

# 2022 CUSTOMER SATISFACTION SURVEY REPORT

DAR AL-HIKMAH LIBRARY  
GOMBAK & II/BF  
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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## TABLE OF CONTENTS

<b>LIST OF TABLES</b> .....	ii
<b>LIST OF FIGURES</b> .....	iii
<b>INTRODUCTION</b> .....	1
<b>Background</b> .....	1
<b>Objectives</b> .....	1
<b>Survey Team</b> .....	1
<b>METHODOLOGY</b> .....	3
<i>Questionnaire Design:</i> .....	3
<i>Sampling Technique</i> .....	3
<i>Data Collection:</i> .....	3
<i>Data Analysis:</i> .....	4
<i>Reporting</i> .....	4
<i>Balance Scorecard Target</i> .....	5
<b>RESULT</b> .....	6
<b>Demographic result</b> .....	6
<b>Level of satisfaction</b> .....	8
<i>Information resources</i> .....	8
<i>Library services</i> .....	9
<i>Facilities and equipment</i> .....	10
<i>Library staff</i> .....	12
<i>Communication and promotion</i> .....	13
<i>Overall satisfaction</i> .....	15
<b>Frequency and Purposes of Library Visit</b> .....	16
<i>Frequency of library visit</i> .....	17
<i>Purposes of library visit</i> .....	17
<b>IMPROVEMENT AND EXPECTATIONS</b> .....	20
<b>FINDING</b> .....	22
<i>Means Score 2012-2022</i> .....	23
<i>Means Score for five categories 2012-2022</i> .....	23
<b>CONCLUSION</b> .....	25
<b>APPENDIX A</b> .....	26
<b>APPENDIX B</b> .....	27
<b>APPENDIX C</b> .....	29
<b>APPENDIX D</b> .....	39

## **LIST OF TABLES**

Table 1: List of 2022 Customer Satisfaction Survey Team .....	2
Table 2: Distribution Schedule of the CSS Questionnaires .....	4
Table 3 Number of respondents according to Categories and Status.....	6
Table 4: Open-ended answers for Improvement and Expectation from respondents .....	20
Table 5: Means Score for five categories 2012-2022 .....	24

## LIST OF FIGURES

Figure 1: Number of respondents based on KCDIO.....	6
Figure 2: Number of respondents according to Gender and Nationality .....	7
Figure 3: A means score for sub-categories of Information Resources. ....	8
Figure 4: A means score for sub-categories of Library Services.....	10
Figure 5: A Means Scores for Sub-Categories of Facilities & Equipment. ....	11
Figure 6: A means scores for sub-categories of Library Staff.....	13
Figure 7: A Means Score for Sub-Categories of Communication & Promotion .....	14
Figure 8: A Means Score for Overall Satisfaction Level.....	15
Figure 9: Overall Score means for five categories.....	16
Figure 10: Frequency of Library Visit.....	17
Figure 11: Purposes of Library Visit .....	18
Figure 12: Overall Means 2012-2022 .....	23

## **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 two libraries: the Dar al-Hikmah Library and the IIUM Institute of Islamic Banking and Finance (IIiBF) Library, both located at the Gombak Campus. The combined population of the Gombak Campus Library and IIiBF Library amounts to 20,121 registered members, as recorded in the Library Integrated System (KOHA). This includes a diverse community of active members, consisting of 2236 staff members and 17,872 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 Gombak campus in 2022 is comprised of seven 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*

<b><i>Team member</i></b>	<b><i>Committee</i></b>
<i>Yusrina Abu Bakar</i>	Advisor
<i>Siti Hawa Darus</i>	Coordinator
<i>Zahila Mohd Nor</i>	Report writing and editorial
<i>Juhari Md. Daud, Anis Shafinaz Mohd Salleh,</i> <i>Suhani Saarani</i>	Survey distribution and collection
<i>Irni Izwah Abu Bakar</i>	Data compilation
	Graphic design & special task

## **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 377 respondents. Systematic random sampling was utilized where every 54th row from 20,121 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 the Friends of the Library Club (FLIC). 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 and library counters. 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>
22 Feb. 2023	Email, WhatsApp, Library social media, RAD, Mahallah, Liaison, FLIC.	
20 Mac 2023	Second announcement	
	<b>TOTAL</b>	<b>693</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

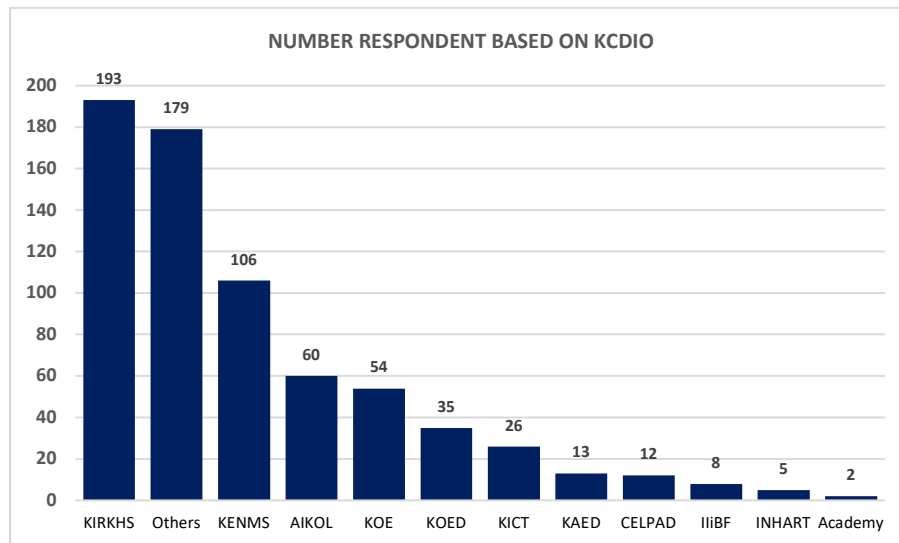
### Demographic result

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 693 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*

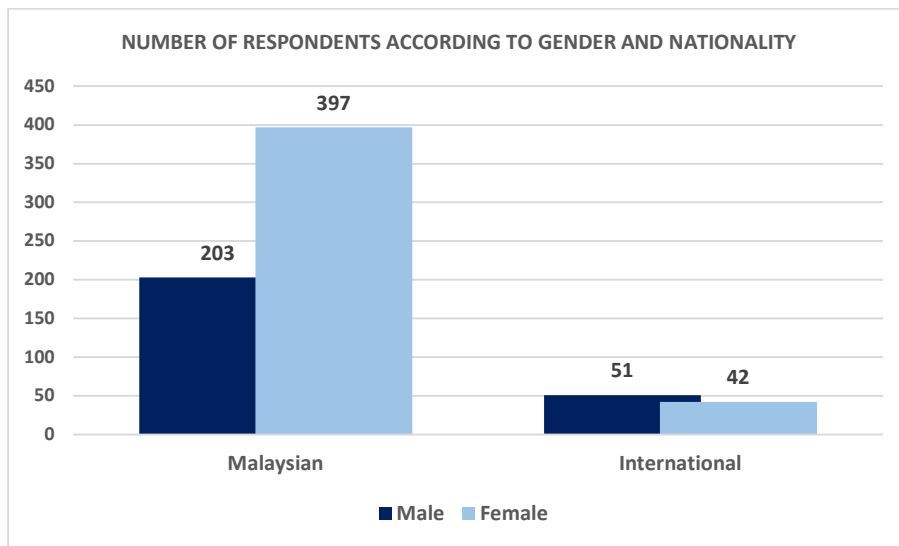
<i>Categories</i>	<i>Full-time</i>	<i>Part-Time</i>	<i>Contract</i>	<i>Total</i>	<i>%</i>
<i>Academic</i>	24	3		27	4
<i>Administrative</i>	9	1	1	11	2
<i>Postgraduate</i>	79	12	1	92	13
<i>Undergraduate</i>	556	5	2	563	81
<b><i>TOTAL</i></b>				<b>693</b>	

According to Table 3, the highest representation comes from undergraduate students, with 563 (81%) respondents suggesting their active engagement and interest in the library. On the other hand, the lowest representation is observed among administrative staff, with only 11 (2%) respondents, indicating a relatively smaller involvement in the survey.



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

Most respondents, comprising 27.8% of the total, are from the Kulliyah of AHAS IRKHS, which happens to be the largest Kulliyah in IIUM. Specifically, this group consists of 193 individuals. On the contrary, the smallest representation is observed from the Academy, with only two respondents as shown in Figure 1.



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

Most of the respondents, comprising 87% of the total, are Malaysian. Within the Malaysian group, there are 203 male respondents and 397 female respondents. On the other hand, 13% of the respondents are International, with 51 males and 42 females.

