.

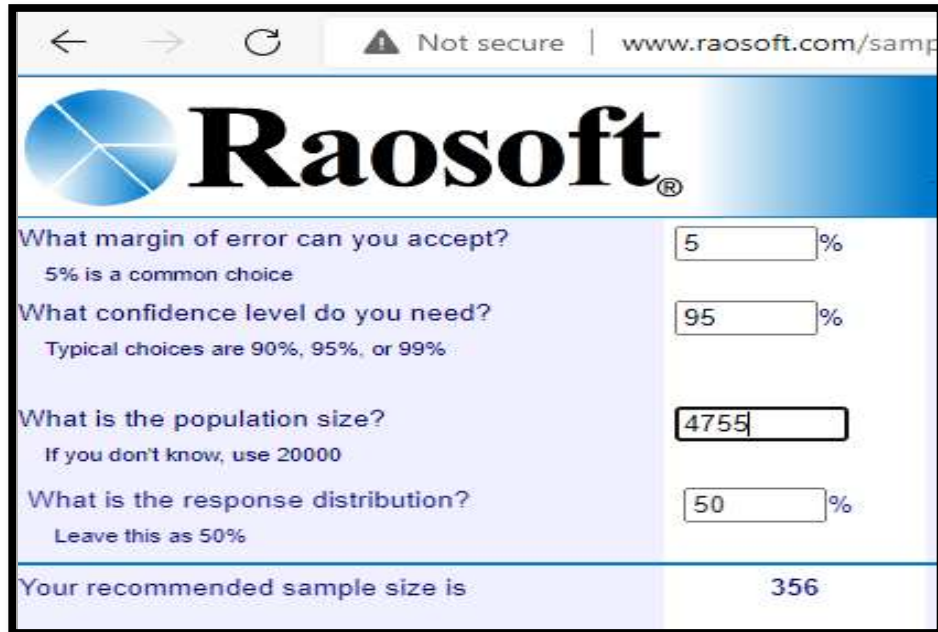
While the survey results showcase high levels of satisfaction, there are areas where slight decreases in mean scores were observed, such as in the Facilities and Equipment category. Although the scores remain above the target, these findings suggest that ongoing attention and improvements in these areas can help maintain and further enhance user satisfaction.

The qualitative analysis of open-ended responses provided valuable insights into specific client experiences, suggestions, and areas for improvement. These comments and compliments contribute to a more comprehensive understanding of client perspectives, allowing the library to address specific concerns and implement targeted enhancements.

Overall, the survey results affirm the library's success in meeting client expectations and delivering high-quality services and resources. The findings provide valuable feedback and guidance for the library to continue its efforts in enhancing customer satisfaction, further improving services, and ensuring that the library remains a valuable and trusted resource for its clients.

## APPENDIX A

### SAMPLE SIZE CALCULATOR BY RAOSOFT, INC.



The image shows a screenshot of a web browser displaying the Raosoft sample size calculator. The browser's address bar shows the URL "www.raosoft.com/samp" and a "Not secure" warning. The Raosoft logo is prominently displayed at the top. Below the logo, there are four input fields for user-defined parameters, each with a corresponding percentage sign. The first field is for the margin of error, set to 5%. The second is for the confidence level, set to 95%. The third is for the population size, set to 4755. The fourth is for the response distribution, set to 50%. At the bottom of the form, the recommended sample size is displayed as 356.

| Parameter   | Value |
|---|-------|
| What margin of error can you accept?<br><small>5% is a common choice</small>              | 5%    |
| What confidence level do you need?<br><small>Typical choices are 90%, 95%, or 99%</small> | 95%   |
| What is the population size?<br><small>If you don't know, use 20000</small>               | 4755  |
| What is the response distribution?<br><small>Leave this as 50%</small>                    | 50%   |
| Your recommended sample size is   | 356   |

## APPENDIX B

### Questionnaire



#### CUSTOMER SATISFACTION SURVEY 2022

*Congratulations on being the respondent to the survey.*

*The Dar al-Hikmah Library, IIUM conducts this survey annually to assess the library customers' level of satisfaction with the library services, resources, and facilities at the campus Libraries.*

