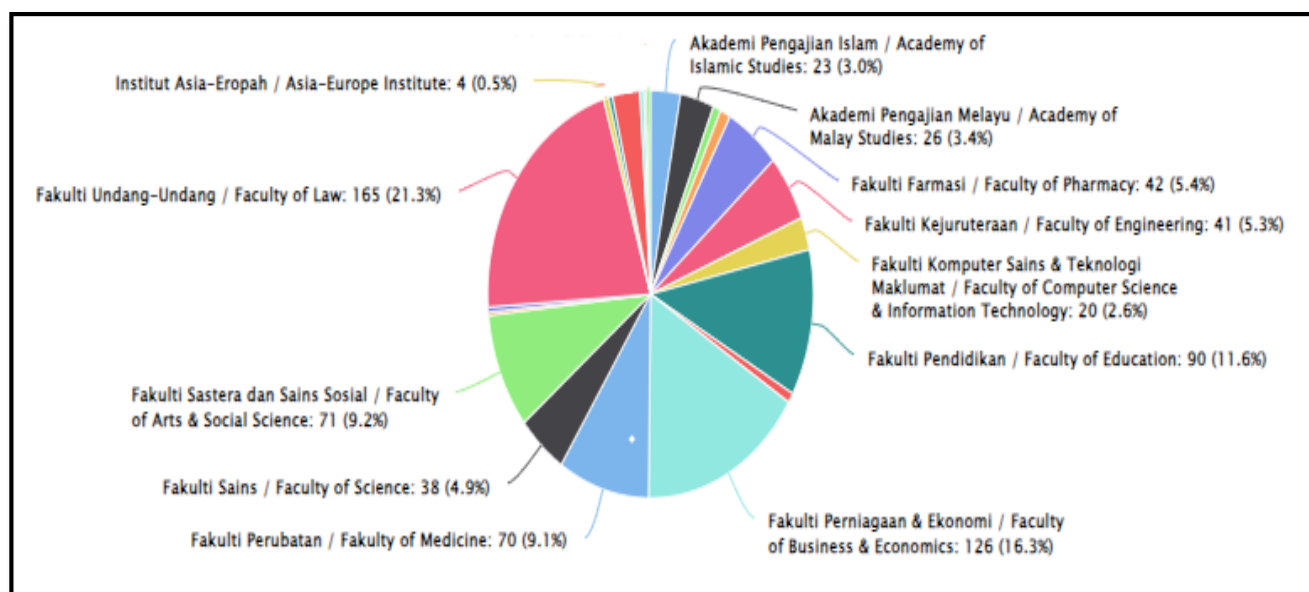


KAJI SELIDIK KEPUASAN PERPUSTAKAAN / LIBRARY SATISFACTION SURVEY

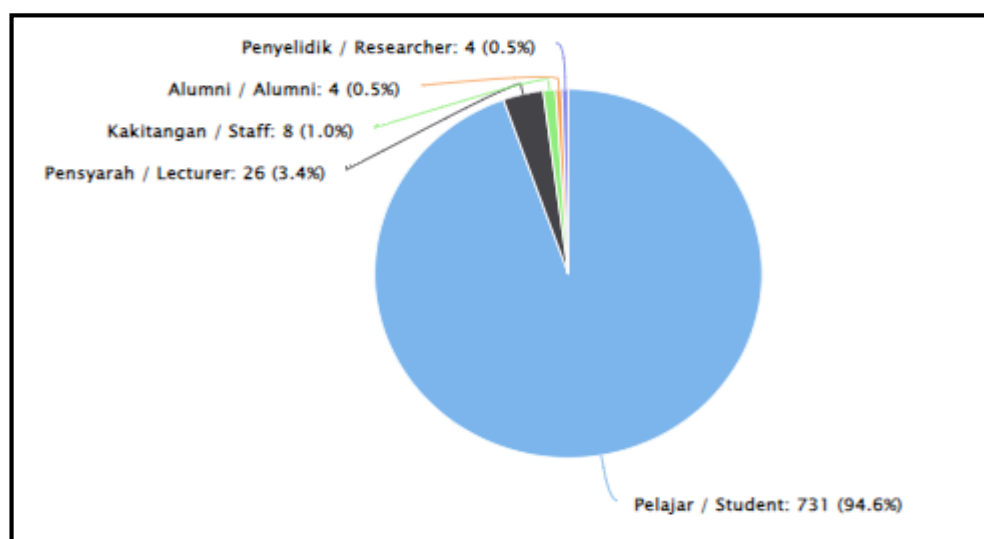
1. Fakulti/Akademi/Institut/Pusat/Jabatan Faculty/Academy/Institute/Centre/Department