## 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.

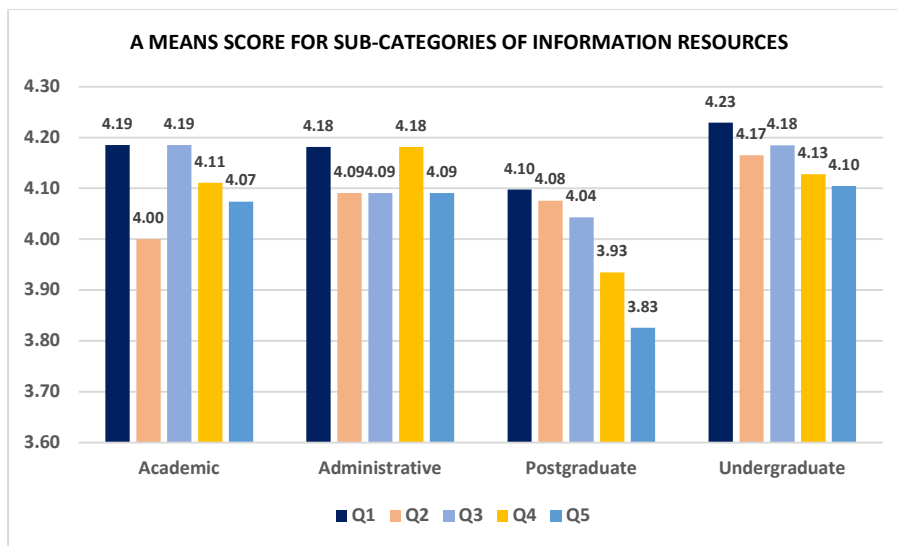


Figure 3: A means score for sub-categories of Information Resources.

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, Undergraduate students have the highest mean score of 4.16, reflecting their overall satisfaction with the availability and quality of resources. On the other hand, Postgraduate students have the lowest overall means, which is 4.00, suggesting a comparatively lower level of satisfaction particularly regarding their ability to locate the necessary resources.

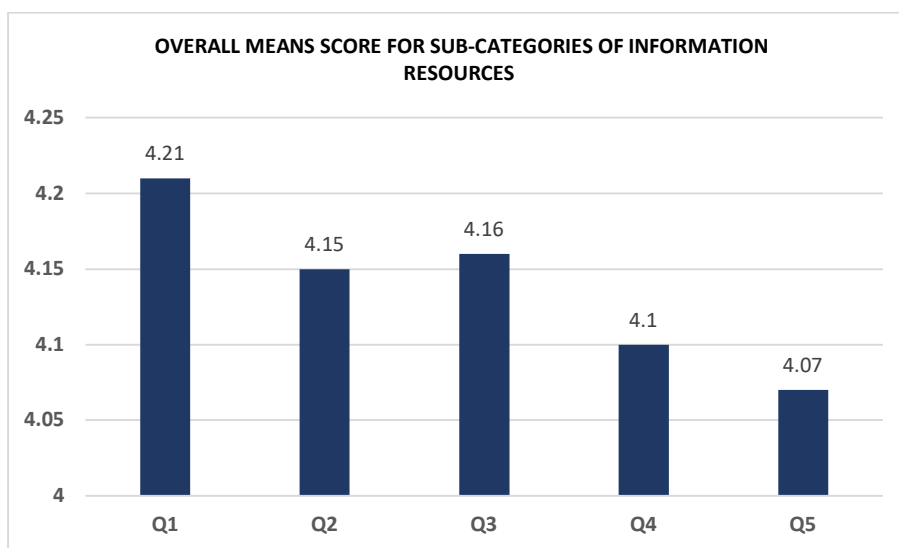


Figure 4: Sub-categories means score for Information Resources

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 4.16. 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 counters (e.g., Circulation Counter, Readers' Advisory Desk, Inter Library Loan, etc.)
- 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 the Administration category received the highest mean score of 4.67, 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 4.30, further highlighting

their satisfaction with Library Services. Academic staff also show a higher satisfaction level for Library counters which is 4.44. This suggests that both Administrative and Academic staff members exhibit higher levels of satisfaction compared to Postgraduate and Undergraduate staff members.

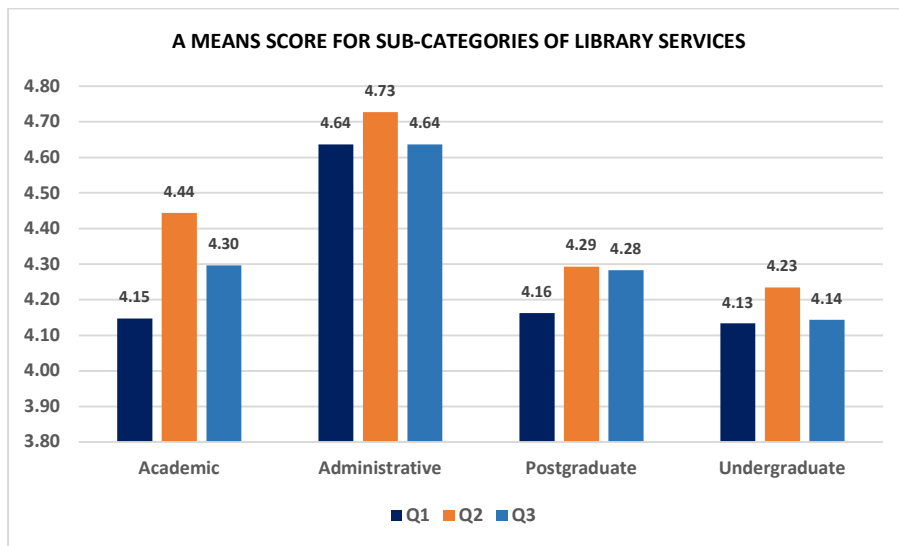


Figure 5: A means score for sub-categories of Library Services

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 4.26, 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.

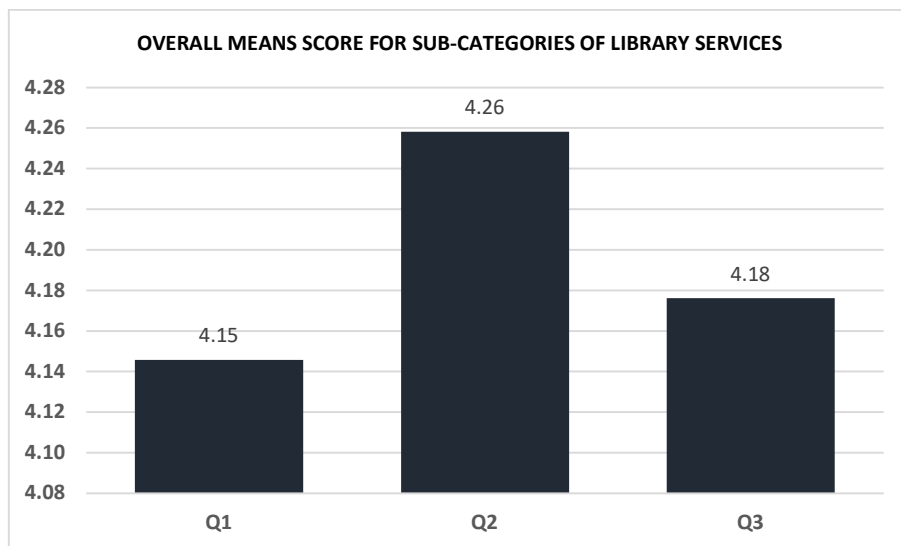


Figure 6: Sub-categories means score for Library Services

## 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.

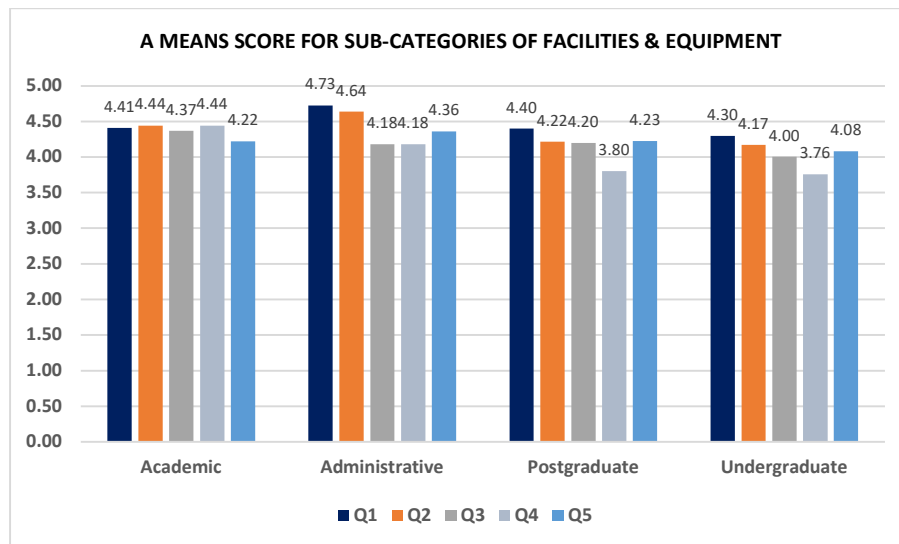


Figure 7: A Means Scores for Sub-Categories of Facilities & Equipment.

Based on Figure 5, 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 3.76 from undergraduate students and 3.80 from postgraduate 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.