*Please take a moment to complete this questionnaire. We will make sure that your participation is anonymous. Collected data will only be accessible to the library researchers conducting the survey.*

*We appreciate your cooperation. Thank you.*

#### PART 1 - Please fill in your background information

1. Status:       Full time               Part-time               Contract basis
2. Category:    Academic Staff       Administrative Staff       Postgraduate Student       Undergraduate Student       CFS Student
3. Kulliyah/Centre/  
Division/Institute/Office:       KIRKHS       AIKOL       KAED       KICT       KENMS       KOE  
    KOED       CELPAD       Ii/BF       ISTAC       KLM       KOM  
    KON       KOS       KOP       KOD       KAHS       INHART  
    SASMEC       IIUM Academy       CFS Gambang       Other: \_\_\_\_\_
4. Gender:       Male       Female              5. Nationality:       Malaysian       International

#### PART 2 - Please indicate how satisfied you are with the library

| <b>A. INFORMATION RESOURCES</b>   |  |                       |                       |                       |                       |                       |
|---|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <i>To what extent are you satisfied with the following information resources:</i> |  |                       |                       |                       |                       |                       |
|   |  | Very Dissatisfied     | Dissatisfied          | Somewhat Satisfied    | Satisfied             | Very Satisfied        |
| 1.  | Required and recommended references as listed in the Course Outlines are appropriate for my learning needs       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2.  | Printed resources (e.g. books, journals, etc.) meet my learning and research needs                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3.  | Online resources (e.g. online databases, e-books, e-thesis, e-journals etc.) meet my learning and research needs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4.  | I feel that the resources are current and relevant   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5.  | I could easily find the resources needed.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| <b>B. SERVICES</b>   |   |                       |                       |                       |                       |                       |
|--|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <i>To what extent are you satisfied with the following services:</i> |   |                       |                       |                       |                       |                       |
|  |   | Very Dissatisfied     | Dissatisfied          | Somewhat Satisfied    | Satisfied             | Very Satisfied        |
| 1.   | Library opening hours   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2.   | Library counters (e.g. Circulation Counter, Readers' Advisory Desk, Inter-library Loan, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3.   | Library Skill classes   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| <b>C. FACILITIES &amp; EQUIPMENT</b>   |  |                       |                       |                       |                       |                       |
|--|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <i>To what extent are you satisfied with the following facilities &amp; equipment:</i> |  |                       |                       |                       |                       |                       |
|  |  | Very Dissatisfied     | Dissatisfied          | Somewhat Satisfied    | Satisfied             | Very Satisfied        |
| 1.   | Reading area (Quiet/General)                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2.   | Study rooms (Discussion/Carrel/Research rooms, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3.   | Computer Lab   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4.   | WIFI access  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5.   | Printing, scanning and photocopying facilities       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| <b>D. LIBRARY STAFF</b>   |   |                       |                       |                       |                       |                       |
|---|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <i>Satisfaction in the helpfulness/timely/friendliness/convenient of the staff in dealing with library users.</i> |   |                       |                       |                       |                       |                       |
|   |   | Very Dissatisfied     | Dissatisfied          | Somewhat Satisfied    | Satisfied             | Very Satisfied        |
| 1.  | Library staff are professional, approachable and friendly       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2.  | Library staff provide accurate answers to my inquiries          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3.  | Library staff are helpful in resolving my problems or questions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| <b>E. COMMUNICATION AND PROMOTION</b>   |   |                       |                       |                       |                       |                       |
|---|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <i>Satisfaction in how information is communicated (medium/speed/language used, etc.)</i> |   |                       |                       |                       |                       |                       |
|   |   | Very Dissatisfied     | Dissatisfied          | Somewhat Satisfied    | Satisfied             | Very Satisfied        |
| 1.  | Print signage are clear and appropriate                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2.  | Library website and social media are informative and interactive  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3.  | Announcement on new services and facilities are well communicated | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4.  | Library exhibitions are informative and enhance my knowledge      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

F. How frequently do you visit the library?  
 Daily       Weekly       Monthly       Once per semester       Never

G. What are your purposes for coming to the library? (You may select more than one answer)  
 Classes       Socializing       Borrowing/returning books  
 Quiet space       Assignment/Research       Using library facilities (e.g. Labs, internet, rooms, etc.)