Response	Number of Submissions	% of Overall Submissions
Fakulti Undang-Undang / Faculty of Law	165	21.35%
Fakulti Perniagaan & Ekonomi / Faculty of Business & Economics	126	16.30%
Fakulti Pendidikan / Faculty of Education	90	11.64%
Fakulti Sastera dan Sains Sosial / Faculty of Arts & Social Science	71	9.18%
Fakulti Perubatan / Faculty of Medicine	70	9.06%
Fakulti Farmasi / Faculty of Pharmacy	42	5.43%
Fakulti Kejuruteraan / Faculty of Engineering	41	5.30%
Fakulti Sains / Faculty of Science	38	4.92%
Akademi Pengajian Melayu / Academy of Malay Studies	26	3.36%
Akademi Pengajian Islam / Academy of Islamic Studies	23	2.98%
Pusat Asasi Sains / Centre for Foundation Studies	23	2.72%
Fakulti Komputer Sains & Teknologi Maklumat / Faculty of Computer Science & Information Technology	20	2.59%
Fakulti Bahasa & Linguistik / Faculty of Language & Linguistics	8	1.03%
Fakulti Alam Bina / Faculty of Built Environment	6	0.78%
Fakulti Pergigian / Faculty of Dentistry	6	0.78%
Institut Asia-Eropah / Asia-Europe Institute	4	0.52%
Fakulti Sukan & Sains Ekseais / Faculty of Sport & Exercise Sciences	3	0.39%
Institut Pengajian Termaju / Institute of Advanced Studies	3	0.39%
Pejabat Pen. Naib Canselor (Infrastruktur & Perkhidmatan Maklumat) / Office of the Assoc. Vice – Chancellor (Infrastructure & Information Services)	3	0.39%
Fakulti Seni Kreatif / Faculty of Creative Arts	2	0.26%
Pejabat Timb. Naib Canselor (Hal Ehwal Pelajar) / Office of the Dep. Vice – Chancellor (Student Affairs)	1	0.13%
Pejabat Timb. Naib Canselor (Penyelidikan & Inovasi) / Office of the Dep. Vice – Chancellor (Research & Innovation)	1	0.13%
Others - Mobility	1	0.39%
Total	773	100.00%

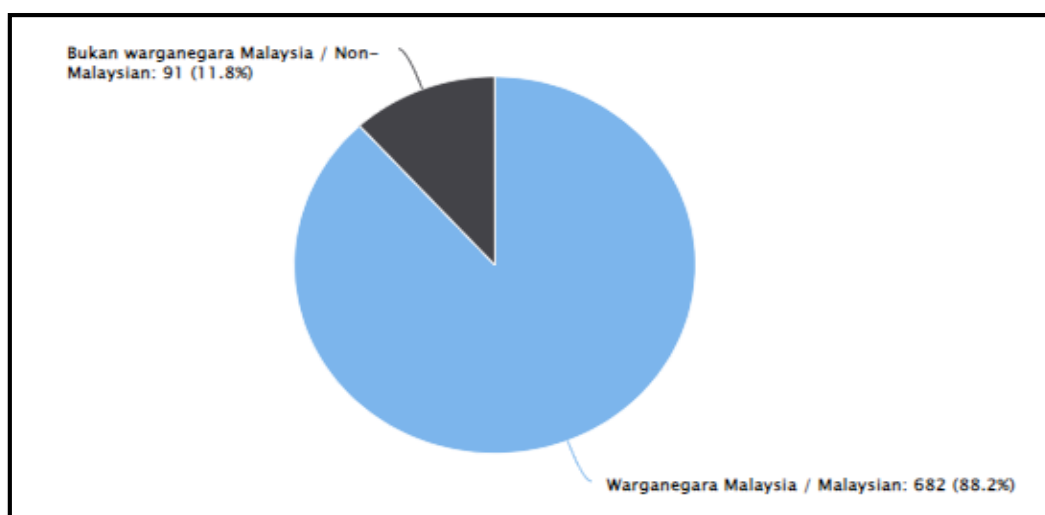
2. Kategori yang menggambarkan peranan saya berhubung dengan Universiti Malaya