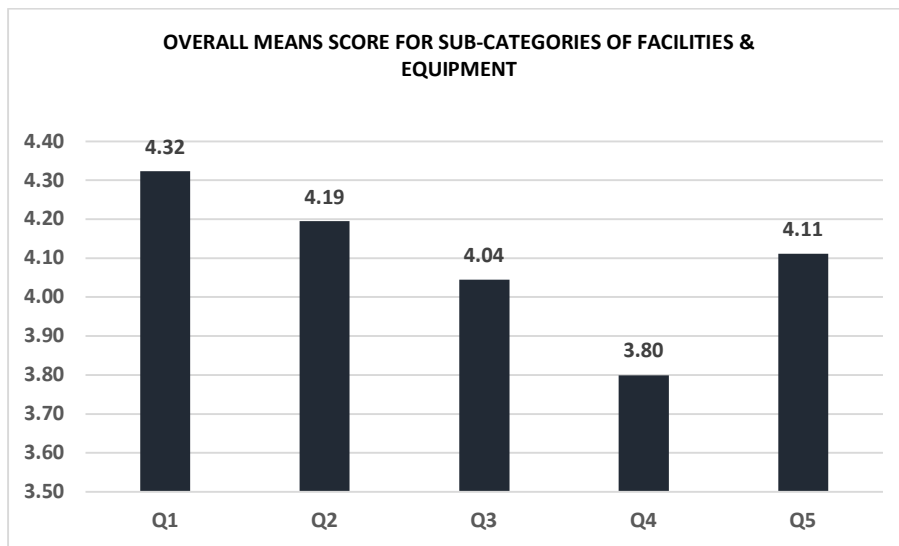


Figure 8: Overall Means Score for Sub-Categories of Facilities & Equipment

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 Q1, which represents the library reading area, with an impressive mean score of 4.32. Q2, focusing on study room facilities, followed closely in terms of satisfaction levels. Even though the results suggest that the respondents held a positive view of various facilities and equipment, it is clear that 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.



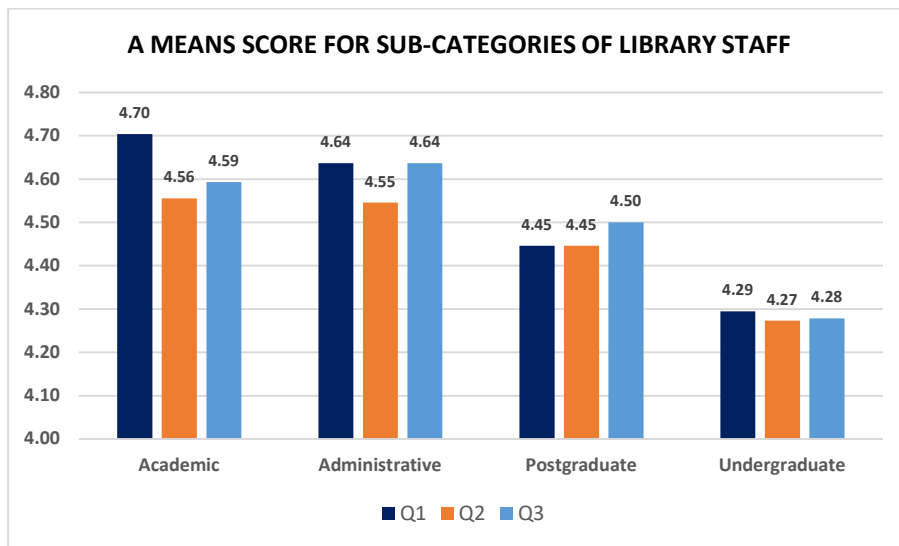


Figure 9: A means scores for sub-categories of Library Staff

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.

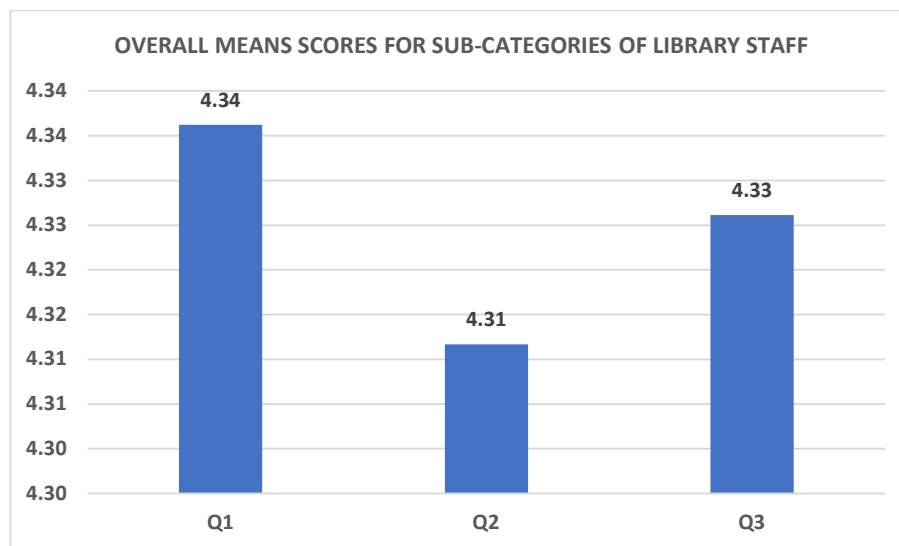


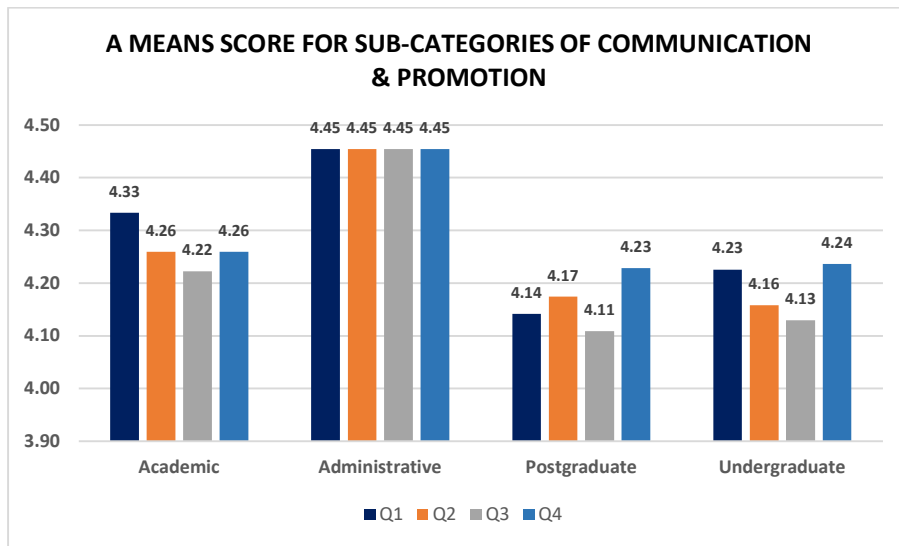
Figure 10: Overall means scores for sub-categories of Library Staff

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.

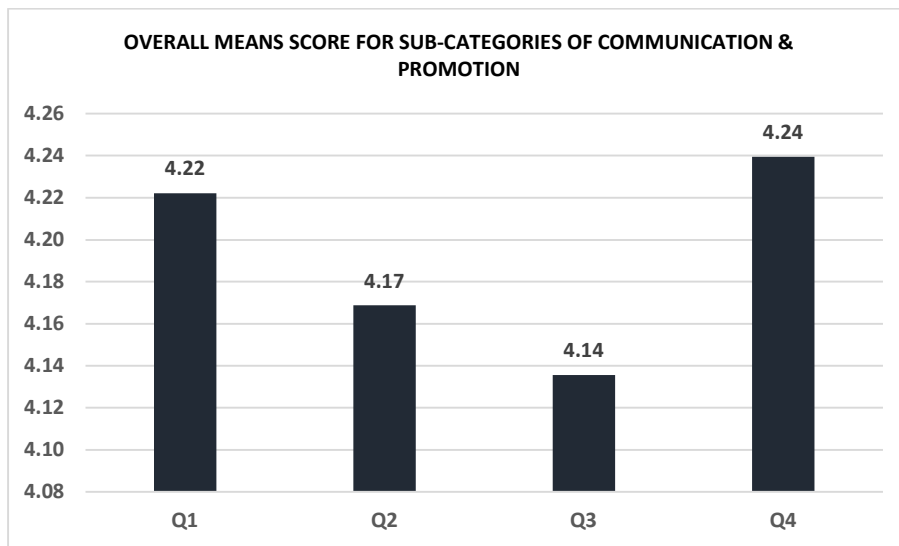


Figure 12: Overall Means Score for Sub-Categories Of Communication & Promotion

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.

