

# **REPORT**

## **PUSTAKA NEGERI SARAWAK CUSTOMER SATISFACTION SURVEY (CSS) 2010**

**PREPARED BY**

**Quality Division  
Public Relations & Marketing Division  
CORPORATE MANAGEMENT SECTOR**

**30 August 2010**

Table of Contents

	<b>Page</b>
1. Background .....	1-2
2. Scope .....	2-3
3. Objectives .....	3
4. Methodology .....	4-5
5. Analysis and findings	5-53
a. Demographic Factors	
b. Descriptive Analysis	
c. Cross Tabulation Analysis	
d. Frequency Analysis	
e. Opinion/Open-ended question	
6. Conclusion and Recommendations	54-56

## **A. Background of Survey**

Pustaka Negeri Sarawak has migrated to MS ISO 9000 version 2008 on 1 April 2009 and was certified on 18 May 2010. Since then Pustaka has implemented the customer satisfaction survey based on the requirements of the standard.

This survey was carried out in efforts to gauge the opinions of the general public on our services. Public opinions and suggestions will be used to enhance our current service quality along side its effort to achieve organizational objectives.

This survey was carried out based on the requirements of ISO 9001:2008, that addresses the following clauses:

- 5.2 Customer focus
- 7.2.3 Customer communication
- 8.2.1 Customer satisfaction

## **B. Scope of survey**

This survey was conducted among the users of the library which includes active members and walk in customers of Pustaka Negeri Sarawak which is located in Kuching (being the head office and covering the southern region of Sarawak) and Pustaka Miri (being the branch covering the northern region of Sarawak).

## **C. Objectives of survey**

The objective of this survey is:

- a. To assess customers' perceptions on its services
- b. To provide information in understanding users' expectations and perceptions as a mean to recommend ways to improve/ sustain its service quality

## D. Methodology

### 1. Questionnaire

Principles of LibQUAL(Cook & Heath, 2001) was applied in this survey. LibQUAL has four components of 25 items which comprised of the following:

- i. **Information Access** - an assessment of the adequacy of the collections themselves and the ability to access needed information on a timely basis regardless of the location of the user or the medium of the resource in question.
- ii. **Service Affect** - the human side of the organization, encompassing traits of empathy, accessibility, and personal competence.
- iii. **Library as a Place** - utilitarian space for study and collaboration, a sanctuary for contemplation and reflection, or an affirmation of the primacy of life.
- iv. **Personal Control** - the extent to which users are able to navigate and control the information universe that is provided.

The questionnaire is divided into the following areas:

- Demographic factors
- LibQUAL four components - twenty five questions
- User-perceived usefulness (one question), user-satisfaction (two questions) and loyalty (three questions)
- Library services factors (opinion) - three questions

All items were measured with a 7-point Likert scale, which ranged from strongly disagree (1) to strongly agree (7).

2. Sampling

A non-probability sampling was used. The number of respondents targeted was, as required under Customer Satisfaction Survey Quality Procedure (QP/CM/015) minimum of 100 for Kuching and 50 for Miri.

3. Period of survey

This survey was conducted for 14 days which began on 26 April to 10 May 2010 and was conducted concurrently in Kuching and Miri.

**E. Analysis and Findings of survey**

The findings and analysis of this survey is deliberated further here. An analysis on respondents' demographic profile, customer's perceived service quality of Pustaka Negeri Sarawak and user satisfaction and user loyalty was done. The data is further interpreted by applying Percentage Distribution, Frequency, Cross tabulation and Descriptive analysis.

a. Questionnaire rate of return

	Kuching	Miri
1. Total distributed questionnaires	200	100
2. Questionnaires received back from respondents	170	60
3. Rejected questionnaires	0	0
4. Usable questionnaires	<b><u>170</u></b>	<b><u>60</u></b>
5. Overall response rate	<b><u>85%</u></b>	<b><u>60%</u></b>

Overall response rate was at 85% for Kuching and 60% for Miri.

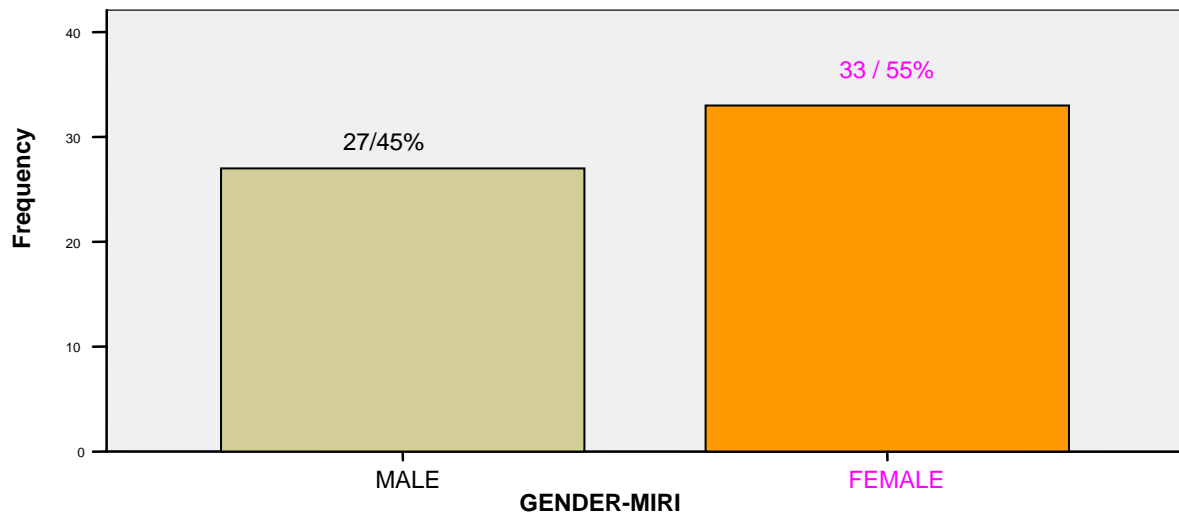
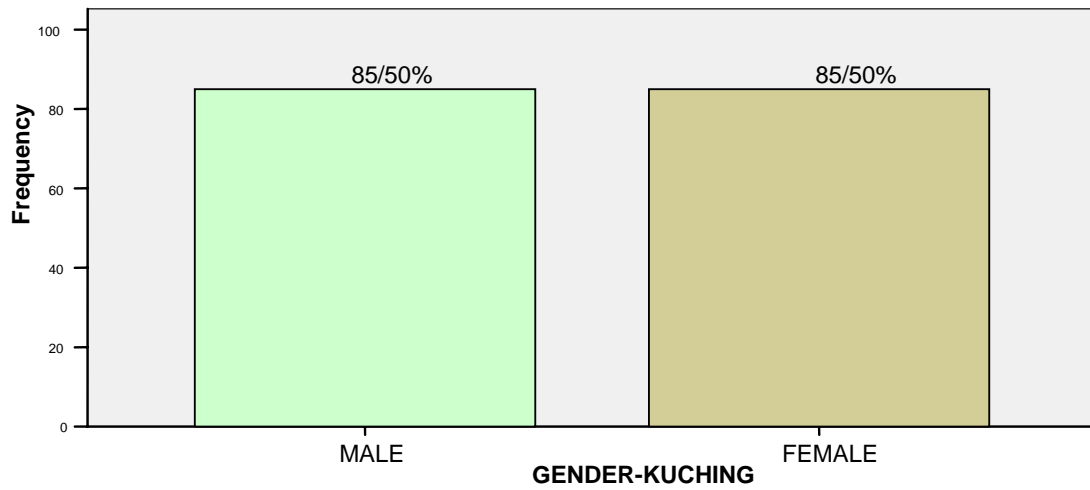
## Customer Satisfaction Survey 2010

### A. Demographic Factors

**Table 1 Demographics Profile of Respondents (n = 170-Kuching, n=60-Miri)**

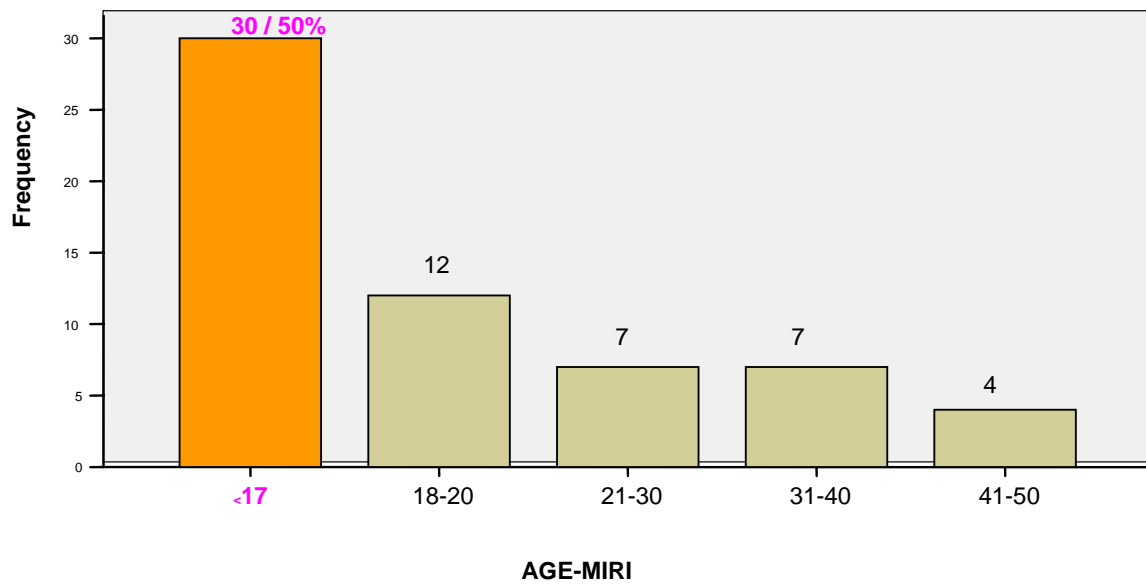
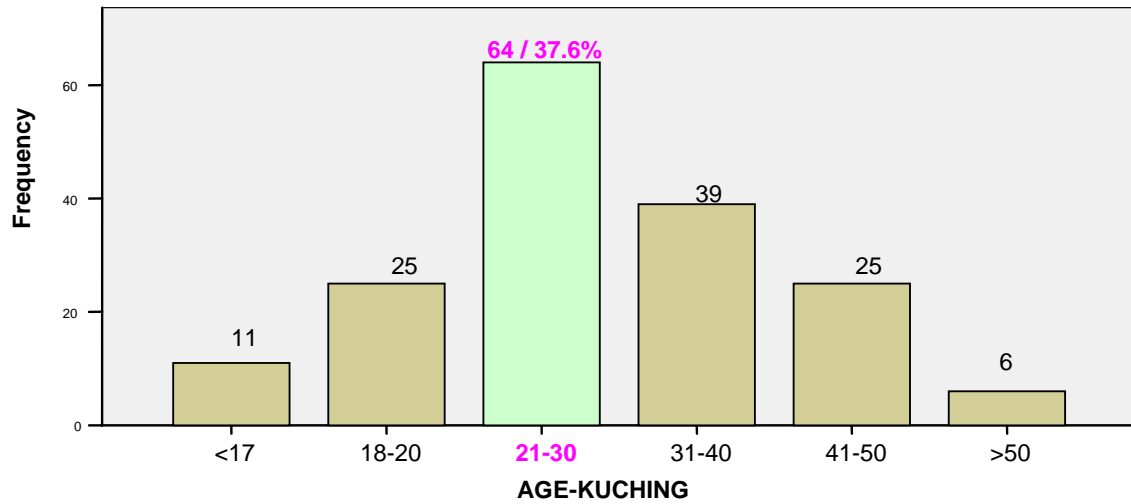
DEMOGRAPHIC FACTORS	KUCHING		MIRI	
	FREQUENCY	(%)	FREQUENCY	(%)
<b>1. GENDER</b>				
Male	85	50.0	27	45.0
Female	85	50.0	33	55.0
<b>2. AGE</b>				
< 17 years old	11	6.5	30	50.0
18-20 years old	25	14.7	12	20.0
21-30 years old	64	37.6	7	11.7
31-40 years old	39	22.9	7	11.7
41-50 years old	25	14.7	4	6.7
>50 years old	6	3.5	-	-
<b>3. EDUCATION LEVEL</b>				
SPM	62	36.5	17	28.3
STPM	13	7.6	1	1.7
DIPLOMA	42	24.7	10	16.7
DEGREE	37	21.8	7	11.7
POSTGRADUATE	6	3.5	-	-
OTHERS	10	5.9	25	41.7
<b>4. OCCUPATION</b>				
STUDENT	51	30.0	42	70.0
UNEMPLOYED	2	1.2	1	1.7
HOUSEWIFE	2	1.2	2	3.3
BUSINESSMAN	11	6.5	2	3.3
GOVERNMENT SERVANT	60	35.3	6	10.0
PRIVATE SECTOR	35	20.6	6	10.0
PENSIONER	3	1.8	-	-
OTHERS	6	3.5	1	1.70
<b>4. JOB POSITION</b>				
CLERICAL	43	25.3	3	5.0
SUPERVISORY	30	17.6	7	11.7
MANGERIAL	42	24.7	2	3.3
OTHERS	55	32.4	48	80.0
<b>5. FREQUENCY OF LIBRARY USAGE</b>				
1 OR LESS	41	24.1	11	18.3
2-5 times	84	49.4	28	46.7
6-10 times	25	14.7	5	8.3
>10 times	20	11.8	15	25.0
OTHERS	-	-	1	1.7