Category that best describes my role in relation to Universiti Malaya



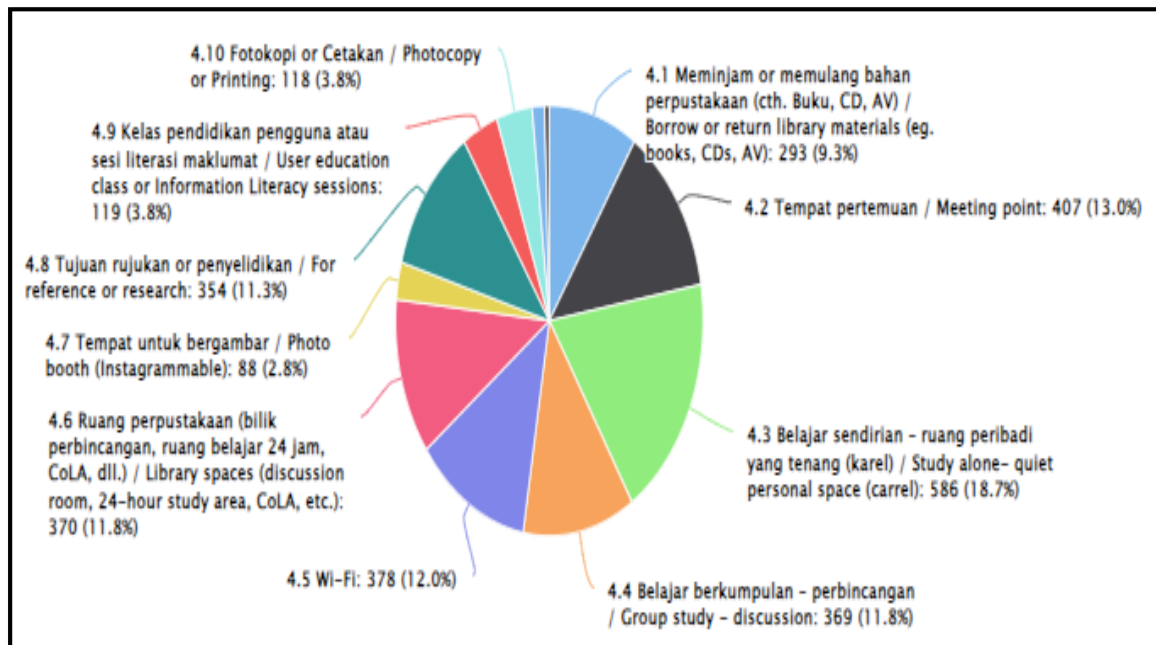
Response	Number of Submissions	% of Overall Submissions
Pelajar / Student	731	94.57
Pensyarah / Lecturer	26	3.36
Kakitangan / Staff	8	1.03
Penyelidik / Researcher	4	0.52
Alumni / Alumni	4	0.52
Total	773	100.00%

3. Kewarganegaraan saya/My nationality



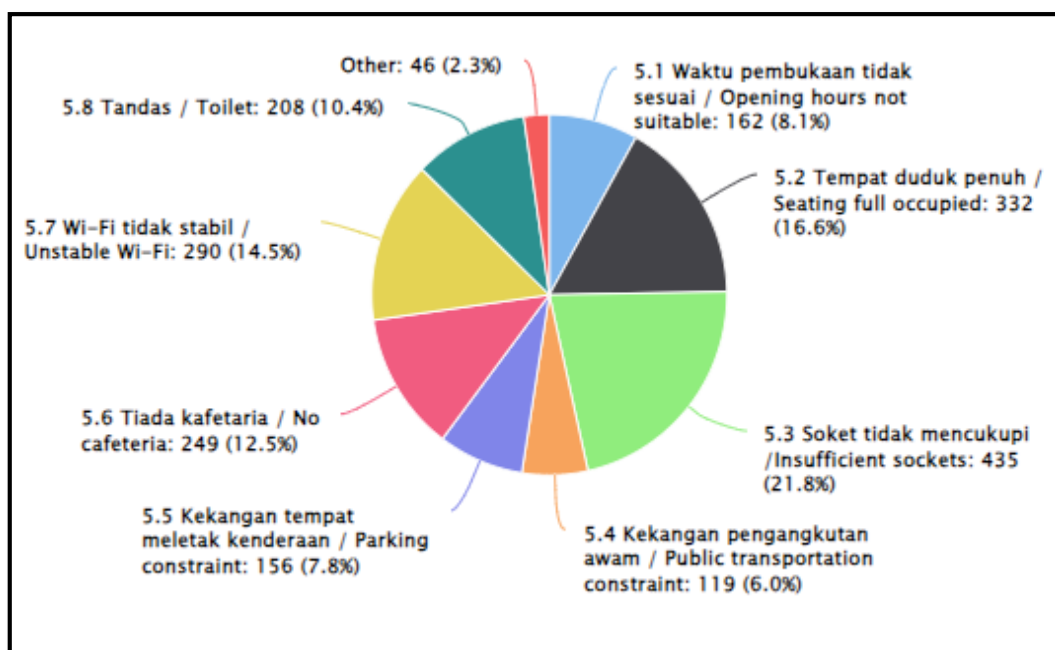
Response	Number of Submissions	% of Overall Submissions
Warganegara Malaysia / Malaysian	682	88.2
Bukan warganegara Malaysia / Non-Malaysian	91	11.8
Total	773	100.0