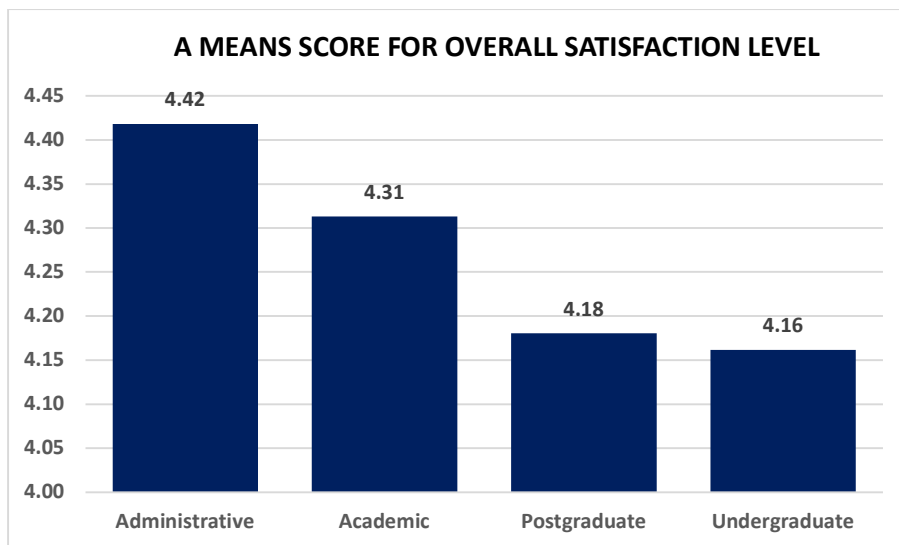


Figure 13: A Means Score for Overall Satisfaction Level

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.

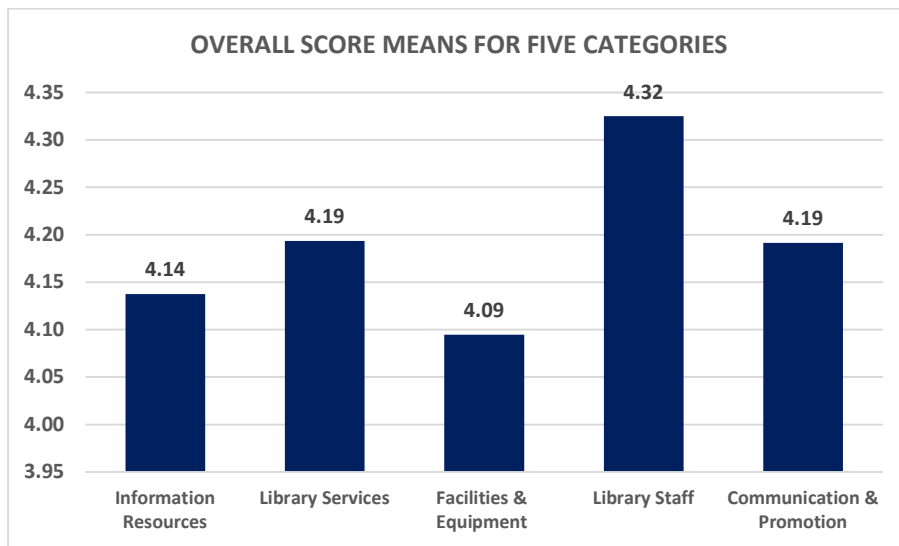


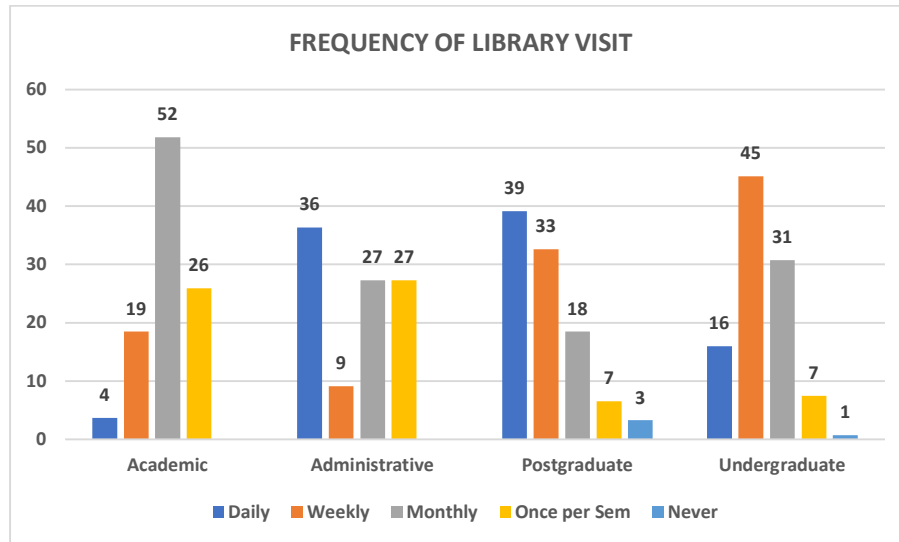
Figure 14: Overall Score means for five categories.

Furthermore, Figure 9 14 illustrates the overall score means for the five categories of satisfaction. The highest mean score is observed in the Library Staff category, closely followed by Library Services and Communication and Promotion. Information Resources received a respectable mean score of 4.14, indicating a satisfactory level of performance. On the other hand, the lowest mean score is found in the Facilities and Equipment category, suggesting that improvements may be needed in this area to enhance customer satisfaction.

### 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 9 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 academicians, 52% of them visit the library on a monthly basis. On the other hand, 36% of administrative staff members visit the library daily, which is comparable to postgraduate students, where 39% also visit the library daily. These results suggest that academicians and postgraduate students have less frequent visits compared to administrative staff. In contrast, undergraduate students display a different visitation pattern. Approximately 45% of undergraduate students visit the library on a weekly basis, indicating a higher frequency compared to other groups. However, it is worth noting that a surprising 1% of undergraduate 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.

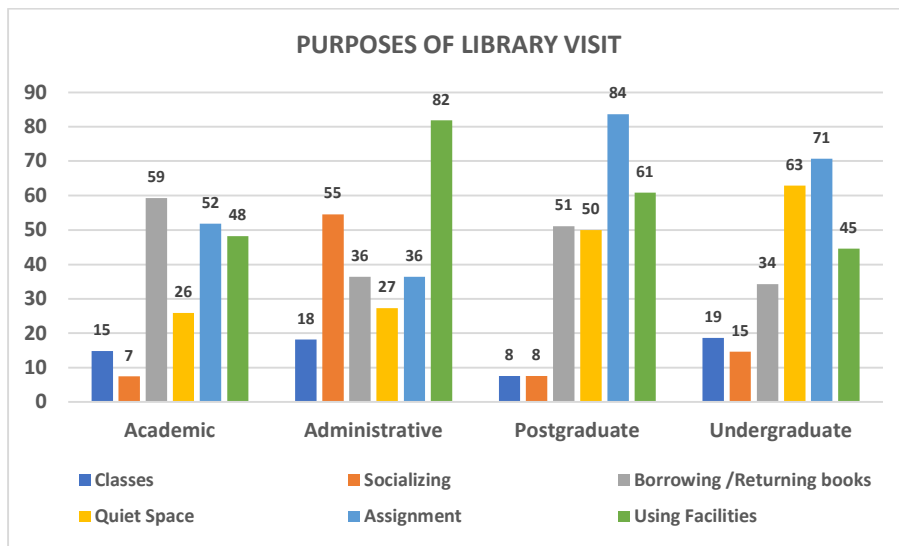


Figure 16: Purposes of Library Visit

The survey results reveal distinct patterns in terms of the purposes for visiting the library among different groups. For academician participants, 59% of them stated that their visits primarily revolve around borrowing or returning books, while 52% visit for the purpose of completing assignments. Notably, socializing appears to be of lesser importance for this group. In contrast, the majority of administrative staff (82%) expressed that their visits to the library are primarily driven by the need to utilize library facilities. Additionally, a notable 55% of administrative staff visit the library for socializing purposes. This indicates a relatively higher emphasis on social interaction within this group.

When considering students, a significant majority of them visit the library for assignment-related tasks. Specifically, 84% of postgraduate students and 71% of undergraduate students mentioned assignments as their primary reason for library visits. Another common reason cited by students is the need for a quiet study space and access to library facilities. It is worth mentioning that a small percentage of both postgraduate (8%) and undergraduate (19%) students visit the library for classes. Some lecturers opt to conduct their classes within the library premises, attracting students to attend sessions in this environment.

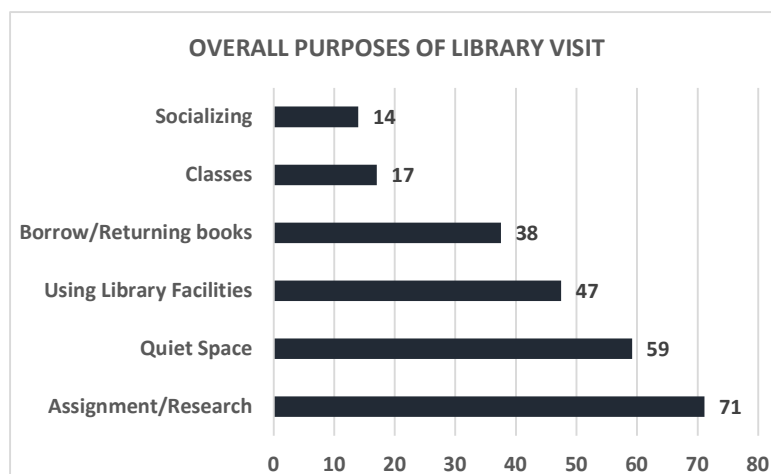


Figure 17: Overall Purposes of Library Visit

The overall results provide valuable insights into the primary reasons behind library visits among users. It is noteworthy that a significant majority, amounting to 71% of respondents, utilize the library for their assignments or research endeavors. This highlights the crucial role of the library as an essential resource for academic and scholarly pursuits. Furthermore, the study reveals that more than half, specifically 59% of library visits, are motivated by the quest for a quiet and conducive environment. This emphasizes the importance of the library as a space that fosters concentration and uninterrupted studying.