**i. Gender**



The above bar charts showed that respondents in Kuching were a balanced group of male and female, however in Miri 55% of respondents were female. Therefore generally library users were more female than male in Miri as compared to Kuching.

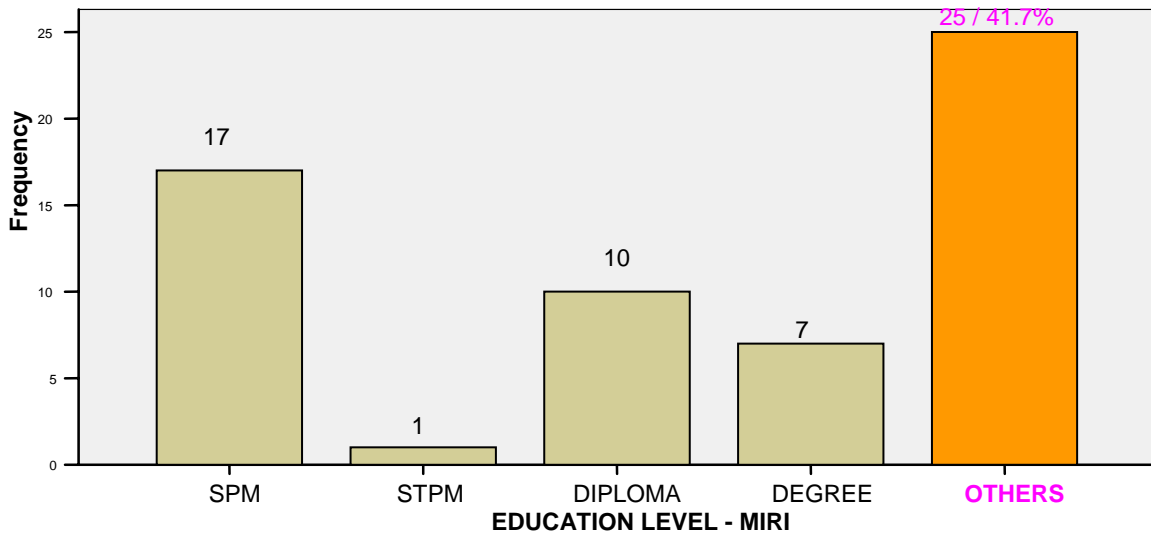
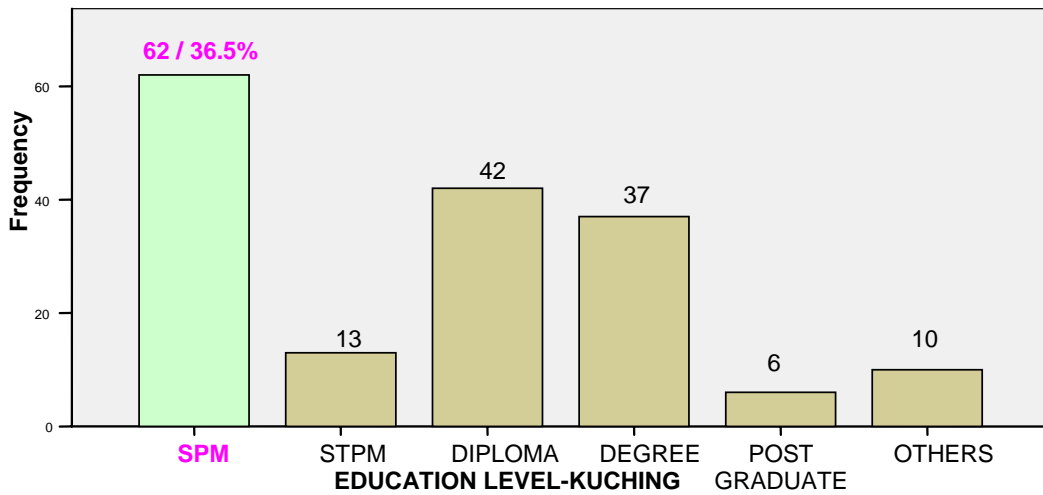
ii. Age



The above bar charts reflected that 37.6%(64) respondents in Kuching were between the age of 21-30 years old. In Miri half (30) of the respondents were aged 17 years and below. It can be concluded that most of the library users in Kuching and Miri may come from the category of university students and school children.

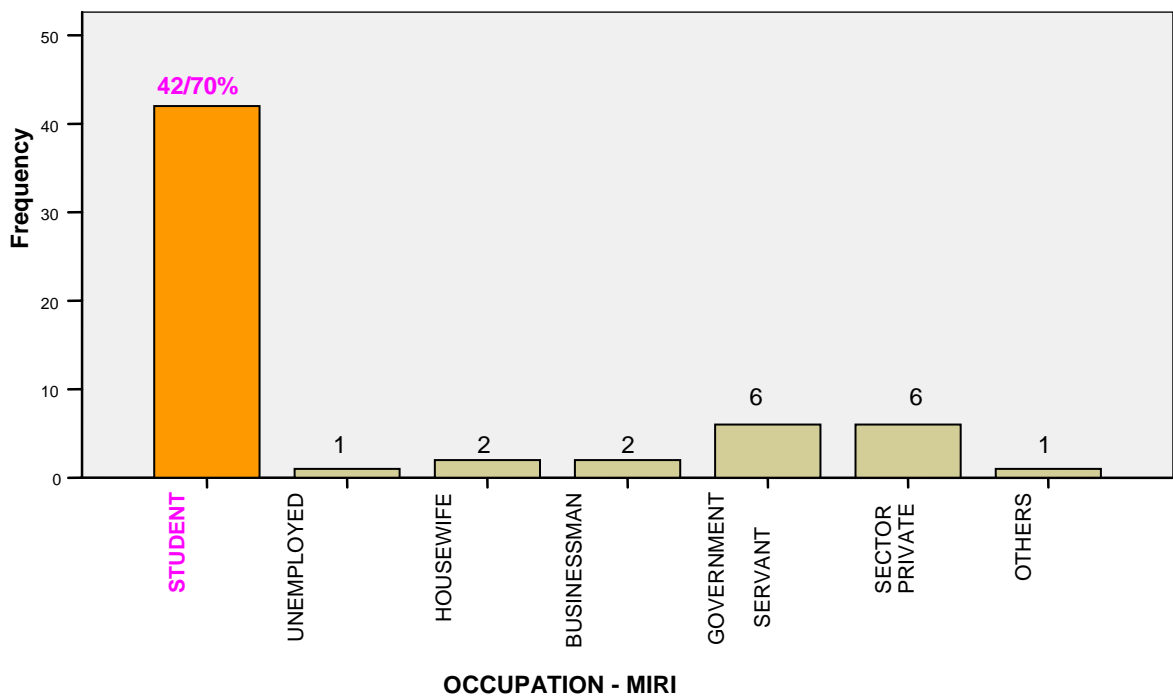
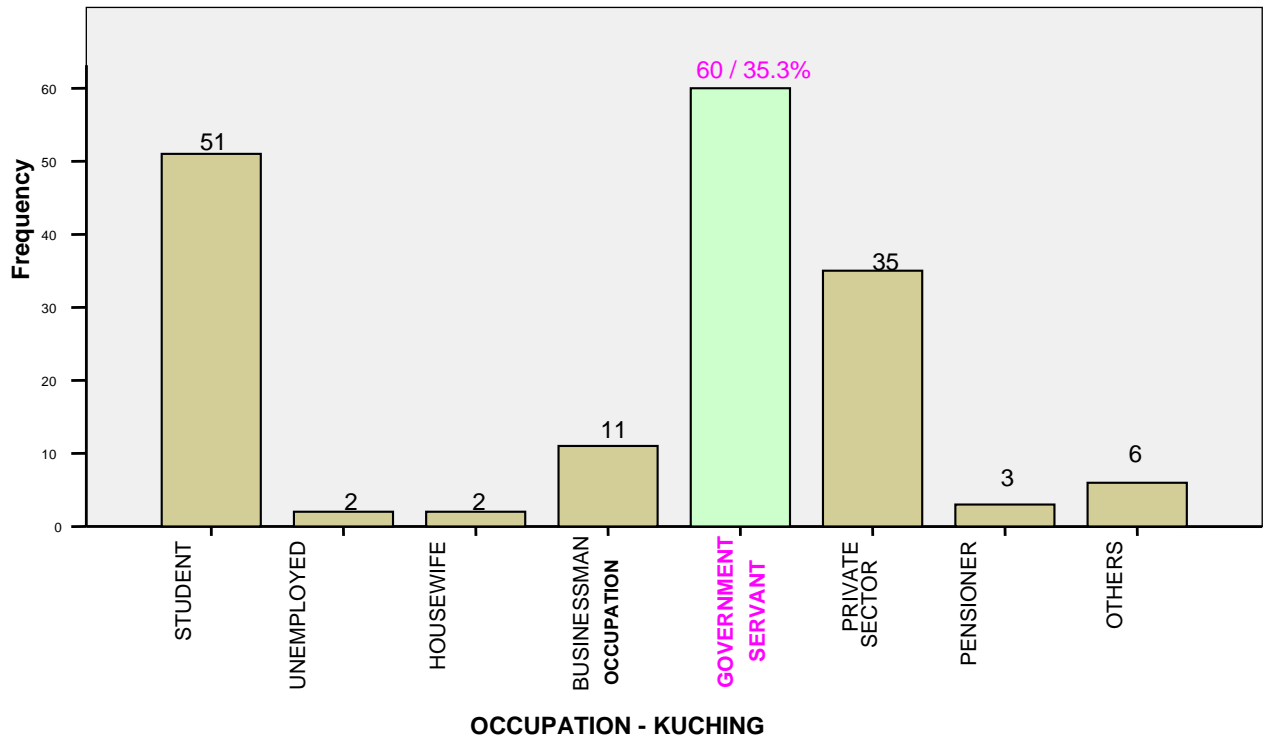