H. Overall, are you satisfied with the Library?  
 Very Dissatisfied       Dissatisfied       Somewhat Satisfied       Satisfied       Very Satisfied

I. In what area(s) does the Library need immediate attention to improve its services?

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J. What kind of new services(s) are you expecting our Library to provide in the near future?

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*Thank you for taking the time to complete this questionnaire. If you have any inquiries, please contact the following:*  
**Gombak Campus Library: 03 64214815**  
**SMNA Library: 03-64211261**  
**Indera Mahkota Library: 09-5704180**  
**Center for Foundation Studies Library: 09-5183480**  
**Pagoh Campus Library: 06-9742425**

## APPENDIX C

List of open-ended answers for Improvement according to five categories

### A. Information Resources

|    |  |
|----|--|
| 1  | The entertainment type of book should be put in one corner of the library  |
| 2  | 1.pls provide library literacy skills trainings to students in general, either pace to face with limited participants or online<br>2.kindly place latest hardcopy journals of iium for visitors to read<br>3.is it possible to provide one copy of daily english newspapers line years before? |
| 3  | Provide more updated reference books.  |
| 4  | To subscribe newspaper and magazines for leisure reading. Seek sponsorship from alumni should the Library have no funding.   |
| 5  | Provide library skills class more frequently for staff and students.can be online or physical basis.   |
| 6  | research materials for CFS Gambang   |
| 7  | The latest sources of informations (journals, books, encyclopedias) are not provided   |
| 8  | regarding accessing past year papers   |
| 9  | More books for Malay Communication students  |
| 10 | Add more suitable books  |
| 11 | Books availability   |
| 12 | more books   |
| 13 | How to search a book   |
| 14 | Add more book for arabic students  |
| 15 | Need new books or reading materials  |
| 16 | Allow more Books that can be borrowed especially law books.  |
| 17 | I think the books @ journal related to unpopular courses is still lacking. It hard for me to find books related to my course (BEN)   |
| 18 | I wanna suggest for the online library access to be advanced. Some sources of journal articles does not fully give you access as it state that only some journal are accessible under institunal access.   |
| 19 | provide more recent books  |
| 20 | Reading  |
| 21 | Books  |

### B. Services

|    |   |
|----|---|
| 1  | I think it is very good for the library if can open until night and keep a good maintainance for the plug.  |
| 2  | Longer opening hours especially during exams and weekends.  |
| 3  | Awesome service   |
| 4  | extend the opening time to 10pm everyday and close on sunday only.  |
| 5  | overall everything is good but could you extend the opening hours during weekend, since most students study on the weekend and we go to library because we want to do discussion++ if the library are closed it's hard for us to search for a place that can be used for discussion |
| 6  | For opening time, can it be maybe 24/7, or maybe it can be closed at 10/11 like in study week.  |
| 7  | library hours   |
| 8  | Longer operation time   |
| 9  | Extended Opening Hours  |
| 10 | extend the opening hours during weekdays.   |

|    |   |
|----|---|
| 11 | The opening hours could be longer   |
| 12 | The library can improve the book shelves signs so the students can easily find right section with just glance.  |
| 13 | Library should be considerate with student hour and extend their opening hour time.   |
| 14 | Please open library until 10 Pm everyday starting from the early of semester because we need to do research, revision and group discussion for assignments, quizzes and projects. |
| 15 | Open the library more early start 8AM   |
| 16 | The opening hours is quite short. Hope that the library can open for a longer time period every weekdays and saturday.  |
| 17 | more hour on weekend  |
| 18 | Opwning hours in Kulliyyah week : could be ten if if can study longer in library  |
| 19 | Extending time for discussion room  |
| 20 | Well done   |
| 21 | Just maintain   |
| 22 | Ok  |
| 23 | So far its good   |
| 24 | I think everything is satisfactory for me   |
| 25 | All satisfied   |
| 26 | Nothing   |
| 27 | Good enough   |
| 28 | Ok  |
| 29 | No comment  |
| 30 | Everything perfect  |
| 31 | good  |
| 32 | ok  |
| 33 | Im not sure   |
| 34 | Already good 👍  |
| 35 | all goood   |
| 36 | It's already okay as it is  |
| 37 | Everything is good  |
| 38 | Everything is okay  |
| 39 | all well  |
| 40 | i think everything is just fine   |
| 41 | Everything was good   |
| 42 | no comment  |
| 43 | Everything good   |