Additionally, 47% 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 38% of respondents visit the library with the specific intention of borrowing and returning books, underscoring the continued significance of physical book collections despite the digital age. This indicates that users still rely on the library as a repository of knowledge and a source of reading materials.

It is worth mentioning that the library also serves as a hub for academic activities and social interaction, with some respondents indicating that they visit the library for classes and to connect with peers. 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	58	55
Library Services	54	91
<i>Facilities &amp; Equipment</i>	<i>244</i>	<i>169</i>
Library Staff	5	1
Communication & Promotion	6	3
<b>TOTAL</b>	<b>367</b>	<b>319</b>

The survey gathered valuable insights through 686 open-ended answers provided by the respondents. Among these, 367 responses were dedicated to suggesting areas for improvement, while 319 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 9 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: 4.32):** 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. **Communication and Promotion (mean score: 4.19):** 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.
- iii. **Library Services (mean score: 4.19):** 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. **Library Information Resources (mean score: 4.14):** 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.
- v. **Facilities and Equipment (mean score: 4.09):** 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.
- vi. **Visitation Frequency:** The survey reveals variations in the frequency of library visits among different client categories. Academician participants and postgraduate students tend to visit the library on a monthly basis, while administrative staff and undergraduate 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. Students, especially postgraduates and undergraduates, 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 2012-2022*

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 2012-2022*

The figure illustrates the overall mean scores from 2012 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 a slight decrease in the mean score in 2019, dropping from 3.96 to 3.89. However, the score remained above the target set. Nevertheless, the overall mean score for the 2020 Special Customer Satisfaction Survey during the Covid-19 pandemic surprisingly demonstrated a significant increase of 0.11 compared to the previous year, reaching a score of 4.17.

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 2012-2022*

Table 4 presents the mean scores for the five main categories during the period of 2012-2022, shedding light on the satisfaction levels across different aspects of the library. The findings reveal a significant overall increase in four categories from 2020 to 2022, indicating an upward trend in customer satisfaction.

Table 5: Means Score for five categories 2012-2022

<i>Categories</i>	<i>2012</i>	<i>2014</i>	<i>2016</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>	<i>2022</i>
<i>Information Resources</i>	3.03	3.13	3.14	4.00	3.87	3.97	<b>4.14</b>
<i>Library Services</i>	3.14	3.19	3.31	4.16	4.08	4.11	<b>4.19</b>
<i>Facilities &amp; Equipment</i>	3.18	3.05	3.21	<b>4.19</b>	3.91	4.17	4.09
<i>Library Staff</i>	3.12	3.2	3.34	4.26	4.22	4.26	<b>4.32</b>
<i>Communication</i>	3.09	3.13	3.21	4.09	3.91	4.02	<b>4.19</b>

However, it is worth noting that the Facilities and equipment category experienced a slight decrease in mean score from 4.17 to 4.09. Despite this decline, the score remains above the target of 3.50, indicating that clients are generally satisfied with the facilities and equipment provided by the library. It is important to consider the previous high mean score in 2018 and the subsequent drop in 2019, which may have influenced the overall trend for this category.

Overall, the findings from Table 4 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/sam". The page features the Raosoft logo, which consists of a blue circle with a white pie chart inside, followed by the word "Raosoft" in a bold, black, sans-serif font. Below the logo, there are four input fields for user-defined parameters, each with a corresponding label and a percentage sign. The first field is labeled "What margin of error can you accept?" with a value of "5" and a note "5% is a common choice". The second field is labeled "What confidence level do you need?" with a value of "95" and a note "Typical choices are 90%, 95%, or 99%". The third field is labeled "What is the population size?" with a value of "20121" and a note "If you don't know, use 20000". The fourth field is labeled "What is the response distribution?" with a value of "50" and a note "Leave this as 50%". At the bottom of the form, there is a row with a light blue background that displays the result: "Your recommended sample size is 377".

What margin of error can you accept? 5% is a common choice	5 %
What confidence level do you need? Typical choices are 90%, 95%, or 99%	95 %
What is the population size? If you don't know, use 20000	20121
What is the response distribution? Leave this as 50%	50 %
Your recommended sample size is	377

## APPENDIX B

### Questionnaire



#### CUSTOMER SATISFACTION SURVEY 2022

*Congratulations. You have been selected as one of the respondents 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 Gombak/Campus Libraries.*

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

*Thank you for your cooperation.*

#### 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/IF     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, 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"/>
4.	Inter Library Loan (if applicable)	<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. Past years papers, books in course outline should be existed in library.
2. I think (personally) the library need to update their book collections (law books) i found out that the lattest textbook is not available there. Besides that, I hope the library can enhance the alarm detector at the lobby because I once had a book with me which I borrowed from library outside and when I get through it to exit from darul hikmah library there was a sound. So it causes misunderstanding. Thank you.
3. Library in Gampang campus need more attention. (eg: Amount of books)
4. Need to be more resourceful especially in terms of access to digital journals and articles.
5. More books
6. language resources are not enough, there are no academic journal for languages available. There are no interactive space for young children.
7. Have required reading at the open/general shelf too & not just at red spot
8. I like the library very well. But here my comments: 1- I search the books on the web but I do not know which level is that, so please include book level. Or you can put in the library (at the lift) G to M is 3rd floor, S to W is 4th floor for example. 2- The website is very detailed and many sections, so I get lost where to search. So please have briefing video or online workshops at the first week of the semester to let students and staff familiar with the web. Thank you.
9. Books are not in place some times, few are lost,need to buy new and current books.
10. guidelines how to find books
11. We urgently need new books on Islamic studies in the Arabic language, there is a great shortage, many references that were printed in the last 3 years are not available in the library
12. Update books of the leading publications periodically by asking the list of books from students and staff in their fields
13. Library Skill Classes Service
14. Book arrangement is so complicated that it makes it difficult to find a book, so it needs for improvement.
15. I dont know how to search resources in this library
16. Information on how to borrow and return books made accessible online
17. Online journals and databses
18. add more latest publication for engineering related books
19. Add more current books.
20. Updated versions of the books and new reading materials
21. Maybe some books and kitabs that are famous should be put here
22. Text books
23. I think our library need to have more contemporary books such as international and national bestsellers, so that students don't have to buy their desired books, instead they can easily borrow from the library.
24. In Aqidah Ash'ariyyah. Please provide the important books related to Aqidah Ash'ariyyah
25. Place at book place need to have code so student easy to find book what they want.
26. More up to date books some books are old and outdated
27. more recent publication
28. Expand the collection to include more obscure works relevant to our studies
29. more accessible journal, article resources
30. Books
31. The system needs to be specifically mention where is the book
32. some books not available

33. There are many researches and books have been written on various topics with regard to Islamic Theology & Jurisprudence. So library better to have this kind of books
34. Need to supply the latest published books and to re-arrange the books that have multiple volumes in one place
35. Need latest publication of books. Thank you.
36. Books should be updated
37. add more books
38. physical copy books available in the library are mostly outdated (ie textbook volumes are not up to date)
39. Easier way to find printed/book references for relevant topics
40. Current version of some books
41. The library should keep updated the latest version of their books either it is printed or digital. The very old books that are not relevant anymore should be replaced with the latest one. The label of the books should be clearer so it is easier for anyone to search for the book. The law level does not have strong internet connection and the line for mobile data is quite slow too, so maybe there is something we can do about it. Thank you for your cooperation.
42. More book quota
43. I don't really know how to use/search books in the system. Maybe can improve it
44. Books & references
45. No updated books
46. Add more books material article
47. The library could add more new books, updated
48. I think the library need to update the recent books resources for example the counseling textbook in order for the students can refer to it for their daily references according with their course outline
49. Provide more relevant & current books that can be borrowed by students
50. 1) New book resources, not onlu academic, but for self development & world popular books for more insightful & interesting reading 2) Strong wifi at level 2 sister area & RnR
51. Jazakumollah Khairan Kathiran, It would be very good if online services be spreaded more and more.
52. WOS
53. Introduce more new books
54. Public book
55. Fiction books
56. Story book and comic need be more
57. Book and research
58. Fiction section in the library

## B. Services

1. I think library should open between 1-2pm. Solat can be performed by taking turns or those ( ladies) who are 'on leave" can be in charge in this duration
2. The internet is the most disruptive of its kind, and fades off quickly. Library shouod operate 24/7, like in the US. Limited working hours jeopardizes research
3. 1st year students cannot use their matric card at the entrance (scanning to get in) unless they display the matric card to the staff. It is quite a hassle. Aikol students for example, the law section is on the 1st level, however since they cannot use their matric card on the entrance at the 1st level, they need to take the longer route.
4. Hope that the Library can provide slippers in female toilets
5. Opening hours
6. Still student Repository (Thesis Database) system unable to access for the outside of campus student. It's very urgent for the outside student.
7. Opening hours on weekends
8. Opening hours.