**Education Level**



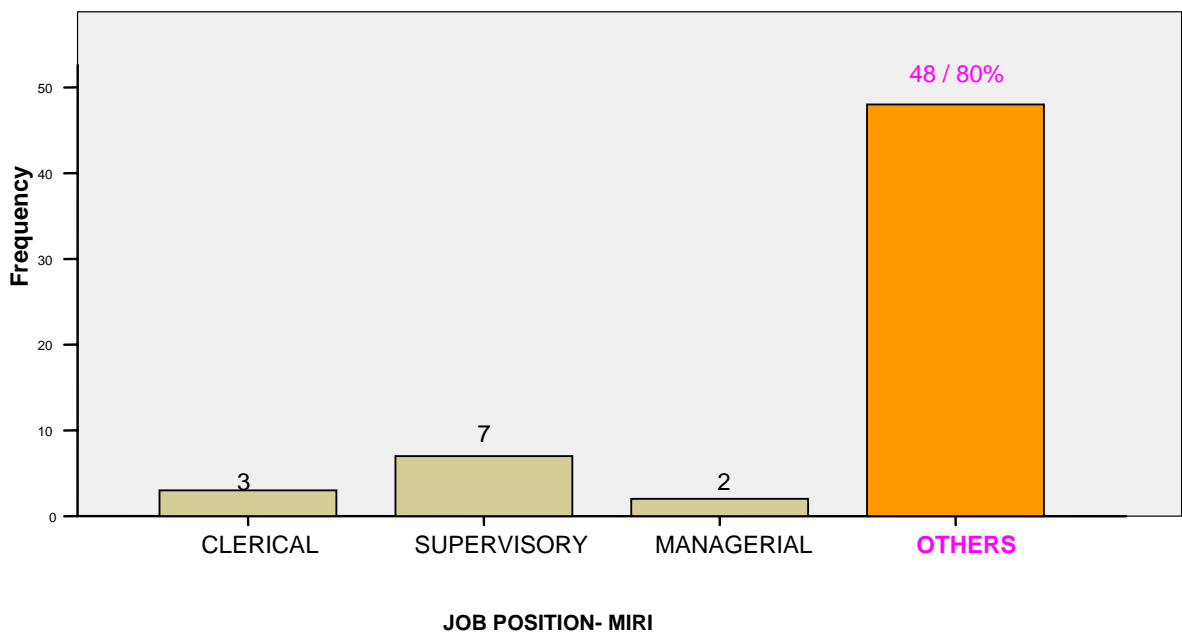
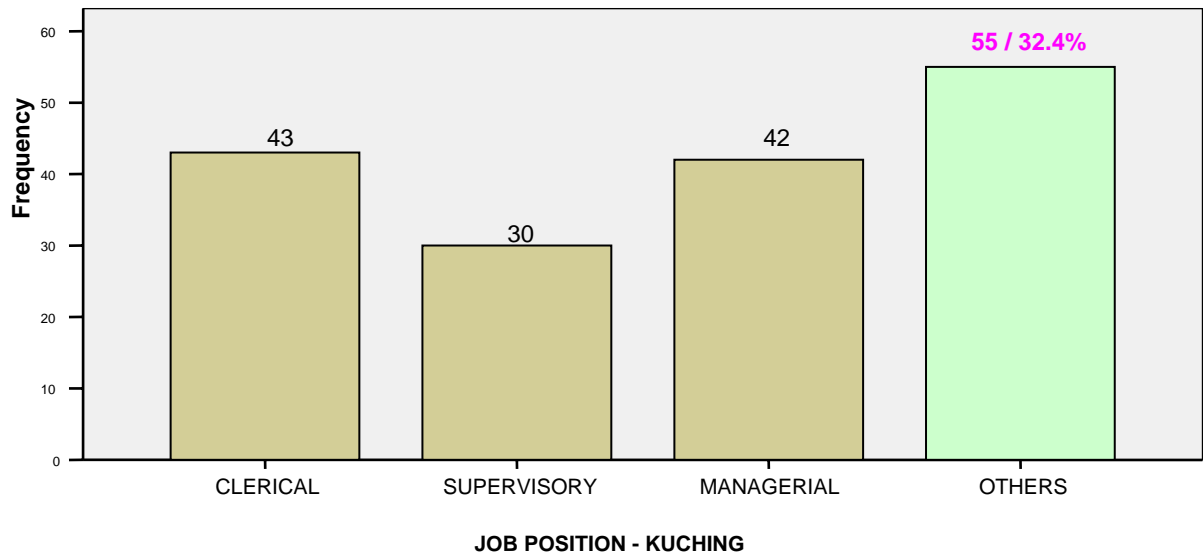
Based on the bar charts above, 36.5% (62) of the respondents in Kuching were SPM holders whereas, 41.7 % ( 25) respondents in Miri did not specify their education background. This finding concurs with the age level of the respondents who were mainly school children and the remainder was perhaps university students in general. Therefore, it is concluded that generally most library users are students.

iii. Occupation



Based on the bar charts above, 35.3 % ( 60) of the respondents in Kuching were mostly comprised of government servants while in Miri majority of the respondents 70% (42) were students. Therefore we can conclude that most library users in Kuching comprised of government workers whereas in Miri, most users are students.

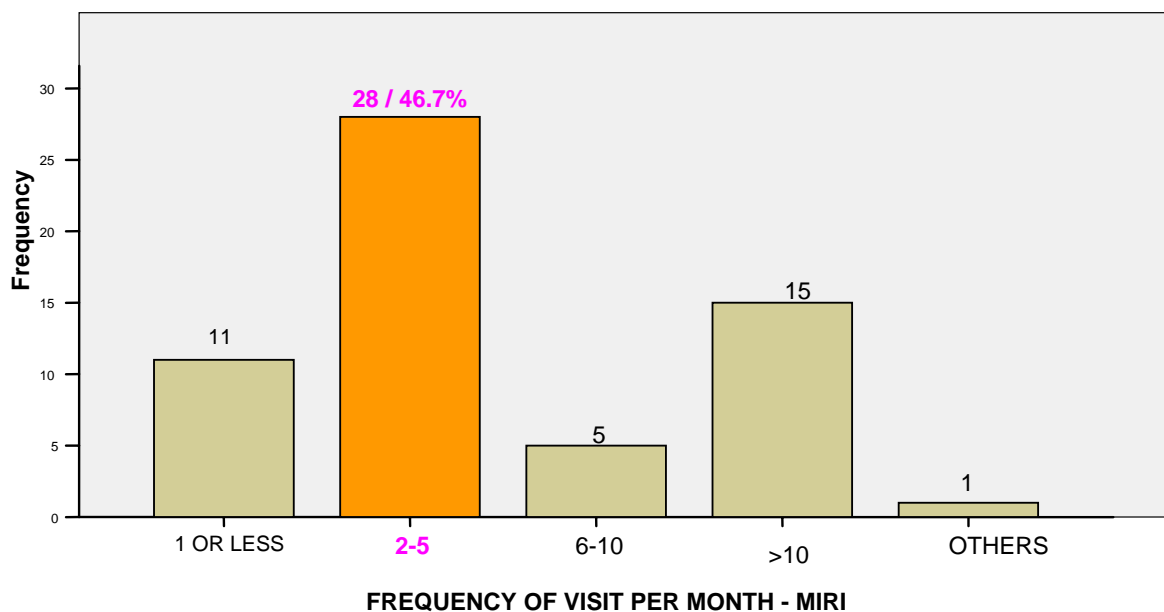
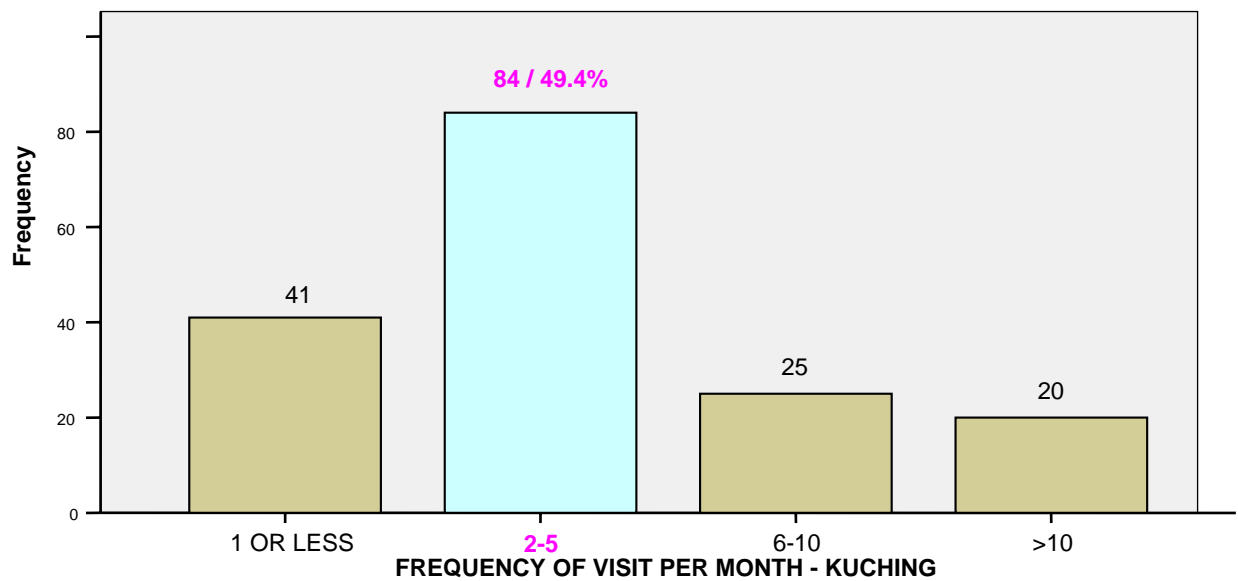
**iv. Job Position**



## Customer Satisfaction Survey 2010

The above bar charts reflects that 32.4% (55) of the respondents in Kuching and a majority of respondents in Miri did not specify their designation of work or perhaps they belong to different levels of job position.