### C. Facilities and Equipment

|   |   |
|---|---|
| 1 | librarian take role in maintaning the quiete and comfortable environmental for students   |
| 2 | The library is sometimes noisy, so librarians could reprimand the noisy students.   |
| 3 | - wifi connections in certain discussion rooms (some rooms have very slow/laggy lines)<br>- some rooms don't have white board so when appointed to one of the discussion rooms, it would be unfortunate when we get the non white board when in need of it  |
| 4 | Make sure other students are not making so much of unnecessarily noise while just having fun in the library without any purpose that could disturb other students that would want to properly focus on their assignment or work they are doing. Simply haging around in the library and making noise is nuisance to others. |
| 5 | COUNTER   |
| 6 | wifi  |



|    |  |
|----|--|
| 7  | wifi   |
| 8  | The wifi in discussion room 9 is very low. I have to sit outside to finish my assignment. An Access Point (AP) would be useful to be installed near that area.   |
| 9  | Printing services  |
| 10 | The cleanliness of the study area and a conducive place with quiet environment.  |
| 11 | wifi   |
| 12 | STRONG WIFI AND LARGER WIFI COVERAGE   |
| 13 | WIFI   |
| 14 | Maintaning a quiet anvironment.  |
| 15 | Reading area is quite noisy during study week. 1st floor environment is good but ground floor usually noisy  |
| 16 | The reading area are too loud with student voice. There are several student play a music from spotify in the library.  |
| 17 | better internet quality  |
| 18 | I suggest library to strict couple dating in library. Couple coming to library seems to be normalized. Library should take actions for the couple dating.  |
| 19 | Airconditioning on upper floor   |
| 20 | student who date in library shouldbe escorted out  |
| 21 | classes  |
| 22 | wifi slow  |
| 23 | Water dispancer  |
| 24 | tv   |
| 25 | Wifi slow  |
| 26 | Information area - ned a tons of new book for research, assigments & projects. Enlarge the mussola-please keep the humidity in the prayer room in excellent  |
| 27 | Aircond  |
| 28 | the cleanliness, the upstairs area always dirty with sand, dust n etc, and doesn't change for about 2 weeks, please make a schedule on cleaning and sweeping the floor upstairs so that it is conducive for us to stay there as it is clean. thank you             |
| 29 | the plug socket for students to charge their devices study table must be added   |
| 30 | Please provide TV 😊  |
| 31 | More space for quiet area  |
| 32 | Need more plug   |
| 33 | General area. Students talk too loud somehow disturbing other people who try to concentrate learning. Division for general and quite area must be clearly assigned.  |
| 34 | Table, it need more tables   |
| 35 | The reading areas whereby there are times where students's noise are very loud which somehow affect others concentration on their reading materials. For instance, during the peak hour when the library receives a very enormous amounts of students visiting it. |
| 36 | Need to provide whiteboard marker and duster in discussion room  |
| 37 | Shelf area   |
| 38 | Maintain quiet environment in library.   |
| 39 | The internet service is bad if there is a large number of students using IT. Library can maximize the plug usage and repair those plugs that cant be used.   |
| 40 | add more computer  |
| 41 | Separate male female   |
| 42 | decorate discussion room with informative poster and others  |
| 43 | Have closed carrel rooms.  |
| 44 | The smell of musolla is bad and telekung is very dirty   |
| 45 | Please provide water dispenser. TQ   |
| 46 | Surau  |