9. Opening hours should be same all days, all time 8:00am to 10:00pm
10. All are in good service but the only one is about the announcement..the voice is so slow and sometimes I could not hear what they said
11. Improve the time limit in using discussion room & update more reading materials
12. Time extent
13. I know that it's difficult to find employees that willing to work overtime but library should operate for a longer time i guess like other universities. Moreover, in certain places the internet is so weak which is need to be handled . Lastly the study rooms are not noise insulated which cause alot of noise when people are using it
14. I would like ITD or technician solve the problem related to the type of login the window on computer Desk (Lab 1) second floor. Most of students cannot access their matric Number on many computers Desk. Thank You...
15. Library opening hours
16. The operating hours
17. More opening hour when exam season please
18. I don't have any problem with any of the current services
19. All area provides good services. Keep it up.
20. The services was good and satisfying
21. Maybe the library can extend the opening hours during weekend
22. Long term space for research scholars and students
23. Sometimes the toilets are very dirty (some don't flush)
24. To be more quiet in level 3 and not eat anymore
25. Services
26. Entrance area- sometimes students are difficult to enter
27. Library should consider opening and closing hours especially during study week. This is due to students that wants to study longer in library during study week. I would like to suggest to open the library until 12midnight
28. I would recommend for library to open until 12midnight during the study week
29. Keep maintaining. .Maybe new students dont really know that library provide printing service too
30. It needs to develop in resources area
31. In the resources area
32. The online theses MUST be opened to all, not in campus only. This is the reason why I dont continue my phd study in IIUM. Thanks
33. Opening hours during weekend
34. Operating hours
35. People who are still make noise, take action to them
36. Booking for room
37. Services and maintenance
38. Maybe at the printing service
39. Maybe the arrangement of the tables
40. Helping to easily find what one would wish to use at a time in the library. Finding books is not easy.
41. Can bring snacks
42. Assessing thesis for student who stay outside Campus
43. Providing past year papers services.
44. Sometimes my matric card cannot be detected but sometimes it can. Maybe something wrong with the system. The printing service was kind of confusing, some of the computers are not available for printing service that exist in the library the wifi is kind of slow, harden me to do research and i need to use my data
45. Timing
46. Kurangkan suhu aircond, cannot focus too cold
47. The library could increase its opening hours to include night time as well

48. Extend opening hours
49. Upgrade printing services
50. Already improvise good service
51. Close a little bit late at night. Open on weekend
52. Open at 8.00am
53. Borrowing and returning book
54. Kad saya tak boleh masuk pintu

### C. Facilities and Equipment

1. In Level 1 because the internet coverage is very poor
2. Facilities
3. Wifi connection (extremely important as it doesn't make sense for a library to have bad wifi connection), upgraded furniture including tables and chairs (especially for 1st floor area next to law journal articles), working plug sockets for charging (many are not working),
4. Wifi
5. Computer need to be regularly checked up. Toilet on 1st floor (sisters) always wet, please initiate something. Can't the door on 1st floor always open?
6. On the internet wise in level 1
7. Discussion room
8. Audio visual service. PC display services
9. New settings
10. The Library need to facilitate all private rooms to be used by the PG students for their research/assessments.
11. Aircond at the carol room level 4, the area quiet warm and somehow hot.
12. Overall, I think the library should provide more discussion rooms that we (students) can use for a long time, and the wifi access should be improved so that students can have online classes without any problem.
13. More router for wifi in reading room and Carrell room
14. Carrel room should provide more for postgraduate students
15. Computer lab
16. Wifi. Only certain area has good wifi connection.
17. Increase the amount of toilet in each levels.
18. More working plugs availability
19. Wifi
20. I think everything is good, Except for the elevator
21. The brothers and sisters reading area that always being used by opposite gender, should do observation everyday. The plug that available cannot being used, just a few plug can use. A group of students with both genders making a discussion but not using the right place that make it noisy sometimes and disturbing other people. Everthing else are okay and satisfied 👍
22. Lift
23. Please fix the electric sockets that are not working because when there are multiple students who take all the working sockets, you cannot charge your laptop and you often have to plug in your laptop and check first if its working (its often not), would very much appreciate more working sockets
24. I am currently very satisfied with the library facilities. But I would love it more if the PG lounge is available and the RNR is open
25. Overall service an facilities in the library are great. Just input and suggestion, there is a proper wudhu area for level 1 (sister mushola).
26. The AC so cold they should adjust it
27. PC in computer lab

28. 1) Please check the wifi connection through, especially carrel rooms, because it is very inconvenient when there is certain room that had a very poor wifi connection so that we need to move to another places. 2) Please add some plug point at reading area.
29. Firstly,i cannot access wifi in carrel room. Secondly, if i sit outside(anywhere place) from carrel room,i need plug to charge my laptop.i fell so frusted badly
30. Maybe add more electrical sockets/plugs...and also repair some of them that were broken.
31. Basically has a very good system in place currently. Just the borrowing machines are broken sometimes but that's also been fixed so no current issue
32. Put massage chair
33. Need to have a strong wifi in law section
34. Discussion room
35. Internet connection are somewhat low in specific areas
36. It's too cold. Sometimes I need to shorten my time here because I couldn't handle the cold any longer. Had it not being too cold, i'll probably spend longer time in the library. Other than that, I have no comment.
37. The temperature of the air-conditioning; the temperature is decent, it would be better if it would be higher so the students don't catch a cold
38. Wifi
39. Wifi and internet connection
40. The wifi connection. It is so frustrating when you can't connect to the wifi and the wifi is very slow as well
41. The wifi speed and coverage, need more latest books and references, open during weekend although it is just begini ni of the semester
42. Computer
43. Toilet
44. Opac
45. Cable room
46. Website specially offcampus usage sometimes not strong
47. Area labs
48. Main directory map at entrance
49. Its electrical parts sometimes spoiled
50. Labelling of Genres
51. Discussion rooms needed for 1 person to use google meet or so on
52. Somewhere in 4th floor, there is water leakage
53. An overall map of the library near the main entrance would be really helpful and encouraging for visitors and students to explore the library
54. Water dropping from the top
55. Musolla
56. Charger port
57. Provide Musolla for sisters
58. Socket
59. The private room for students
60. Book area
61. Research
62. Not sure since library is quiet huge. Im not exploring more
63. Toilet
64. Charging plug for laptop
65. At the main entrance in terms of matric card scanning
66. Dine area and f&b selling
67. I am not sure because I am only use level 4 area facility.
68. Should set up a room without air cond.Air cond destroying my health condition.I believe there are also some students facing the same condition.TQ

69. The outlet for charging electric devices such as laptop should be provide more and in good conditions.
70. Musolla
71. Maybe put more plug fuse in personal table, so its convenient to student to charge their belongings.
72. Discussion room
73. Limited washroom/toilet available for students to use
74. The plugs because when it is the study week, many people use it so sometime i cannot use the plug because it is not enough
75. Pc provided to search for books. It's very old
76. In my opinion, should improve the library to looks more modern than this
77. Plugging area is insufficient
78. Leisure room
79. Discussion room
80. Library entrance
81. Internet, quality of books, study spaces
82. The internet line in level one
83. The computer at the library is very slow
84. Providing a colder area at the top floor
85. Wifi on the first floor (law section)
86. Private spaces for study
87. The internet at the discussion room
88. At second floor, maybe the library need to put up the curtains at the window
89. Plug sometimes not functioning
90. The library should provide more plug for charging
91. Make a space for people to perform solat, so they dont really need to go to the mosque which is very inconvenient for some people
92. Need to put more charging plug, because when i come to the library and my battery died, i cannot do my work
93. Maybe add snacks more at rnr and coffee machines
94. Reading area because sometimes students are too loud. Also, computer lab- not all pc is function. Need to provide more plugs at the reading area as students might need to use computer
95. Internet access
96. The wifi
97. There is certain place where WIFI connection is slow
98. WIFI connection too weak
99. Internet connection in Level 4-carrel room
100. From my opinion all area are quiet and comfortable
101. Areas with plugging station
102. Scanning matric card for new students
103. Wifi coverage sometimes too slow
104. The library website need to include records of past year questions for students' reference. That is the most effective way of studying and you failed to provide that for the students.
105. 1) Some of carrel rooms has sound when the door opened or closed. 2) Thesis room looks like scary to go alone, like it was a staff only area 3) Wifi at level 2 too low coverage
106. Some areas need better wifi
107. Internet speed in level 3 & 4
108. Perhaps much stronger wifi connection & a convenient surau for female students to pray instead of having to go to mosque which is quite a distance away from library
109. 1) Only certain area has strong wifi access 2) Provide certain area with nature sound like waterfall - to help people focus in silent area