### v. Library visit per month



The bar charts above indicated that in Kuching 49.4% (84) of the respondents and 46.7% (28) of the respondents in Miri had visited the library between 2 to 5 times in a

month. Therefore, it is concluded that on average a public may frequent the library only once a week.

## B. Descriptive Analysis: Mean and Standard Deviations

### 1. Perceived Service Quality

Table 1(a) shows the descriptive statistic on the degree of service quality performed by Pustaka Negeri that was evaluated by respondents in Kuching. From the scale of 1 to 7 (1 is strongly disagree and 7 is strongly agree), the average mean score for all dimensions are only at satisfactory level. Among the four dimensions; Library as a Place scored the highest average mean which is 5.38, followed by Service Affect (5.26); Personal Control (5.22) and Information Access scored the lowest average mean of 4.95. Therefore based on this result, it is concluded that among the four dimensions, Library as a place is one of the main factor that contributes to customers' satisfaction in Kuching as compared to the rest of the aspects of Perceived Service Quality.

**Table 1(a) Perceived Service Quality evaluation among respondents (n=170)**

Items	N	Mean	Std. Deviation
<b>Place</b>			
1. Cleanliness of the place	170	5.7118	1.12759
2. Physical outlook (eg: infrastructure and surroundings)	170	5.5647	1.16097
3. Safety of the place (inside the library building)	170	5.5176	1.19280
4. A one-stop place to get relevant information	170	5.4765	1.11048
5. Conducive environment for research and reference	170	5.4118	1.19955
6. Conducive environment that inspire me to study and learn	170	5.4000	1.22788
7. Conducive place for group learning and group study	170	5.2647	1.25243
8. Quietness of the place	170	5.1176	1.37097
9. Safety of the place (outside the library building)	170	5.0000	1.43085
<b>Average</b>		<b>5.385</b>	<b>1.230</b>
<b>Service Affect</b>			
10. Politeness of library staff	170	5.4471	1.21632
11. Willingness of library staff to help me	170	5.4000	1.20845
12. Library staff made me feel confident	170	5.3647	1.22930
13. Library staff understand my needs	170	5.3176	1.26127
14. Caring attitude of library staff	170	5.3118	1.21255
15. Readiness of library staff to respond to my questions	170	5.2941	1.12343
16. Knowledge of library staff to answer my questions	170	5.2471	1.13477
17. Ability of the library staff to handle library service-related problems well	170	5.2412	1.14383
18. Individual attention from library staff	170	5.1294	1.21420

## Customer Satisfaction Survey 2010

19. Adequate staff to attend to my needs	170	4.8706	1.23354
<b>Average</b>		<b>5.262</b>	<b>1.198</b>

Items	N	Mean	Std. Deviation
<b>Personal Control</b>			
20. User-friendly access tools for me to find things on my own	170	5.2941	1.06946
21. Access to the library collection	170	5.3059	1.12554
22. Website that enables me to locate the information on my own	170	5.2000	1.18970
23. Modern equipment that facilitates the access of information	170	5.2706	1.17053
24. Easy access of information for independent use	170	5.2059	1.09813
25. Accessibility of electronic resources from my home/office	170	5.1235	1.20749
26. Signage that facilitates me to use the library independently	170	5.1000	1.20477
27. Shelving of books for easy accessibility	170	5.2882	1.09565
28. User friendliness of the online services	170	5.2059	1.16607
<b>Average</b>		<b>5.222</b>	<b>1.147</b>
<b>Information Access</b>			
29. Clear guidelines for me to use the library facilities and services	170	5.1647	1.27653
30. Provision of virtual library services (i.e: through online/telephone)	170	5.0647	1.11549
31. Quality of print and / or electronic books	170	5.0294	1.22801
32. Quality of print and / or electronic journal collections	170	5.0000	1.11472
33. Quality of other print and / or electronic reading materials	170	4.9824	1.19404
34. Sufficient number of other print and / or electronic reading materials	170	4.9765	1.15104
35. Timeless of document delivery / interlibrary loans (i.e: on time delivery)	170	4.9000	1.15462
36. Sufficient number of print and / or electronic books.	170	4.8824	1.17077
37. Convenience of opening hours	170	4.8706	1.41662
38. Sufficient number of print and / or electronic journal collection	170	4.7118	1.23287
<b>Average</b>		<b>4.958</b>	<b>1.205</b>

Table 1(b) shows that, from the scale of 1 to 7 (1 is strongly disagree and 7 is strongly agree), the average mean score for dimensions of perceived service quality for Pustaka Miri shows only at satisfactory level. Among the four dimensions; Library as a Place scored the highest average mean of 5.60, followed by Personal Control (5.36), Service Affect (5.21) and Information Access (5.06) which scored the lowest average mean. Therefore based on this result, it is concluded that among the four dimensions, similar to the findings in Kuching, Library as a place is one of the main factor that contributes to customers' satisfaction in Miri as compared to the rest of the aspects of Perceived Service Quality.

## Customer Satisfaction Survey 2010

**Table 1(b) Perceived Service Quality evaluation among respondents (n=60)**

Items	N	Mean	Std. Deviation
<b>Place</b>			
1. Cleanliness of the place	60	5.9000	1.08456
2. Conducive environment that inspire me to study and learn	60	5.7500	1.22992
3. Safety of the place (inside the library building)	60	5.6833	1.46706
4. Conducive place for group learning and group study	60	5.6667	1.23050
5. Conducive environment for research and reference	60	5.5667	1.21246
6. Physical outlook (eg: infrastructure and surroundings)	60	5.5500	1.15605
7. Quietness of the place	60	5.5333	1.43168
8. A one-stop place to get relevant information	60	5.5000	1.09699
9. Safety of the place (outside the library building)	60	5.3167	1.30827
<b>Average</b>		<b>5.607</b>	<b>1.246</b>
<b>Personal Control</b>			
10. Shelving of books for easy accessibility	60	5.4667	1.12697
11. User friendliness of the online services	60	5.4667	1.24147
12. Website that enables me to locate the information on my own	60	5.4167	1.19734
13. Modern equipment that facilitates the access of information	60	5.4167	1.01333
14. Easy access of information for independent use	60	5.3667	.93820
15. Signage that facilitates me to use the library independently	60	5.3667	.99092
16. User-friendly access tools for me to find things on my own	60	5.3500	.93564
17. Accessibility of electronic resources from my home/office	60	5.2333	1.14042
18. Access to the library collection	60	5.2167	1.30308
<b>Average</b>		<b>5.367</b>	<b>1.099</b>
<b>Service Affect</b>			
20. Library staff understand my needs	60	5.4333	1.49991
21. Ability of the library staff to handle library service-related problems well	60	5.3167	.99986
22. Willingness of library staff to help me	60	5.2167	1.36657
23. Politeness of library staff	60	5.2167	1.26346
24. Individual attention from library staff	60	5.2000	1.21850
25. Knowledge of library staff to answer my questions	60	5.2000	1.28617
26. Library staff made me feel confident	60	5.1667	1.43995
27. Readiness of library staff to respond to my questions	60	5.1667	1.31699
28. Adequate staff to attend to my needs	60	5.1333	1.38352
29. Caring attitude of library staff	60	5.0667	1.47138
<b>Average</b>		<b>5.212</b>	<b>1.325</b>
<b>Information Access</b>			
30. Clear guidelines for me to use the library facilities and services	60	5.5500	1.18501
31. Sufficient number of other print and / or electronic reading materials	60	5.1000	1.29798
32. Provision of virtual library services (i.e: through online/telephone)	60	5.1000	1.33658
33. Quality of print and / or electronic journal collections	60	5.0667	1.27381
34. Convenience of opening hours	60	5.0333	1.50667
35. Quality of print and / or electronic books	60	5.0167	1.29525
36. Quality of other print and / or electronic reading materials	60	5.0167	1.35911
37. Sufficient number of print and / or electronic journal collection	60	4.9667	1.27514

## Customer Satisfaction Survey 2010

38. Timeless of document delivery / interlibrary loans (i.e: on time delivery)	60	4.9333	1.35129
39. Sufficient number of print and / or electronic books.	60	4.8833	1.34154
<b>Average</b>		<b>5.067</b>	<b>1.322</b>

## 2. Overall Evaluation

### 2.1 Pustaka Negeri

Table 2, shows the descriptive analysis of the overall evaluation on Pustaka Negeri. From the scale of 1 to 7 (1 strongly disagree and 7 strongly agree), the average mean score shows only satisfactory level at 5.54. Among the elements are; ' *I will recommend this library to others*' scored 5.79, while ' *I will like to continue using the library services*' is at 5.62, and ' *The overall quality of the library services is good*' scored 5.53, whereas ' *I am satisfied with the services provided by the library*' is at 5.52, and ' *The services provided by the library meet my expectation*' is at 5.40, finally ' *I am not disappointed with the services provided by the library*' is at 5.38.

**Table 2 Overall Evaluation on Pustaka Negeri (n=170)**

Items	N	Mean	Std. Deviation
1. I will recommend this library to others	170	5.7941	1.18620
2. I would like to continue using the library services	170	5.6235	1.30067
3. The overall quality of the library services is good	170	5.5353	1.05552
4. I am satisfied with the services provided by the library	170	5.5235	1.07804
5. The services provided by the library meet my expectation	170	5.4000	1.10620
6. I am not disappointed with the services provided by the library	170	5.3824	1.19205
<b>Overall Service Quality/Average</b>		<b>5.543</b>	<b>1.153</b>



## 2.2 Pustaka Miri

Table 3 shows the overall evaluation for the service quality in Pustaka Miri. From the scale of 1 to 7 (1 strongly disagree and 7 strongly agree), the average mean scored for all elements was at 5.69 which is only satisfactory. Among the elements are: 'I will recommend this library to others' scored at 6.01, while '*I would like to continue using the library services*' is at 5.98, and '*The overall quality of the library services is good*' is at 5.61, where as '*The services provided by the library meet my expectation*' is at 5.60, '*I am not disappointed with the services provided by the library*' is at 5.50, finally '*I am satisfied with the services provided by the library*' is at 5.45.