4. Sila pilih sebab anda menggunakan perpustakaan. (Anda boleh menanda ✓ lebih daripada satu jawapan) . Select the reason(s) for using the library. (You may tick ✓ more than one answer)



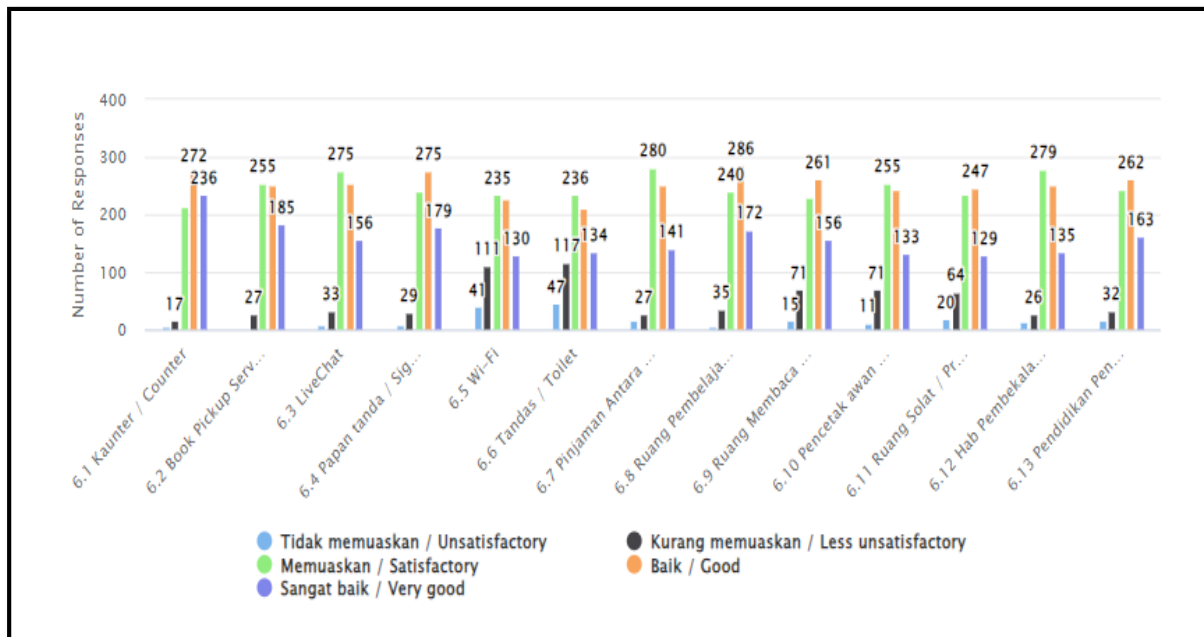
Response	Number of Submissions	% of Overall Submissions
4.1 Meminjam or memulang bahan perpustakaan (cth. Buku, CD, AV) / Borrow or return library materials (eg. books, CDs, AV)	293	38.55%
4.2 Tempat pertemuan / Meeting point	407	53.55%
4.3 Belajar sendirian – ruang peribadi yang tenang (karel) / Study alone- quiet personal space (carrel)	586	77.11%
4.4 Belajar berkumpul – perbincangan / Group study - discussion	369	48.55%
4.5 Wi-Fi	378	49.74%
4.6 Ruang perpustakaan (bilik perbincangan, ruang belajar 24 jam, CoLA, dll.) / Library spaces (discussion room, 24-hour study area, CoLA, etc.)	370	48.68%
4.7 Tempat untuk bergambar / Photo booth (Instagrammable)	88	11.58%
4.8 Tujuan rujukan or penyelidikan / For reference or research	354	46.58%
4.9 Kelas pendidikan pengguna atau sesi literasi maklumat / User education class or Information Literacy sessions	119	15.66%
4.10 Fotokopi or Cetakan / Photocopy or Printing	118	15.53%
4.11 Dilengkapi kemudahan mesra pengguna OKU / Equipped with user friendly facilities for the disabled	41	5.39%
Others - Air-condition - Conducive environment - Gap between class - Want to change mood/environment	15	1.97%
Total	760	100.00%