|    |   |
|----|---|
| 47 | toilet doesn't have tissues   |
| 48 | Surau   |
| 49 | Musolla   |
| 50 | musolla   |
| 51 | Discussion room   |
| 52 | Hopefully there will be more carrels and discussion rooms   |
| 53 | Hot   |
| 54 | the sockets need to be fixed. Provide also marker and duster in every discussion room   |
| 55 | More place , divide sister and brother  |
| 56 | Power socket availability. If possible, provide extension sockets for students  |
| 57 | Discussion room   |
| 58 | The rooms used for classes being held at.   |
| 59 | discussion rooms  |
| 60 | Discussion room   |
| 61 | Discussion room   |
| 62 | more space  |
| 63 | Open area. Add tables   |
| 64 | surau   |
| 65 | Discussion room   |
| 66 | to be honest, i never know comp labs and even i don't know how to use it  |
| 67 | Many more discussion room   |
| 68 | Put curtain in discussion room  |
| 69 | Discussion room   |
| 70 | book area   |
| 71 | More private space for single table   |
| 72 | seats   |
| 73 | 1) Discussion Room<br>- limit use for student to ensure that other students can use the DR too .<br>2) Place/Seat<br>- Create more short table instead because usually they will conquer the long table |
| 74 | the discussion room should be sound-proof as some people could hear others talking in another room.   |
| 75 | More tables & chairs  |
| 76 | Prepare a corner for student to eat   |
| 77 | Ground Floor reading table  |
| 78 | Study room  |
| 79 | discussion room   |
| 80 | add more discussion room  |
| 81 | Maybe rooms   |
| 82 | musolla   |
| 83 | Adding individual seats for students to study alone.  |
| 84 | The surau in the library for female and male students are opposite to each other, and sometimes when brothers can see sisters without their hijab taking the wuduk when the door is too widely open     |
| 85 | Discussion room, enlarge the whiteboard and provide marker and dusters instead.   |
| 86 | carrel room   |
| 87 | need more private space   |
| 88 | Some problem in the men's ablution at the musolla   |
| 89 | More discussion rooms   |
| 90 | I think we need more discussion room  |
| 91 | The discussion room   |

|     |  |
|-----|--|
| 92  | Please fix your plug. Some are not functioning   |
| 93  | More discussion room   |
| 94  | Personal space   |
| 95  | surau  |
| 96  | Few wallplugs area not functioning   |
| 97  | surau  |
| 98  | discussion room facilities   |
| 99  | open area  |
| 100 | Discussion rom because the discussion room have low connection   |
| 101 | Open space for study ( plug should be fixed). Carrel (more carrel/private space). Discussion room (whiteboard in each room)  |
| 102 | Renovation mussolah  |
| 103 | More discussion room   |
| 104 | More discussion rooms for students   |
| 105 | The plug on every reading area need to fix most of the plug are'nt working on the ground floor reading area.   |
| 106 | discussion room  |
| 107 | more plug  |
| 108 | toilet   |
| 109 | reading area   |
| 110 | discussion room  |
| 111 | cubicle ropm need to be added  |
| 112 | discussion room-make it more comfy   |
| 113 | Multipurpose lab   |
| 114 | Multipurpose area  |
| 115 | more plug point  |
| 116 | discussion room  |
| 117 | more table and discussion room   |
| 118 | more plug point  |
| 119 | more study area  |
| 120 | put maker pen on discussion room   |
| 121 | more plug socket   |
| 122 | more discussion space  |
| 123 | more tables and chairs   |
| 124 | more space   |
| 125 | Discussion room  |
| 126 | more spaces  |
| 127 | more discussion room   |
| 128 | more seat  |
| 129 | Reading area need more space   |
| 130 | Comfort chair  |
| 131 | Discussion room  |
| 132 | Great place  |
| 133 | The discussion room need to be more spacious and the wall need to be more thick and soundproof so that the students do nit get interrupted by the other students in other discussion room. |
| 134 | become more condusive  |