**Table 3 Overall Evaluation on Pustaka Miri (n=60)**

Items	N	Mean	Std. Deviation
1. I will recommend this library to others	60	6.0167	1.15702
2. I would like to continue using the library services	60	5.9833	1.18596
3. The overall quality of the library services is good	60	5.6167	1.34154
4. The services provided by the library meet my expectation	60	5.6000	1.22405
5. I am not disappointed with the services provided by the library	60	5.5000	1.30838
6. I am satisfied with the services provided by the library	60	5.4500	1.25448
<b>Overall Service Quality/Average</b>		<b>5.694</b>	<b>1.245</b>

### C. CROSS TABULATION ANALYSIS

#### Gender versus Information Access

Table 4(a) GENDER \* INFORMATION ACCESS Cross tabulation

		Information Access						Total
		Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
GENDER	MALE	1	3	20	31	28	2	85
	FEMALE	0	5	24	28	23	5	85
Total		1	8	44	59	51	7	170

Table 4(b) GENDER \* INFORMATION ACCESS Cross tabulation

		Information Access						Total
		Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
GENDER	MALE	1	0	4	8	10	4	27
	FEMALE	0	2	8	17	6	0	33
Total		1	2	12	25	16	4	60

Table 4(a) and 4(b) showed that out of 59 respondents in Kuching 31 male had rated 'slightly agree' while in Miri out of 25 respondents, 17 female had the same opinion on the information access of the library. Based on the 7-point Likert Scale, this is only average. Therefore, it is concluded that generally, male users in Kuching and female users in Miri believed that the assessment of the adequacy of the collections currently available in the library as well as the ability of users in accessing the needed information on a timely basis regardless of their location or medium of the resource in question is only average.

#### Gender versus Service Affect

Table 5(a) GENDER \* SERVICE AFFECT Cross tabulation

		Service Affect							Total
		Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
GENDER	MALE	1	1	0	14	23	40	6	85
	FEMALE	0	0	5	15	31	25	9	85
Total		1	1	5	29	54	65	15	170

Table 5(b) GENDER \* SERVICE AFFECT Cross tabulation

		Service Affect						Total
		Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
GENDER	MALE	0	0	4	9	8	6	27
	FEMALE	2	2	4	13	10	2	33
Total		2	2	8	22	18	8	60

Table 5(a) and 5(b) showed that, out of 65 in Kuching, 40 male and 13 female respondents out of 22 in Miri, had rated 'slightly agree' on this element. Based on seven-point Likert scale, this is average. Therefore, it is concluded that generally the female users perceived that the employees of Pustaka Negeri Sarawak is displaying empathy and personal competence especially on the part of instilling confidence in users, readiness to respond to users, willingness to help, ability to handle problems, knowledgeable, courteous and caring however is still short of meeting their expectation.

Gender versus Personal Control

Table 6(a) GENDER \* PERSONAL CONTROL Cross tabulation

		Personal Control						Total
		Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
GENDER	MALE	1	1	15	26	36	6	85
	FEMALE	0	3	21	31	20	10	85
Total		1	4	36	57	56	16	170

Table 6(b) GENDER \* PERSONAL CONTROL Cross tabulation

		Personal Control				Total
		Neutral	Slightly Agree	Agree	Strongly Agree	
GENDER	MALE	4	8	11	4	27
	FEMALE	6	17	9	1	33
Total		10	25	20	5	60

Table 6(a) and 6(b) showed that out of 57 respondents in Kuching, 31 female and 17 out of 25 respondents in Miri who are also female had rated 'slightly agree' to the element of Personal Control. On the seven-point Likert Scale, this is average.

Therefore, it is concluded that generally female users perceived that Pustaka's access tools, access to collections, web-sites, modern equipments and remote accessibility is only moderate. Therefore further attention should also be given to improve these areas especially remote access, web-site user-friendliness, signages and shelving system.

Gender versus Place

**Table 7(a) GENDER \* PLACE Cross tabulation**

		Place						Total
		Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
GENDER	MALE	1	2	8	27	41	6	85
	FEMALE	0	3	13	26	31	12	85
Total		1	5	21	53	72	18	170

**Table 7(b) GENDER \* PLACE Cross tabulation**

		Place					Total
		Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
GENDER	MALE	0	2	6	15	4	27
	FEMALE	1	4	10	16	2	33
Total		1	6	16	31	6	60

Based on Table 7(a) and 7(b), 72 respondents in Kuching, out of which 41 male and 31 respondents in Miri, out of which 16 female had rated 'agree' on Place. On the seven-point Likert Scale, this is good. Therefore, it is concluded that in general, both male and female users perceived that both libraries are a place conducive for their learning needs.

## Customer Satisfaction Survey 2010

### Age versus Information Access

**Table 8(a) AGE \* INFORMATION ACCESS Cross tabulation**

		Information Access					Total	
		Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree		Strongly Agree
AGE	<17	0	0	0	2	6	3	11
	18-20	0	4	6	9	5	1	25
	21-30	1	0	20	24	19	0	64
	31-40	0	2	14	11	10	2	39
	41-50	0	2	3	11	9	0	25
	>50	0	0	1	2	2	1	6
Total		1	8	44	59	51	7	170

**Table 8(b) AGE \* INFORMATION ACCESS Cross tabulation**

		Information Access					Total	
		Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree		Strongly Agree
AGE	<17	0	2	8	12	7	1	30
	18-20	0	0	2	3	7	0	12
	21-30	0	0	2	2	1	2	7
	31-40	0	0	0	7	0	0	7
	41-50	1	0	0	1	1	1	4
Total		1	2	12	25	16	4	60

Based on Table 8(a) and 8(b), 59 respondents in Kuching out of which 24 of them are between the age of 21-30 years old and in Miri a total of 25 respondents of which 12 of them are at the age of below 17 years old had rated 'slightly agree' on Pustaka's Information Access. On the seven-point Likert Scale, this is average. Therefore, it is concluded that generally users aged between 21 to 30 year (old most likely university students) perceived that the information access in the library is barely meeting their expectation. Similarly in Miri, users at the age below 17 years old (most likely secondary school children) perceived that the information access in the library is also barely meeting their needs.

Age versus Service Affect

**Table 9(a) AGE \* SERVICE AFFECT Cross tabulation**

		Service Affect							Total
		Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
AGE	<17	0	0	0	0	4	1	6	11
	18-20	0	0	2	6	7	10	0	25
	21-30	0	1	2	15	21	21	4	64
	31-40	0	0	0	3	17	15	4	39
	41-50	1	0	1	5	4	13	1	25
	>50	0	0	0	0	1	5	0	6
Total		1	1	5	29	54	65	15	170

**Table 9(b) AGE \* SERVICE AFFECT Cross tabulation**

		Service Affect						Total
		Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
AGE	<17	1	2	3	14	7	3	30
	18-20	0	0	4	2	4	2	12
	21-30	1	0	0	3	1	2	7
	31-40	0	0	1	2	4	0	7
	41-50	0	0	0	1	2	1	4
Total		2	2	8	22	18	8	60

Based on Table 9(a) and 9(b), 65 respondents in Kuching of which 21 of them at the age between 21-30 years old most likely university students had rated 'agree' on the library service affect. On the seven-point Likert Scale, this is good. Therefore it is concluded that generally, users between the age of 21-30 years old perceived that the library is displaying empathy and personal competence especially on the part of instilling confidence in users, readiness to respond to users, willingness to help, and ability to handle problems, knowledgeable, courteous and caring. Whereas in Miri, 22 respondents of which 14 of them at the age below 17 years old (most likely secondary school children) had rated 'slightly agree'. On the seven-point Likert Scale, this is only average. On the other hand, in Miri, users at the age below 17 years old perceived that the service affect performed in Miri is barely meeting their expectation.

## Customer Satisfaction Survey 2010

### Age versus Personal Control

**Table 10(a) AGE \* PERSONAL CONTROL Cross tabulation**

		Personal Control					Total	
		Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree		Strongly Agree
AGE	<17	0	0	0	0	5	6	11
	18-20	0	1	7	11	4	2	25
	21-30	0	0	18	23	23	0	64
	31-40	0	3	7	14	11	4	39
	41-50	1	0	4	7	10	3	25
	>50	0	0	0	2	3	1	6
Total		1	4	36	57	56	16	170

**Table 10(b) AGE \* PERSONAL CONTROL Cross tabulation**

		Personal Control				Total
		Neutral	Slightly Agree	Agree	Strongly Agree	
AGE	<17	7	13	8	2	30
	18-20	3	2	7	0	12
	21-30	0	5	0	2	7
	31-40	0	4	3	0	7
	41-50	0	1	2	1	4
Total		10	25	20	5	60

Based on Table 10(a) and 10(b), 57 respondents in Kuching out of which 23 of them between the ages of 21-30 (mostly likely university students) had rated 'slightly agree' on personal control element. Similarly in Miri, 25 respondents out of which 13 of them aged below 17 years old (mostly likely secondary school children) had rated 'slightly agree'. On the seven-point Likert Scale this only reflects average. Therefore, it is concluded that generally users in Kuching between the ages of 21-30 years old perceived that the access tools, access to collections, web-sites, modern equipments and remote accessibility is still only moderate. However in Miri, users at the age below 17 years old had also reflected the same opinion.

Age versus Place

**Table 11(a) AGE \* PLACE Cross tabulation**

		Place					Total	
		Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree		Strongly Agree
AGE	<17	0	0	0	2	4	5	11
	18-20	0	2	5	6	11	1	25
	21-30	0	1	9	21	27	6	64
	31-40	0	2	4	16	14	3	39
	41-50	1	0	3	6	12	3	25
	>50	0	0	0	2	4	0	6
Total		1	5	21	53	72	18	170

**Table 11(b) AGE \* PLACE Cross tabulation**

		Place				Total	
		Disagree	Neutral	Slightly Agree	Agree		Strongly Agree
AGE	<17	1	4	11	13	1	30
	18-20	0	2	2	6	2	12
	21-30	0	0	1	4	2	7
	31-40	0	0	1	6	0	7
	41-50	0	0	1	2	1	4
Total		1	6	16	31	6	60

Based on Table 11(a) and 11(b), 72 respondents in Kuching of which 27 of them at the age of between 21-30 years old (most likely university students) had rated 'agree' on the element of place, whereas 31 respondents in Miri of which 13 of them age below 17 years old (most likely secondary school children) had also rated 'agree'. Therefore, it is concluded that generally users in Kuching and Miri believed that the library is a place conducive for their learning activities.



Education versus Information Access

**Table 12(a) EDUCATION LEVEL \* INFORMATION ACCESS Cross tabulation**

EDUCATION LEVEL	Information Access						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
SPM	1	4	13	22	20	2	62
STPM	0	0	2	2	9	0	13
DIPLOMA	0	2	14	17	8	1	42
DEGREE	0	2	11	14	9	1	37
POSTGRADUATE	0	0	4	2	0	0	6
OTHERS	0	0	0	2	5	3	10
Total	1	8	44	59	51	7	170

**Table 12(b) EDUCATION LEVEL \* Information Access Cross tabulation**

EDUCATION LEVEL	Information Access						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
SPM	1	0	2	8	5	1	17
STPM	0	0	0	1	0	0	1
DIPLOMA	0	0	1	4	3	2	10
DEGREE	0	0	3	3	1	0	7
OTHERS	0	2	6	9	7	1	25
Total	1	2	12	25	16	4	60

Table 12(a) and 12(b) shows that 59 respondents in Kuching of which 22 of them are at SPM level and had rated 'slightly agree' on information access element, while 9 out of 25 respondents in Miri with other education level had also rated 'slightly agree'. On a seven-point Likert Scale this indicates average. Therefore, it is concluded that generally most secondary school students in Kuching perceived that the assessment of the adequacy of the collections currently available in the library as well as the ability of users in accessing the needed information on a timely basis regardless of their location or the medium of the resource in question is barely meeting their requirements. However, users from other education background in Miri also have similar opinion.