110. Wifi access not work properly in certain areas
111. Computer lab
112. Add more plugs please
113. Betulkan plug rusak
114. Level 1 area the internet connection is quite poor
115. Level 1 area wifi poor
116. 1) More charging ports 2) Extend modern books selection
117. Toilets for sisters & OKU
118. All area already perfect, very comfortable to use it
119. Aircond service
120. In some part of library, there is a weak connection of wifi
121. Level 1- the internet a bit slow
122. Reading area
123. 1) Wifi coverage, 2) Add hanger/ hook inside toilet to hang bag with laptop
124. Water dispenser
125. Discussion area. Please provide us with new furniture since right now is the old one. And please make the discussion room look more interesting
126. Reading area - some students even though there are signs for sister and brother, sometimes they sit together and make noise that distracts other people.
127. Card path
128. Study
129. The online sources because some are not accessible
130. Stronger wifi connection
131. Plug
132. Need more electrical sockets to plug in our chargers
133. The wifi-connection to phone in the library is not quite good
134. Wifi need to be more okayh
135. Elevator
136. Wifi
137. Facilities
138. Wifi connection
139. More discussion rooms
140. Wifi
141. Digital card
142. Improve the coverage of internet access
143. Wifi at law area
144. Some spots in library need a better internet coverage
145. Regarding the provided room
146. Wifi coverage please tq
147. Need chill area
148. Wifi connection
149. Wifi connectivity
150. Study room
151. The internet accessibility
152. Quantity of Chairs
153. Maintenance for plug point
154. For open spaces and food/drinks regulation
155. Roof or ceiling part
156. Computer lab at the ground level, most pc there is unusable

157.Improve the wifi
158.Every charging pot....tambah kan charging pot...and betulkan mana yang rosak
159.Wifi coverage
160.Aircond
161.More plug
162.Searching by alphabet at every area
163.The wifi connection
164.Facilities
165.None
166.Book area
167.Wifi service
168.The computer!!
169.Wifi connection
170.1. OPAC, 2. Printed resources, 3. Online databases, 4 Wifi
171.The old matric card often have issue scanning at the entrance
172.Wifi
173.Some area doesn;t have enough wifi connection
174.Wifi weak
175.Level 2 for Tafsir Quran & level 4 for literature part. Others, all kind of parts must put the hanger names of kind courses earmark like does before.
176.1) Computer lab ( not all PC can be used), 2) Rector's collection area wifi connection not strong
177.1)Improved toilets 2) Environment should be moderately cold (now very cold)
178.The discussion room , make it more privacy
179.Computer. Most computer available in each floor have problems such as lagging, internet connection and outdated windows version.
180.Facilities like printing and such should also offered to Kuantan Campus Students, not only in Gombak
181.The plug. Need more plugs and not all plug function well.
182.Additional seating areas/desks in the leisure reading room.
183.Toilets especially Male. No ventilation, old hose & pipes, very poor condition of toilet bowl Lighting are not adequate. Toilet jadi malap. Sometimes quite smelly
184.Bike parking
185.Wifi at level 2, 3 very slow
186.Properly separate brothers & sisters sitting place, (sometimes & mostly sisters have used brothers places)
187.In orange room area, hardly to get wifi connection
188.Maybe the rest area put more coffee machine
189.The wifi access
190.Study room
191.Wifi, toilet
192.The internet of 4th level has need it to improve.
193.Reading areas (sisters & brothers level 2- Need more plug to charge the laptop or phone
194.Cafe
195.Computer in computer lab very slow
196.Lab area level 3 because most computers in the lab take a long time to open.
197.Update the computer section
198.Wifi
199.WIFI need attention because its so slow
200.Wifi
201.More discussion room



202. In wifi
203. None. Satisfied with the facilities
204. Mesin peminjam buku
205. Prepare more type of food, so that i can purchase more food at cafe de'hub
206. Wifi
207. Internet connection
208. Providing more snacks at the cafe
209. Cafe, provide more food
210. Pay attention to the cafe. It's feel like not cafe
211. Wifi problem
212. Study room
213. Update the computer section
214. Book's rack need more space efficient and easy to find book
215. Update the computer section
216. Book's rack need more space efficient and easy to find book
217. Wifi can't use
218. Air-cond at discussion room bad. Wifi also. Not coverage whole library area.
219. Air-cond at discussion room bad. Wifi also. Not coverage whole library area.
220. Locker area
221. Wifi connection without login
222. Wifi connection
223. Auto gate
224. The cafe
225. Wifi connection
226. Fix wifi
227. Cafe food stock
228. Provide more beverage and snack in the cafe
229. Cafe, need to provide more food, heavy food. Comfort food drinks and snacks
230. Medium to send files or document to print teleg/whatsapp
231. Level 2 wifi coverage
232. Position personal area it is not suitable
233. Add more discussion room
234. Discussion room
235. Expand locker area
236. Discussion room
237. Discussion room
238. Aircond
239. Fix wifi/ internet
240. Computer area
241. Computer upgrade
242. Computer lab and study room
243. Repair computer at lab
244. Fiction section

**D. Library Staff**

1. Good attitude of library staffs. Keep it up...
2. Staff service.
3. Staff
4. Staff

- |  |
|--|
| 5. At the counter, some of the staff are not approachable, and not friendly especially the women staff |
|--|

**E. Communication**

- |   |
|---|
| 1. Attentive librarians. There has been numerous times when people make noise in the library which bothers others. Librarians should be more attentive to ensure this does not happen.  |
| 2. Maybe clearer sign of what the theme in each sectors is, i'm struggling to find the book i want because of that, maybe even sub category like islamic finance etc  |
| 3. Administrators should provide current information and reminders of upcoming holidays and closure of the library.   |
| 4. The Promotion to encourage student come to the library   |
| 5. 1)I don't know if I missed any library sharing sessions, of I were not aware,<br>2) I dont't know how to book the study rooms, or booking prior using it of just walk-in to any availabe study room- Instruction via telegram group will be useful<br>3) Don't know how to find reading materials/books, how to borrow books, maximum no of books can be borrowed in 1 time- one reasons I could not benefit /full use of the resources in libary. |
| 6. Communication and promotion, as well as opening hours.   |

## APPENDIX D

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

### A. Information Resources

1. Digital interface for printed book
2. Better website
3. Research and Mendeley skills
4. I am hoping many new books will be available.
5. How to search books skill, or simple guideline to follow
6. Islamic finance related more resources.
7. Easier access to irep journals
8. More online journals
9. Latest journal of Scopus indexed should be updated
10. Borrow book online from library
11. AI classes
12. Increasing the training for PG student e.g advanced research skills and data analysis softwares
13. E Book
14. Frequent Online Library Skill Classes
15. New & Updated books
16. Sorry no idea
17. Latest textbook
18. More online journal and e-text book
19. New up to date books
20. Newest books
21. Webinars and workshops.
22. More subscribe databases
23. I think the materials can be more up to date
24. More latest book on leisure area
25. Online services
26. New updated books
27. Book exhibition
28. Pdf books
29. More recent books More choices of journal & articles
30. Exhibition. Seminars involving information technology
31. 1) Hope to get some kind of manual, etc. On how to use the library facilities, because I/my friends really not know how to access it. It would be really great if know how to use the facilities available. 2) Don't have any idea how to find the books or learning materials in the law section.
32. Neat arrangements of books & increase in books of the newest publications
33. More online database access
34. Put on tutorial about how to find a book or any sources on the website
35. All the latest books should be Available for the service
36. How to search reading materials easily
37. Give more books
38. Online theses available for all
39. More online sources
40. More articles need to be provided.
41. Information services

42. More books(?)
43. To take more info book about knowledge by any courses especially Arabic Books in Literature
44. Not new but just increase more hardcopy version of article/journal reviews. I would love and thankful if the library increases subscriptions of academic research. Such as Nature Journal, Lancet, researchgate, and Science Journal. May Allah ease everything.
45. Many more multilingual books especially novels.
46. New E-Books
47. More open access journal
48. More books for language student since there's hardly one for language courses
49. Pembelian buku
50. Add some new reading materials
51. We need a variety of books genre
52. To provide story-books to read on relaxing times.
53. New comic book
54. Need some new book
55. New book and subject

## B. Library Services

1. To organise a visit to other libraries
2. For neighborhood school children
3. More affordable vending machine in the rest n refresh area
4. To provide longer duration in opening the library
5. Limited services during holidays, all year round.
6. The most borrow book will get award/certification
7. More interesting exhibition
8. E-exhibition
9. Borrowing the librarian
10. Extend opening hours especially on weekends
11. Translation services online
12. Have an assistant to get and read the code of the book
13. Many of the librarians in our in-person focus groups to reach patrons and tell them about all the services the library offered. The visitors will be speaking with a patron who had come in for a specific service or in specific specialization, and would mention other services or resources.
14. Student repository can be accessed much more easier and not complicated
15. Library tour for courses
16. 24 hours operating time during study week and final exam week
17. AR borrowing services
18. Carrel Room for Post Graduate Students with extension of duration
19. Frequent library skill class for international students
20. Installing a Musolla inside the library could somehow ease the students instead of going to the Mosque
21. 24 hours area
22. Having extended operating hours
23. Do you open for student part timer?
24. 24 hours open. Student can work part time/overnight shift
25. Operate whole night
26. Free entrance for public but charge the service like borrow the books.
27. Maybe the online borrow books services
28. Just improve the services that can be improve in the future
29. Before turning off the light, please make an announcement and patiently wait for all people to exit the building.