**D. Library Staff**

|   |  |
|---|--|
| 1 | Need friendly staff that advice us nicely ?some are fine and friendly and some are not .<br>ltd be pleasant if i can use the library on sundays or toll night . Either one is fine |
| 2 | in my opinion, staff is very helpful   |

**E. Communication**

|   |  |
|---|--|
| 1 | In my opinion book shelf need a little sign showing what is the the book about at that shelf so that<br>student will know where to find the book |
| 2 | make library more attractive to come by having a week campaign on something trending in the social<br>media.                                     |

## APPENDIX D

List of open-ended answers for Expectation according to five categories

### A. Information Resources

|    |   |
|----|---|
| 1  | Laws textbook & journal can be borrowed                   |
| 2  | Online database   |
| 3  | full subscription of all journal paltform.                |
| 4  | More online DB  |
| 5  | Can have morw audio books, online media and videos        |
| 6  | Novel   |
| 7  | Book  |
| 8  | More new books.   |
| 9  | New book  |
| 10 | Add new book to the collection                            |
| 11 | MORE PSYCHOLOGY BOOK                                      |
| 12 | Islamic novel to be provided                              |
| 13 | Provide more islamic books about Fiqh, ibadah and tauhid. |
| 14 | need to put varieties of story book                       |
| 15 | Provide many book in many language                        |
| 16 | book  |
| 17 | novel to release stres                                    |
| 18 | research book   |

### B. Library Services

|    |   |
|----|---|
| 1  | Open till 10pm everyday   |
| 2  | Knowledge Management skills training.   |
| 3  | book express to mahallah  |
| 4  | Console game  |
| 5  | open 24hours  |
| 6  | borrowing law books   |
| 7  | students can access part year papers.   |
| 8  | Allow beverages   |
| 9  | 24hours rooms   |
| 10 | Free food   |
| 11 | Access card   |
| 12 | Online services   |
| 13 | Selling snacks and sweets inside the computer lab.                            |
| 14 | Open library until 11pm   |
| 15 | A longer opening hours and more plugs   |
| 16 | Training or workshops for library database online                             |
| 17 | Pinned link of libary section with easy category to help student search books |
| 18 | Translation service, provide a qr code where all book translation inside      |
| 19 | Online ways to check what book is available                                   |
| 20 | Maybe services regarding self-developing classes/program?                     |
| 21 | tutor for curtain subject   |

### C. Facilities & Equipment

|    |   |
|----|---|
| 1  | please put vending machine in front of the library  |
| 2  | Stationery shop   |
| 3  | free printer  |
| 4  | Provide mineral water   |
| 5  | ai scan identification  |
| 6  | cafe in library allowing drink  |
| 7  | FnB would be nice to have in the library  |
| 8  | online booking discussion room  |
| 9  | clean   |
| 10 | More printing services  |
| 11 | foods   |
| 12 | printing for bigger size of paper such as A2 for AED student  |
| 13 | Hope the library could provide an A2 size printer.  |
| 14 | refreshments  |
| 15 | AI features   |
| 16 | research facilities for CFS Gambang   |
| 17 | A short cut machine that can find the book on shelf   |
| 18 | Provide a touch screen kiosk that enables students to find books that are currently available in the library  |
| 19 | Chromebook for those who use discussion room/can just use anywhere in the library. Refreshment for those who stays for a long time.   |
| 20 | Suitable indoor games   |
| 21 | I wanted the library to have coffee corner so that the students can still awake while studying and provide more socket to plug in the students' devices if needed   |
| 22 | Cafe (maybe) bakery that serves pastries and sandwich. Or pantry so student can make coffee/tea. Add coway with disposable cup.   |
| 23 | Pantry. Where we can buy a coffee/snacks. The cup of the coffee must have a lid to avoid from spilling the liquid. Or maybe can use kinokuniya's style. Book store but at the same time have a mini cosy cafe |
| 24 | free usage of computer for searching information  |
| 25 | Carell rooms in Cfs Gambang library.  |
| 26 | More multimedia-based services. E.g. Multimedia Room with TV and good audio.  |
| 27 | Fix the puddled water at the ablution area in the surau   |
| 28 | More discussion room provided   |
| 29 | better wifi in the laggy line rooms   |
| 30 | Fix the puddled water in the ablution area  |
| 31 | another musolla at the upper floor  |
| 32 | Scan when want to borrow books  |
| 33 | Book for discussion room  |
| 34 | educational gaming centre.  |
| 35 | Public computer   |
| 36 | more computer services for the students   |
| 37 | scanning attendance using matrices card   |
| 38 | Power socket extension loans  |