## Customer Satisfaction Survey 2010

### Education Level versus Service Affect

**Table 13(a) EDUCATION LEVEL \* SERVICE AFFECT Cross tabulation**

EDUCATION LEVEL	Service							Total
	Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
SPM	0	1	1	7	21	27	5	62
STPM	0	0	2	0	2	8	1	13
DIPLOMA	0	0	2	8	13	17	2	42
DEGREE	1	0	0	11	12	10	3	37
POSTGRADUATE	0	0	0	3	3	0	0	6
OTHERS	0	0	0	0	3	3	4	10
Total	1	1	5	29	54	65	15	170

**Table 13(b) EDUCATION LEVEL \* SERVICE AFFECT Cross tabulation**

EDUCATION LEVEL	Service						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
SPM	0	0	2	5	8	2	17
STPM	0	0	0	1	0	0	1
DIPLOMA	0	0	2	3	2	3	10
DEGREE	1	0	1	3	2	0	7
OTHERS	1	2	3	10	6	3	25
Total	2	2	8	22	18	8	60

Table 13(a) and 13(b) show that 65 respondents in Kuching with SPM background of which 27 of them had rated 'agree' on service affect, based on seven-point Likert Scale this indicate 'good'. Whereas, 22 respondents in Miri of which 10 with other education background had rated 'slightly agree' on the same element, on a seven-point Likert Scale, this indicate 'average'. Therefore, it is concluded that most secondary school children perceived that the library is displaying empathy and personal competence especially on the part of instilling confidence in users, readiness to respond to users, willingness to help, and ability to handle problems, knowledgeable, courteous and caring. On the other hand users from other education background in Miri do not have similar opinion on the service affect performed by the library.

## Customer Satisfaction Survey 2010

### Education Level versus Personal Control

**Table 14(a) EDUCATION LEVEL \* PERSONAL CONTROL Cross tabulation**

EDUCATION LEVEL	Personal Control						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
SPM	0	2	10	22	20	8	62
STPM	0	0	1	5	6	1	13
DIPLOMA	0	1	12	15	12	2	42
DEGREE	1	1	10	11	12	2	37
POSTGRADUATE	0	0	3	3	0	0	6
OTHERS	0	0	0	1	6	3	10
Total	1	4	36	57	56	16	170

**Table 14(b) EDUCATION LEVEL \* PERSONAL CONTROL Cross tabulation**

		Personal Control				Total
		Neutral	Slightly Agree	Agree	Strongly Agree	
EDUCATION LEVEL	SPM	2	5	7	3	17
	STPM	0	1	0	0	1
	DIPLOMA	2	3	3	2	10
	DEGREE	1	4	2	0	7
	OTHERS	5	12	8	0	25
Total		10	25	20	5	60

Based on Table 14(a) and Table 14(b), 57 respondents in Kuching of which 22 of them with SPM background had rated 'agree' on personal control element, on a seven-point Likert Scale this indicate 'good'. On the other hand, 25 respondents in Miri of which 12 of them with other education background had rated 'slightly agree' on the same element. Based on the seven-point Likert Scale this indicates 'average'. Therefore, it concluded that, most secondary school children in Kuching perceived that the library's access tools, access to collections, web-sites, modern equipments and remote accessibility is good. However, in Miri, users from other education background do not hold similar opinion on this element.

## Customer Satisfaction Survey 2010

### Education Level versus Place

**Table 15(a) EDUCATION LEVEL \* PLACE Cross tabulation**

EDUCATION LEVEL	Place						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
SPM	0	3	5	26	23	5	62
STPM	0	0	0	1	11	1	13
DIPLOMA	0	1	9	11	15	6	42
DEGREE	1	1	5	9	19	2	37
POSTGRADUATE	0	0	2	3	0	1	6
OTHERS	0	0	0	3	4	3	10
Total	1	5	21	53	72	18	170

**Table 15(b) EDUCATION LEVEL \* PLACE Cross tabulation**

		Place					Total
		Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
EDUCATION LEVEL	SPM	0	1	3	12	1	17
	STPM	0	0	0	1	0	1
	DIPLOMA	0	1	2	4	3	10
	DEGREE	0	1	1	4	1	7
	OTHERS	1	3	10	10	1	25
Total		1	6	16	31	6	60

Based on Table 15(a) and 15(b), 72 respondents in Kuching of which 23 of them with SPM background had rated 'agree' to Place, while 31 user in Miri with similar education background also gave the same rating. On a seven-point Likert Scale, this indicates 'good'. Therefore, it is concluded that most secondary school children perceived that the library as a place conducive for their learning activities.

## Customer Satisfaction Survey 2010

### Occupation versus Information Access

**Table 16(a) OCCUPATION \* INFORMATION ACCESS Cross tabulation**

OCCUPATION	Information Access						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
STUDENT	0	4	10	18	15	4	51
UNEMPLOYED	0	0	0	1	0	1	2
HOUSEWIFE	0	0	1	1	0	0	2
BUSINESSMAN	0	0	5	2	4	0	11
GOVERNMENT SERVANT	1	3	12	21	23	0	60
PRIVATE SECTOR	0	1	14	12	6	2	35
PENSIONER	0	0	1	2	0	0	3
OTHERS	0	0	1	2	3	0	6
Total	1	8	44	59	51	7	170

**Table 16(b) OCCUPATION \* INFORMATION ACCESS Cross tabulation**

OCCUPATION	Information Access						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
STUDENT	0	2	9	16	13	2	42
UNEMPLOYED	0	0	0	1	0	0	1
HOUSEWIFE	0	0	0	1	1	0	2
BUSINESSMAN	0	0	1	0	1	0	2
GOVERNMENT SERVANT	1	0	0	4	0	1	6
PRIVATE SECTOR	0	0	1	3	1	1	6
OTHERS	0	0	1	0	0	0	1
Total	1	2	12	25	16	4	60

Based on Table 16(a) and 16(b), 59 respondents in Kuching of which 21 of them were government servant had rated 'slightly agree' on the information access element. On the other hand, 25 respondents in Miri of which 16 of them were students also had given the same rating on the element. On a seven-point Likert Scale, this indicates 'average'. Therefore, it is concluded that generally in Kuching, the government servants perceived that the assessment of the adequacy of the collections currently available in the library as well as the ability of users in accessing the needed information on a timely basis regardless of their location or the medium of the resource in question is barely meeting their requirements. In the case of Pustaka Miri, generally students gave the same opinion.

## Customer Satisfaction Survey 2010

### Occupation versus Service Affect

**Table 17(a) OCCUPATION \* SERVICE AFFECT Cross tabulation**

OCCUPATION	Service Affect							Total
	Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
STUDENT	0	0	3	9	14	18	7	51
UNEMPLOYED	0	0	0	0	0	2	0	2
HOUSEWIFE	0	0	0	1	1	0	0	2
BUSINESSMAN	0	0	0	2	5	4	0	11
GOVERNMENT SERVANT	1	1	1	6	18	28	5	60
PRIVATE SECTOR	0	0	1	9	13	11	1	35
PENSIONER	0	0	0	2	1	0	0	3
OTHERS	0	0	0	0	2	2	2	6
Total	1	1	5	29	54	65	15	170

**Table 17(b) OCCUPATION \* SERVICE AFFECT Cross tabulation**

OCCUPATION	Service Affect						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
STUDENT	1	2	5	17	11	6	42
UNEMPLOYED	0	0	0	0	1	0	1
HOUSEWIFE	0	0	0	0	2	0	2
BUSINESSMAN	0	0	0	1	1	0	2
GOVERNMENT SERVANT	0	0	1	3	1	1	6
PRIVATE SECTOR	1	0	1	1	2	1	6
OTHERS	0	0	1	0	0	0	1
Total	2	2	8	22	18	8	60

Based on Table 17(a) and 17(b), 65 respondents in Kuching of which 28 of them were government servant had rated 'agree' on service affect element and on the seven-point Likert Scale this indicates 'good'. On the other hand, 22 respondents in Miri of which 17 of them were students had rated 'slightly agree' on the same element and on the seven-point Likert Scale this indicates 'average'. Therefore, it is concluded that most government servant in Kuching perceived that Pustaka is displaying empathy and personal competence especially on the part of instilling confidence in users, readiness to respond to users, willingness to help, and ability to handle problems, knowledgeable, courteous and caring. On the other hand students in Miri perceived that Pustaka Miri's service affect is barely meeting their expectation.

## Customer Satisfaction Survey 2010

### Occupation versus Personal Control

**Table 18(a) OCCUPATION \* PERSONAL CONTROL Cross tabulation**

OCCUPATION	Personal Control						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
STUDENT	0	1	10	15	18	7	51
UNEMPLOYED	0	0	0	2	0	0	2
HOUSEWIFE	0	0	0	2	0	0	2
BUSINESSMAN	0	0	3	4	3	1	11
GOVERNMENT SERVANT	1	0	11	19	24	5	60
PRIVATE SECTOR	0	3	10	12	8	2	35
PENSIONER	0	0	2	0	1	0	3
OTHERS	0	0	0	3	2	1	6
Total	1	4	36	57	56	16	170

**Table 18(b) OCCUPATION \* PERSONAL CONTROL Cross tabulation**

		Personal Control				Total
		Neutral	Slightly Agree	Agree	Strongly Agree	
OCCUPATION	STUDENT	8	16	15	3	42
	UNEMPLOYED	0	1	0	0	1
	HOUSEWIFE	0	0	2	0	2
	BUSINESSMAN	1	0	1	0	2
	GOVERNMENT SERVANT	0	3	2	1	6
	PRIVATE SECTOR	0	5	0	1	6
	OTHERS	1	0	0	0	1
Total		10	25	20	5	60

Based on Table 18(a) and 18(b), 57 respondents in Kuching of which 19 of them were government servant had rated 'slightly agree' on personal control element. Similarly in Miri, 25 respondents of which 16 of them were students had given the same rating on the element. On a seven-point Likert scale, this indicates 'average'. Therefore, it is concluded that, generally government servants in Kuching and students in Miri perceived that the library's access tools, access to collections, websites, modern equipments and remote accessibility is barely meeting their expectations.

## Customer Satisfaction Survey 2010

### Occupation versus Place

**Table 19(a) OCCUPATION \* PLACE Cross tabulation**

OCCUPATION	Place						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
STUDENT	0	2	7	11	23	8	51
UNEMPLOYED	0	0	0	1	1	0	2
HOUSEWIFE	0	0	0	1	0	1	2
BUSINESSMAN	0	0	4	3	4	0	11
GOVERNMENT SERVANT	1	0	4	23	26	6	60
PRIVATE SECTOR	0	2	5	12	14	2	35
PENSIONER	0	1	1	1	0	0	3
OTHERS	0	0	0	1	4	1	6
Total	1	5	21	53	72	18	170

**Table 19(b) OCCUPATION \* PLACE Cross tabulation**

OCCUPATION	Place					Total
	Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
STUDENT	1	4	13	21	3	42
UNEMPLOYED	0	0	0	1	0	1
HOUSEWIFE	0	0	0	2	0	2
BUSINESSMAN	0	1	0	1	0	2
GOVERNMENT SERVANT	0	0	2	3	1	6
PRIVATE SECTOR	0	0	1	3	2	6
OTHERS	0	1	0	0	0	1
Total	1	6	16	31	6	60

Based on Table 19(a) and 19(b), 72 respondents in Kuching of which 26 were government servants had rated 'agree' on the element of place. Similarly, 31 respondents in Miri of which 21 of students had given the same rating, on a seven-point Likert Scale this indicate 'good'. Therefore, it is concluded that generally government servants in Kuching and students in Miri believed that the libraries are a place conducive for their learning activities.