5. Masalah yang dihadapi semasa mengguna perpustakaan secara fizikal. (Anda boleh menanda ✓ lebih daripada satu jawapan). Problems faced when using library physically. (You may tick more ✓ than one answer)



Response	Number of Submissions	% of Overall Submissions
5.1 Waktu pembukaan tidak sesuai / Opening hours not suitable	162	22.41%
5.2 Tempat duduk penuh / Seating full occupied	332	45.92%
5.3 Soket tidak mencukupi /Insufficient sockets	435	60.17%
5.4 Kekangan pengangkutan awam / Public transportation constraint	119	16.46%
5.5 Kekangan tempat meletak kenderaan / Parking constraint	156	21.58%
5.6 Tiada kafeteria / No cafeteria	249	34.44%
5.7 Wi-Fi tidak stabil / Unstable Wi-Fi	290	40.11%
5.8 Tandas / Toilet	208	28.77%
Others	46	6.36%
- ruang letak beg tidak mencukupi - lampu agak malap - Aircond not cool enough / too cold - Bahan tesis terkini tiada (banyak tesis pelajar dah habis, ada di Pejabat Fakulti - Bising / noise of construction - Malfunction chair - water distrupction - Library Edu- Tempat duduk jurang selesa (meja belakang tiada penyandar dan kerusi yang kurang selesa kalau duduk lama sakit brelakang - surau - tidak cukup signboard, design tidak mesra wanita - No latest materials - Ruang belajar 24 Jam terlalu kecil		
Total	723	100.00

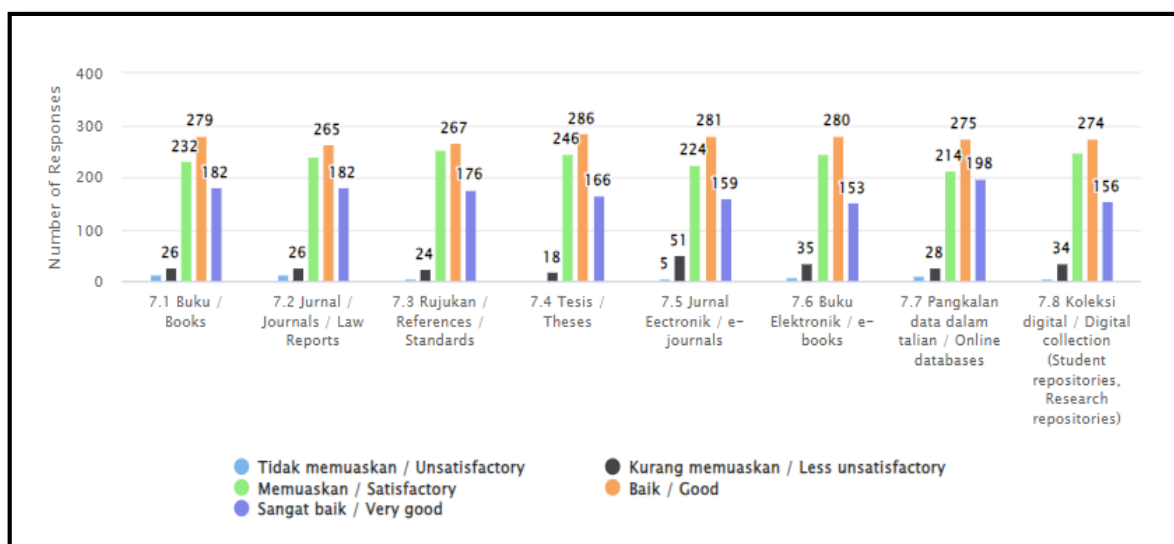
6. Tahap kepuasan saya terhadap perkhidmatan/kemudahan yang disediakan.
My satisfaction level with the services/facilities