|    |  |
|----|--|
| 39 | computer   |
| 40 | More space   |
| 41 | More lab computer  |
| 42 | New computer   |
| 43 | More discussion room   |
| 44 | expecting more comfortable chair   |
| 45 | White board in each discussion room  |
| 46 | watercooler (coway n etc)  |
| 47 | sediakan ruang santai  |
| 48 | Cuckoo   |
| 49 | Better wifi  |
| 50 | Have big white board in library to easier us or our madam to make classes at library |
| 51 | Make the library have 3 floor  |
| 52 | more sockets   |
| 53 | stronger WIFI connection and sound-proof rooms (discussion room)                     |
| 54 | faster wifi  |
| 55 | colourful library  |
| 56 | Provide vending machine  |
| 57 | Coway  |
| 58 | Make discussion room more bigger   |
| 59 | Computer   |
| 60 | More tables and chair  |
| 61 | more plug point  |
| 62 | provide tv   |
| 63 | GAME ROOM AND PETROSAINS MINILAB (ATTRACT PEOPLE TO COME TO LIBRARY)                 |
| 64 | computer   |
| 65 | wifi, repair computer lab  |
| 66 | Add more plug. Add read leisure area for students socializing and rest               |
| 67 | Make a leisure space where students or staff can read books comfortably like at home |
| 68 | upgrade computer facilities  |
| 69 | better wifi connection   |
| 70 | mini pantry  |
| 71 | Put more plug  |
| 72 | more discussion room   |
| 73 | wifi   |
| 74 | wifi   |
| 75 | prepared food area   |
| 76 | More tables  |
| 77 | more tables and chairs   |
| 78 | to provide more plugs for students to charge their devices                           |
| 79 | Resting area   |
| 80 | more privacy   |
| 81 | water dispenser  |
| 82 | small stall that sell candies or cookies   |
| 83 | Education TV area, more spaces   |
| 84 | Provide mini art gallery for AED students.   |
| 85 | more table   |

|     |  |
|-----|--|
| 86  | computer for public  |
| 87  | more personal space that is soundproof so can use for memorization |
| 88  | projector on discussion room                                       |
| 89  | provide projector  |
| 90  | more personnel space   |
| 91  | more computer  |
| 92  | more personal room   |
| 93  | water dispensers   |
| 94  | More privacy space   |
| 95  | Provide more computers   |
| 96  | More chairs and tables   |
| 97  | To put projector in the room                                       |
| 98  | more discussion room   |
| 99  | Game room for release tention                                      |
| 100 | Game area  |
| 101 | More discussion room and books to refer                            |

#### D. Library Staff

|   |   |
|---|---|
| 1 | Hope the person in charge in library can give more specific answer regarding the location of the book |
| 2 | -friendly staff   |
| 3 | The staff should be more responsible to warn those students that make noise in the library.           |

#### E. Communication & Promotions

|   |  |
|---|--|
| 1 | organize exhibitions on historical manuscripts, explain their significance, how to preserve, touch and etc.It enhance knowledge about historical materials of malay muslims.<br><br>hold a cinema; film viewing on any good educational movies n can sell tickets to generate income for library   |
| 2 | exhibits   |
| 3 | The Library staff can involve students activities/study groups in a more interactive & creative environment. Library can be more livelier with students activities. Unfortunately , I can't think of any specific activity at the moment, but I'm sure it possible to be achieved with good collaboration between staff & students, In Shaa Allah. |
| 4 | a chart or simple infographic about what can we do in library  |
| 5 | Provide a guideline to find books, like develop a search engine to find physical books (provide the exact location of the book)  |
| 6 | Promote online library and expose tutorial on how to involve in online library   |