Job Position versus Information Access

**Table 20(a) JOB POSITION \* INFORMATION ACCESS Cross tabulation**

JOB POSITION	Information Access						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
CLERICAL	0	2	11	11	19	0	43
SUPERVISORY	0	0	6	17	7	0	30
MANAGERIAL	1	3	16	12	8	2	42
OTHERS	0	3	11	19	17	5	55
Total	1	8	44	59	51	7	170

**Table 20(b) JOB POSITION \* INFORMATION ACCESS Cross tabulation**

JOB POSITION	Information Access						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
CLERICAL	0	0	0	2	1	0	3
SUPERVISORY	0	0	0	5	0	2	7
MANAGERIAL	0	0	1	0	1	0	2
OTHERS	1	2	11	18	14	2	48
Total	1	2	12	25	16	4	60

Table 20(a) and 20(b) show that 59 respondents in Kuching of which 19 users of different job position had rated 'slightly agree' on the element of information access. Similarly, in Miri, 25 respondents of which 18 of them from different job position had given the same rating. Based on a seven-point Likert Scale, this indicates 'average'. Therefore, it is concluded that generally users of different job position perceived that the assessment of the adequacy of the collections, accessing the needed information on a timely basis regardless of their location or the medium of the resource is barely meeting their requirements.

## Customer Satisfaction Survey 2010

### Job Position versus Service Affect

**Table 21(a) JOB POSITION \* SERVICE AFFECT Cross tabulation**

JOB POSITION	Service Affect							Total
	Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
CLERICAL	0	0	2	4	16	17	4	43
SUPERVISORY	0	0	0	5	10	15	0	30
MANAGERIAL	1	1	0	11	13	12	4	42
OTHERS	0	0	3	9	15	21	7	55
Total	1	1	5	29	54	65	15	170

**Table 21(b) JOB POSITION \* SERVICE AFFECT Cross tabulation**

JOB POSITION	Service Affect						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
CLERICAL	0	0	0	2	1	0	3
SUPERVISORY	0	0	1	1	3	2	7
MANAGERIAL	1	0	0	0	1	0	2
OTHERS	1	2	7	19	13	6	48
Total	2	2	8	22	18	8	60

Based on Table 21(a) and 21(b), 65 respondents in Kuching of which 21 were of other job position had rated 'agree' on the element of service affect and on a seven-point Likert Scale, this shows 'good' . On the other hand in Miri, 22 respondents of which 19 also from other job positions had rated 'slightly agree' on the same element and on the seven-point Likert Scale this indicates 'average'. Therefore, it is concluded that users of other job positions in Kuching perceived that the service affect performed by the library is good however, in Pustaka Miri, users from other category of work thought otherwise.

Job Position versus Personal Control

Table 22(a) JOB POSITION \* PERSONAL CONTROL Cross tabulation

JOB POSITION	Personal Control						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
CLERICAL	0	3	9	14	13	4	43
SUPERVISORY	0	0	6	9	14	1	30
MANAGERIAL	1	0	12	18	8	3	42
OTHERS	0	1	9	16	21	8	55
Total	1	4	36	57	56	16	170

Table 22(b) JOB POSITION \* PERSONAL CONTROL Cross tabulation

JOB POSITION	Personal Control				Total
	Neutral	Slightly Agree	Agree	Strongly Agree	
CLERICAL	0	3	0	0	3
SUPERVISORY	0	2	3	2	7
MANAGERIAL	0	1	1	0	2
OTHERS	10	19	16	3	48
Total	10	25	20	5	60

Table 22(a) and 22(b) show that 57 respondents in Kuching of which 18 of them from the managerial category had rated 'slightly agree' on personal control element and on the seven-point Likert Scale this indicates 'average'. However, 19 out of 25 respondents in Miri from other category of work had rated 'slightly agree' on this element which indicates only average on the Likert Scale. Therefore, it is concluded that generally the managerial category perceived that Pustaka Negeri's access tools, access to collections, web-sites, modern equipments and remote accessibility is barely meeting their expectations. Similarly, the other category of work had the same opinion pertaining to the element of personal control in Pustaka Miri.

## Customer Satisfaction Survey 2010

### Job Position versus Place

**Table 23(a) JOB POSITION \* PLACE Cross tabulation**

JOB POSITION	Place						Total
	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
CLERICAL	0	2	4	16	17	4	43
SUPERVISORY	0	1	2	11	13	3	30
MANAGERIAL	1	0	10	13	17	1	42
OTHERS	0	2	5	13	25	10	55
Total	1	5	21	53	72	18	170

**Table 23(b) JOB POSITION \* PLACE Cross tabulation**

JOB POSITION	Place					Total
	Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	
CLERICAL	0	0	0	2	1	3
SUPERVISORY	0	0	1	4	2	7
MANAGERIAL	0	0	0	2	0	2
OTHERS	1	6	15	23	3	48
Total	1	6	16	31	6	60

Base on Table 23(a) and 23(b), 72 respondents in Kuching of which 25 of them from other category of work had rated 'agree' on the element of place. Similarly in Miri, 23 out of 31 respondents of other category of work had also given the same rating on this element. On the seven-point Likert Scale this indicates 'good'. Therefore it is concluded that other category of work also believed that the library is a good place conducive for their learning activities.

## D. FREQUENCY ANALYSIS

### Frequency of usage versus Gender

Table 24(a) FREQUENCY OF LIBRARY USAGE \* GENDER Cross tabulation

FREQUENCY OF LIBRARY USAGE PER MONTH	GENDER		Total
	MALE	FEMALE	
1 OR LESS	15	26	41
2-5	44	40	84
6-10	16	9	25
>10	10	10	20
Total	85	85	170

Table 24(b) FREQUENCY OF LIBRARY USAGE \* GENDER Cross tabulation

FREQUENCY OF LIBRARY USAGE	GENDER		Total
	MALE	FEMALE	
1 OR LESS	7	4	11
2-5	11	17	28
6-10	2	3	5
>10	7	9	16
Total	27	33	60

Based on frequency analysis on library usage versus gender as shown on Table 24(a) and 24(b), 44 out of 85 male respondents in Kuching frequent the library at least 2 to 5 times per month as compared to their female counterparts. However, in Miri, 17 out of 33 female respondents use the library at least 2 to 5 times per month.

### Frequency of usage versus Age

Table 25(a) FREQUENCY OF LIBRARY USAGE \* AGE Cross tabulation

FREQUENCY OF LIBRARY USAGE PER MONTH	AGE						Total
	<17	18-20	21-30	31-40	41-50	>50	
1 OR LESS	3	4	16	12	5	1	41
2-5	7	14	31	18	11	3	84
6-10	1	4	12	2	6	0	25
>10	0	3	5	7	3	2	20
Total	11	25	64	39	25	6	170

## Customer Satisfaction Survey 2010

**Table 25(b) FREQUENCY OF LIBRARY USAGE \* AGE Cross tabulation**

FREQUENCY OF LIBRARY USAGE	AGE					Total
	<17	18-20	21-30	31-40	41-50	
1 OR LESS	6	0	2	2	1	11
2-5	15	9	2	2	0	28
6-10	2	1	0	1	1	5
>10	7	2	3	2	2	16
Total	30	12	7	7	4	60

Frequency analysis on library usage versus age as shown on Table 25(a) and 25(b), 31 out of 64 respondents in Kuching between the ages of 21-30 years old had visited the library at least 2 to 5 times per month. However, in Pustaka Miri 15 out of 30 respondents age less than 17 years old had visited the library at least 2 to 5 times per month.

### Frequency of usage versus Education Level

**Table 26(a) FREQUENCY OF LIBRARY USAGE \* EDUCATION LEVEL Cross tabulation**

FREQUENCY OF LIBRARY USAGE PER MONTH	EDUCATION LEVEL						Total
	SPM	STPM	DIPLOMA	DEGREE	POST-GRADUATE	OTHERS	
1 OR LESS	17	3	6	10	2	3	41
2-5	28	7	23	18	2	6	84
6-10	12	2	6	4	0	1	25
>10	5	1	7	5	2	0	20
Total	62	13	42	37	6	10	170

**Table 26(b) FREQUENCY OF LIBRARY USAGE \* EDUCATION LEVEL Cross tabulation**

FREQUENCY OF LIBRARY USAGE	EDUCATION LEVEL					Total
	SPM	STPM	DIPLOMA	DEGREE	OTHERS	
1 OR LESS	3	0	0	2	6	11
2-5	6	0	5	3	14	28
6-10	1	0	2	0	2	5
>10	7	1	3	2	3	16
Total	17	1	10	7	25	60

Frequency analysis on library usage versus education level as shown on Table 26(a) and 26(b), 28 out of 62 respondents in Kuching with SPM qualification had visited the library at least 2 to 5 times a month. For Pustaka Miri, 14 out of 25 respondents with other education background had visited the library at least 2 to 5 times per month.

## Customer Satisfaction Survey 2010

### Frequency of usage versus Occupation

**Table 27(a) FREQUENCY OF LIBRARY USAGE \* OCCUPATION Cross tabulation**

FREQUENCY OF LIBRARY USAGE PER MONTH	OCCUPATION								Total
	STUD' ENT	UN-EMPLOYED	HOUSE-WIFE	BUSINESS-MAN	GOV'T SERVANT	PRIVATE SECTOR	PEN-SIONER	OTHERS	
1 OR LESS	9	0	0	1	12	19	0	0	41
2-5	30	2	1	5	30	12	1	3	84
6-10	8	0	0	4	7	2	2	2	25
>10	4	0	1	1	11	2	0	1	20
Total	51	2	2	11	60	35	3	6	170

**Table 27(b) FREQUENCY OF LIBRARY USAGE \* OCCUPATION Cross tabulation**

FREQUENCY OF LIBRARY USAGE	OCCUPATION								Total
	STUDENT	UN EMPLOYED	HOUSE WIFE	BUSINESS MAN	GOVERN MENT SERVANT	PRIVATE SECTOR	OTHERS		
1 OR LESS	6	1	0	0	1	3	0	11	
2-5	25	0	0	1	1	0	1	28	
6-10	3	0	0	0	1	1	0	5	
>10	8	0	2	1	3	2	0	16	
Total	42	1	2	2	6	6	1	60	

Frequency analysis on library usage versus occupation is shown on Table 27(a) and 27(b), 30 out of 65 respondents in Kuching were government servant who had visited the library at least 2 to 5 times in a month. At Pustaka Miri, 25 out of 42 respondents were student who has visited the library at least 2 to 5 times per month.