	Tidak memuaskan / Unsatisfactory	Kurang memuaskan / Less unsatisfactory	Memuaskan / Satisfactory	Baik / Good	Sangat baik / Very good
6.1 Kaunter / Counter	5	17	213	272	236
6.2 Book Pickup Service	3	27	255	251	185
6.3 LiveChat	8	33	275	253	156
6.4 Papan tanda / Signage	7	29	240	275	179
6.5 Wi-Fi	41	111	235	228	130
6.6 Tandas / Toilet	47	117	236	211	134
6.7 Pinjaman Antara Perpustakaan / Inter Library Loan (ILL)	15	27	280	251	141
6.8 Ruang Pembelajaran Kolaboratif / Collaborative Learning Area (CoLA)	5	35	240	286	172
6.9 Ruang Membaca 24 Jam / 24 Hour Reading Area	15	71	229	261	156
6.10 Pencetak awan HP / HP Cloud Printing	11	71	255	244	133
6.11 Ruang Solat / Prayer room	20	64	236	247	129
6.12 Hab Pembekalan Penerbitan Ilmiah / Scholarly Publication Supply Hub	13	26	279	252	135
6.13 Pendidikan Pengguna / User Education (EndNote, Pendeta Discovery, Digital resources)	15	32	244	262	163

7. Tahap kepuasan saya terhadap sumber-sumber berikut

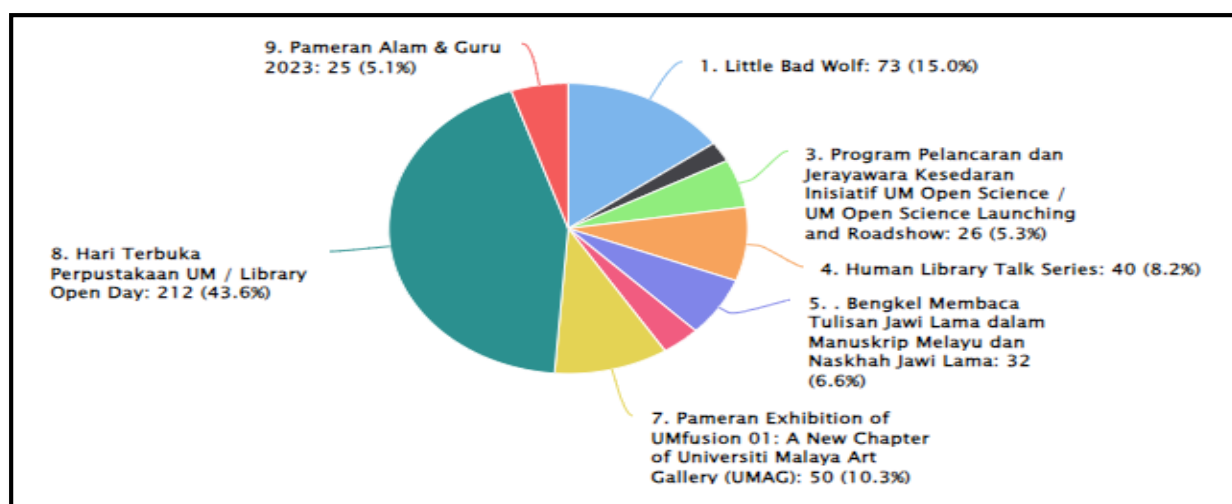
My satisfaction level with the following resources:



	Tidak memuaskan / Unsatisfactory	Kurang memuaskan / Less unsatisfactory	Memuaskan / Satisfactory	Baik / Good	Sangat baik / Very good
7.1 Buku / Books	13	26	232	279	182
7.2 Jurnal / Journals / Law Reports	13	26	239	265	182
7.3 Rujukan / References / Standards	5	24	253	267	176
7.4 Tesis / Theses	1	18	246	286	166
7.5 Jurnal Elektronik / e-journals	5	51	224	281	159
7.6 Buku Elektronik / e-books	7	35	245	280	153
7.7 Pangkalan data dalam talian / Online databases	11	28	214	275	198
7.8 Koleksi digital / Digital collection (Student repositories, Research repositories)	6	34	248	274	156