30. Tutor
31. Wide circulation search of desired books
32. Research scholars one stop centre
33. Perhaps, the carrel room's key can just drop when there is no staff at the counter
34. Provide cafe of fast food trucks nearby
35. Last paper exam of KENMS 2020-2022 -library have lot of last paper exam to study(now dont have)
36. Sometimes some students making noise
37. Enhancing available services
38. Library opening hour until 11pm
39. Asked the students which book the need
40. Library with 24 hours open in some area
41. Free printing service
42. Free snacks
43. Free account to get journals/reasearch
44. More program and past question paper
45. Extend the operation hours
46. Ease of research medium
47. Assist more on students who are lack in knowledge in surfing the iium library website
48. Gadget repair
49. Service that can search the book for me so i can save my time because i dont know where it is
50. Provide a latest past examination papers
51. Trip to book exhibition services maybe.
52. Rental headphone
53. Add gadget repair service
54. Good service
55. If ask for a book, it should be sent in Kulliyah in near future
56. I think, better the library improve and upgrade the current services and facilities before providing a new service.
57. Offering more assistance in accessing literature for the new students on campus especially international students from Africa.
58. The easiest way to search for the references, books on the website
59. 1) Can bring snacks/refreshment 2) Opening hours during weeked until night
60. Printing service like in Gombak Campus for students in Kuantan
61. Promoting liaison for every kuliyyah to student.
62. Any programmes lead to empower students' language from beginner to intermediate
63. Updated book for law
64. Free change of printing
65. Providing past year paper services and accessible by all students of IIUM.
66. Virtual reality learning
67. Anything service that can easier customer in future.
68. Human library
69. Robot cleaning services
70. Longer book borrowing time for paying alumni members
71. Password of wifi didn't approach privately
72. The timing should be extended a little bit more
73. I hope the library can be open on the weekend so that I can recently visit the library
74. Kpt customer service
75. More food
76. Provide QR code for borrowing books

77. Provide online transfer for printing service
78. I hope can open 24 Hours
79. I hope can open 24 Hours
80. 24hrs library
81. Laminate and binding service
82. Laminate and binding service
83. Opening until night
84. Provide more past year exam paper
85. Mohon tukar cara penggunaan discussion room. Kadang2 ada org duduk even diorg tak book bilik :(
86. Provide online transfer/transaction for printing services
87. Provide online transfer for printing services by using QR code
88. Laminate
89. Food bank please
90. Food bank
91. Printing and photocopy

### C. Facilities & Equipment

1. Full time 24/7 operational hours. Upgrading of Washrooms. Internet availability. R and R MUST Have coffee
2. Nothing. Just fix what is presently broken and lacking.
3. Wifi
4. More choice of drink and food in rest area that were suitable to choose for
5. A place that student can take a rest like a designated place that have a game, like chess or else..
6. Is there any musolla there? I hope the library can build a small one.
7. Young children corner
8. Better pc display service
9. Anything could be beneficial students
10. Cafe
11. Chilling area where students or staff can enjoy their time like playing games (board, card, etc)
12. Services of entertainment space in library
13. Coffee machine and postgraduate rooms for a month.
14. More computer for students
15. More toilets
16. How to apply for private room
17. Make a map in front the counter about the specific place of the bookshelf. Goodluck
18. More two weeks room
19. 1) Carrel booking room (online based on imaalum/library portal)
20. We hope that there will be continuous academic activities in the library, and we hope that there will be an open room in the library around the clock, such as the University of Malaya library
21. Need more plug to charge laptop and need access wifi in carrel room.
22. Put massage chair
23. Nothing just internet
24. Selling some simple food like bread or sandwich
25. Movie room?
26. Letak kan setiap meja qr code untuk search buku yg ingin dicari...dan sistem akan tunjuk di mana buku itu berada level berapa dan rak apa
27. Improve wifi connection
28. Every desk have plug

29. Create an app to access library materials and make it more easier to access the the e-books
30. Place to nap
31. More plug
32. Digital
33. Better internet connection
34. Memperbanyakkan buku digital
35. Maybe dry food, snacks & drink
36. Gaming room just like the one in KICT
37. Coffee vending machine would be awesome!
38. More foods! 😊
39. Discussion area, open space to study-open area to discussion
40. A place that provide student to eat such as bread and biscuit so they don't have to go out just to eat.
41. Stronger wifi
42. More charging port
43. Musolla
44. More private room for students to use
45. Research
46. Better computers
47. Food area
48. Proper wifi connection in every corner
49. Has engineering related software at library's computer lab.
50. F&B selling
51. Before this musolla but now musollais already available . I cannot think any services for recommendation
52. Set up space without air cond
53. A reading cafe inside the library where we can eat and read quietly
54. An area where the students can bring foods
55. There is some table are not in good condition, maybe in future can change to the new..
56. More and improved toilet/washroom facility
57. Surau to pray
58. More payment method for library print and photocopy service
59. Increase plugging/charging area
60. Food store
61. Proper study or reading area
62. Proper maintenance also the water leaking
63. Computer room
64. Coffee machine
65. Computer
66. More plug station for student near the study table
67. Cafe
68. More pc
69. Self Check Machine, and more advanced technology
70. Book donation place
71. Plugs to be installed soon at the Reading Area
72. Soundproof rooms
73. Surau
74. More computers for the students
75. Surau
76. Better chairs & sofa

77. A special place to eat while reading
78. Provide past eyar questions
79. Coffee shop
80. Label/bigger signage for books-Fiqh/Muamalah/Quran, Hadis
81. Provide water purifier inside the library
82. Add charging port that are easily accesible for table in general area (level 2)
83. Additional charging port
84. Relaxing space for relax and drink
85. Carrel rooms for undergrad students
86. Free private space
87. System that give easy to student to find books
88. Individual spaces for UG students
89. Movie/Relax/Gaming area
90. -
91. Mini musolla. Sometimes I spend whole day in library
92. Re-opening of printing service in Law section
93. Rental locker
94. Working cafe
95. It's better to provide the facilities in terms of the rear resources to be attained
96. Automated book searching and delivering
97. Having an exercise/workout machine while reading just like at UM
98. Charging stations
99. Media services/room for recording video assignment with complete devices
100. Provide the privet rooms to student as well
101. Add private room (sound prove)
102. Soundproof room
103. Different landscape or interior design
104. More discussion room
105. Improve computer
106. Cafe
107. Digital card
108. To provide more food at RNR
109. More resources and discussion room
110. Better wifi
111. Enable a space where we could bring coffee/cold beverages while doing works at the library
112. Private room for students
113. Internet connection
114. -
115. Cafe
116. Wudhu place
117. Cafe
118. Water dispenser
119. Leasure area for students to eat while doing assingment or works
120. Provide strong wifi due to many student will use it in future
121. Toilet for each level
122. Coffee shop or gaming centre
123. New chairs
124. Better computer in library
125. Pcs that offer variety of professional software like Adobe and macos system
126. Accessible drinking water



127. Water dispenser
128. New system-fast & practical
129. -
130. Food
131. Praying area
132. Separate room for each other
133. More sofas/bean bags for casual discussion
134. I do believe the services in a top condition, but sometimes the wifi connection is very slow/ weak
135. Wudhu' near to Musolla
136. Have a small room to eat light food.
137. Need a musolla for women and i expect to every floor have their own rest area
138. Nearby cafe
139. Online for offcampass
140. Aircond
141. Sleep pod, coffee machine/coffee seller, vending machines at all area, qibla arrow/pointer in musolla, more slippers/flip flops at musolla for wudhu', longer operating hours or one special area accommodated to be opened almost 24 hours, and better internet service/coverage on level 1.
142. Relaxation era
143. 1) I hope library will make small store that sell more foods (not just depends on food machine-we can have more options to buy. 2) Put a lot of Coway in each level (too far to go to rnr) 3) Put telekung in sister's Musolla 4) Make more programmes for computer skills (slide, PP, Excel, Photoshops, writing & reading skills, etc.) 5) Need locker to put something important when we need to go outside the library/praying.
144. More cafe and music for healing
145. A better wifi
146. More faster wifi
147. Wifi
148. Restig area
149. Upgrade printing services
150. Gaming room
151. Wifi problem
152. Wifi problem
153. Super fast wifi speed
154. Bigger cafe
155. A proper cafe
156. Gaming room. Bigger
157. Tv/multimedia room
158. Food in cafe
159. Space for playing games in phone
160. More snack at cafeteria
161. Wifi
162. Good wifi
163. Upgrade wifi
164. Upgrade pc use ROG
165. Cafe bigger
166. Provide more snacks
167. Increase the rest space that has a couch and a table for students
168. More plugs
169. Electronic device

#### **D. Library Staff**

- |                                  |
|----------------------------------|
| 1. Tutoring services, Gaming hub |
|----------------------------------|

#### **E. Communication & Promotions**

- |  |
|--|
| 1. Modern website and modern platform posts  |
| 2. A more simple and updated web interfaces for easier access to everything  |
| 3. 1)Announcement of book recommendation of the month (islamic & general science) updated<br>2) Installed Maktaba Syamila application (in computer Lab)as all IRK students need for assignment purpose |