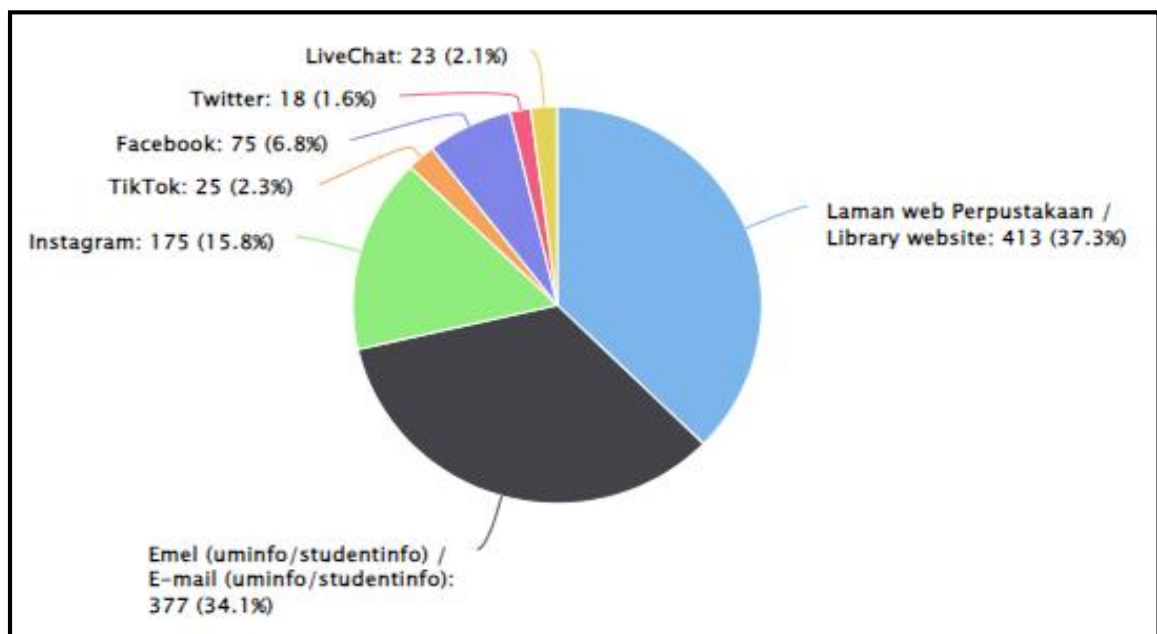
8. Saya menyertai acara yang dianjurkan oleh Perpustakaan:

I did join events organised by the Library:



Response	Number of Submissions	% of Overall Submissions
1. Little Bad Wolf	73	21.16%
2. Precious of Malaysia	11	3.19%
3. Program Pelancaran dan Jerayawara Kesedaran Inisiatif UM Open Science / UM Open Science Launching and Roadshow	26	7.54%
4. Human Library Talk Series	40	11.59%
5. . Bengkel Membaca Tulisan Jawi Lama dalam Manuskrip Melayu dan Naskhah Jawi Lama	32	9.28%
6. Program Baca & Bicara Siri 2 dan Pelancaran Serambi Ilmu Rakyat	17	4.93%
7. Pameran Exhibition of UMFusion 01: A New Chapter of Universiti Malaya Art Gallery (UMAG)	50	14.49%
8. Hari Terbuka Perpustakaan UM / Library Open Day	212	61.45%
9. Pameran Alam & Guru 2023	25	7.25%
Total	345	100.00%

9. Penilaian keseluruhan saya terhadap perkhidmatan/kemudahan yang disediakan oleh perpustakaan
My overall rating of the services/facilities provided by the library



Response	Number of Submissions	% of Overall Submissions
Laman web Perpustakaan / Library website	413	61.64%
Emel (uminfo/studentinfo) / E-mail (uminfo/studentinfo)	377	56.27%
Instagram	175	26.12%
TikTok	25	3.73%
Facebook	75	11.19%
Twitter	18	2.69%
LiveChat	23	3.43%
Total	670	100.00%

10. Penilaian keseluruhan saya terhadap perkhidmatan/kemudahan yang disediakan oleh Perpustakaan

My overall rating of the services/facilities provided by the library



Response	Number of Submissions	% of Overall Submissions
Tidak memuaskan / Unsatisfactory	3	0.39%
Kurang memuaskan / Less unsatisfactory	39	5.05%
Memuaskan / Satisfactory	232	30.01%
Baik / Good	373	48.25%
Sangat baik / Very good	126	16.30%