### Frequency of usage versus Job Position

**Table 28(a) FREQUENCY OF LIBRARY USAGE \* JOB POSITION Cross tabulation**

FREQUENCY OF LIBRARY USAGE PER MONTH	JOB POSITION				Total
	CLERICAL	SUPER VISORY	MANAGERIAL	OTHERS	
1 OR LESS	13	7	13	8	41
2-5	19	14	19	32	84
6-10	5	4	6	10	25
>10	6	5	4	5	20
Total	43	30	42	55	170

## Customer Satisfaction Survey 2010

**Table 28(b) FREQUENCY OF LIBRARY USAGE \* JOB POSITION Cross tabulation**

FREQUENCY OF LIBRARY USAGE	JOB POSITION				Total
	CLERICAL	SUPERVISORY	MANAGERIAL	OTHERS	
1 OR LESS	1	1	1	8	11
2-5	0	2	1	25	28
6-10	0	1	0	4	5
>10	2	3	0	11	16
Total	3	7	2	48	60

Frequency analysis on library usage versus job position is shown on Table 28(a) and Table 28(b), 32 out of 55 respondents in Kuching from other category of work had visited the library at least 2 to 5 times per month. In Pustaka Miri, 25 out of 48 respondents from other category of work also had the same frequency in terms of library usage.

### E. ANALYSIS ON OPEN-END QUESTION

#### KUCHING

#### **Question 1 - How can the quality of Pustaka Negeri Sarawak be improved?**

(Answers were taken verbatim)

Areas Suggested	Respondents
<b>POLICY</b>	
1. by revising the current service in order to improve it in the future	1
2. improve the opening hour and make it's longer	1
3. improve the silent hour better exspecially during weekends where there are lot of kids	1
4. it posible to operate early	1
5. library opening and closing hours	1
6. more proper signage to use facilities	1
7. more survey from customer and we can no what we can improve	1
8. open early	1
9. operating hour,should open early at 10am	1
10. the opening hours to start at 10 am or earlier during peak hours( exam time for universities & school and to exterd closing hours up to 7pm	1
11. the service can be improve by implement the flexible hours of operating including public holidays and after office hour	1
Total	<b>11</b>
<b>CUSTOMER SERVICE/STAFF</b>	
1. educated the staff to be more friendly, open-minded, well mnner and do more good funtions that are entertaining the youngers	1
2. more counter staff	1
3. staff to be more friendly	1
4. the staff must be good in public relationship	1
5. they need to train their staff in term of giving the good hospitality and try to	1



## Customer Satisfaction Survey 2010

calabrate with education institutions and schools to need of student	
6. to improve on customer service	1
7. to relocate staff counter based on services	1
8. to train more good staff	1
9. upgrade service and train library staff more off them	1
10. upgrading of the counter service	1
Total	<b>10</b>
<b>FACILITIES</b>	
1. free wi-fi	1
2. <i>menambah banyak lagi kemudahan</i>	1
3. more facilities	1
4. to provide more facilities	1
5. to provide part facilities	1
6. use modern tool and teknologi to improve the library section	1
7. more auto chekout machines,more book on music art and craft	1
12. to located security guard outside the library building	1
13. to provie more parking space	1
14. to provide sport facilities	1
Total	<b>10</b>
<b>ACTIVITIES</b>	
1. by making a lot aktivities for the teenager or the adult	<b>1</b>
2. by making more activities for the youth and old people	<b>1</b>
3. create awareness among the staff through attend course about quility, seminar, and so as	<b>1</b>
4. do more mobile library service to school	<b>1</b>
5. I think pustaka can be organized more activities and completion to attract more reader comes	<b>1</b>
Total	<b>5</b>
<b>PROMOTION ON ACTIVITIES</b>	
1. lebih bykn promosi ke sekolah,ipta,ipts bg memeriahkn suasana	<b>1</b>
2. menyediakan banyak aktiviti untuk pelawat yang datang setiap hari contoh buat kuiz buat pengunjung serta iklankan setiap aktiviti yang diadakan pustaka	<b>1</b>
3. more promoion and more program inside	<b>1</b>
4. put more information	<b>1</b>
5. to provide more activities	<b>1</b>
Total	<b>5</b>
<b>EDUCATING PUBLIC</b>	
1. for this time, user needsome basic how to find a book	<b>1</b>
2. if posible,we can online searh the the book through opac that we want go before we go to the place my self	<b>1</b>
3. more information	<b>1</b>
Total	<b>3</b>
<b>STAFF COMPETENCY</b>	
1. I would like to suggest that each libririan be trough and upgraded in their knowledge& understanding of the field at information	<b>1</b>
Total	<b>1</b>

## Customer Satisfaction Survey 2010

<b>WEB SITE</b>	
1. should have less cluttered homepage but with clear info on what atractive available and probly letter media quitly an facilities exist.	<b>1</b>
Total	<b>1</b>

Based on the analysis on the open-ended questions, generally users in Kuching had suggested that in order to improve Pustaka Negeri's service quality; firstly, the library opening hours should be lengthened and made convenient to users. This involves policy matters. Secondly, customer service or staff treatment of users should be improved, as it is often commented that Pustaka's employees need to be further trained in order to improve public relations. Thirdly, the library facilities need to be enhanced and increased such as parking space, free wi-fi services and others. Fourthly, emphasis is given to having more activities for the youth. Fifthly, to intensify promotional efforts especially on Pustaka's activities. Sixthly, the need to educate the public on how to use the library system to search for library items. Finally, the need to increase staff competency in the library field and to enhance the current website to be more organized and not cluttered.

**Question 2: What do you like the most about Pustaka Negeri Sarawak?**  
(Answers were taken verbatim)

<b>PLACE</b>	
1. I like the scenary and landskaping around the building, it's is very nice and interesting	1
2. persekitaran yang mendamaikan dan menyediakan kemudahan internet kepada setiap pengunjung	1
3. the serrounding is beautiful,clear & refreshing	1
4. tempat persekitaran yang mendamaikan dan ketenangan	1
5. very enviroment	1
6. enviroment	1
7. the enviroment and the condusive of the place make me comfortable in doing my research and my study	1
8. nice place	1
9. the enviroment	1
10. comfortable enviroment	1
11. the view of the outside door	1
12. I like the service and the enviroment, many information we can get there	1
13. landskap,beautiful building and good facilities	1
14. enviroment	1
15. the enviroment that unspire me to study a dequate reference book	1
16. nice places	1
17. enviroment	1
18. I like the view of it's lake.about its surrounding so peaceful	1
19. I like that PNS has a enviroment for a student to study	1

## Customer Satisfaction Survey 2010

20. memenuhi segala keperluan harian seperti ilmu, tempat makan dan beribadat	1
21. firstly the surrounding and the good facilities	1
22. persekitaran yang nyaman dan selesa untuk mengulangkaji pelajaran sama ada individu mahupun	1
23. nice place	1
24. the amblance	1
25. the enviroment	1
26. strategic location and peaceful sorrounding	1
27. strategic location and peaceful sorrounding	1
28. the news paper reading room and the peaceful lake view	1
29. the enviroment	1
30. the surrounding	1
31. infrastucture of building	1
32. good enviroment	1
33. good place	1
34. the enviroment	1
35. enviroment	1
36. the building and enviroment	1
37. it is a condusive place for study	1
38. cleanliness	1
39. keadaan persekitaran yang aman dan tenteram	1
40. the enviroment	1
41. the enviroment	1
42. suasana yang bersih	1
43. the most that I dislike is surrounding that make me easy to study and get information.	1
44. the enviroment of this place very peacful	1
45. kebersihan	1
46. the very quiet and clear enviroment	1
47. nice scenary and inspirising enviroment to read and learn	1
48. the enviroment	1
49. the lake	1
50. the view of the outside door	1
51. the beautiful view	1
52. spacius and conducsive enviroment creat the thru hospitaily of the obsesy itself	1
53. the surrounding & convinient place to go	1
54. I like the green images of pustaka negeri sarawak	1
55. the enviroment	1
56. conducsive enviroment to relax	1
57. very tidy	1
58. the conductsive enviroment for study	1
59. nice landskap	1
60. the enviroment	1
61. tempatnya sunyi,ada kolam, sesuai untuk belajar	1
62. nice place	1
63. the conducsive enviroment	1
64. the view of the outside door	1
65. the enviroment	1
66. I like enviroment	1
67. the enviroment	1
68. conducsive enviroment to relax	1
69. pond	1
70. place and enviroment	1

## Customer Satisfaction Survey 2010

71. quite.	1
72. cleanliness	1
73. quite	1
74. provide a comfortable place for study	1
75. the way to getting information	1
76. comfortable area for study	1
	<b>76</b>
<b>FACILITIES</b>	
1. good facilities and quiet environment while studying which is following my needs	1
2. recording corners	1
3. research department	1
4. weekend facilities for children	1
5. facilities, information and location	1
6. PNS have a good in terms of facilities provide and comfortable to public or users	1
7. service	1
8. available online coverage	1
9. wi-fi	1
10. internet service	1
11. kemudahan yang lengkap	1
12. dedicated room for discussion	1
13. activities for children and parent	1
14. make more parking space	1
15. library facilities and service	1
16. easy access of information	1
17. many room, big space	1
18. easy access of information	1
19. access to the internet	1
20. the facilities	1
21. the facilities	1
22. the air conditioner is very effectively	1
23. the facilities	1
	<b>24</b>
<b>LIBRARY COLLECTIONS</b>	
1. resources and information	1
2. the linchon's corner with it's book, tapes ,cd,etc	1
3. any collection	1
4. all book	1
5. all book	1
6. reference book	1
7. bahan bacaan dan rujukan	1
8. I like read book in library	1
9. more online journal for graduate research	1
10. the book	1
	<b>10</b>
<b>CUSTOMER SERVICE/STAFF</b>	
1. friendly staff	1
2. friendly staff	1
3. friendly staff	1
4. staff and the environment	1
5. friendly staff	1
6. friendly staff	1
	<b>6</b>

## Customer Satisfaction Survey 2010

<b>GENERAL</b>	
1. wedding	1
2. noise and no case attitude of users	1
3. read the news	1
4. many type f book	1
5. every perfect	1
6. everything	1
7. all thing in pustaka	1
8. so far is very good	1
9. I like it	1
	<b>9</b>

Analysis on question pertaining to what users like about Pustaka Negeri shows that firstly, most of them like Pustaka because it is a place conducive for learning, its building surrounded by nature, the cleanliness, ambience and quietness of the place. Secondly, its facilities such as Internet services, access to information and public facilities during week end among others, thirdly, the available library collections, and finally its friendly employees.

### **Question 3: What do you dislike the most about Pustaka Negeri Sarawak?** (Answers were taken verbatim)

<b>FACILITIES</b>	
1. no public phone - not funtion -	1
2. no parking space - not enoughh -	1
3. no parking space - not enough	1
4. no free wifi here	1
5. canteen ( food ) not to much choice	1
6. available for parking areas, limited parking for motocycle users	1
7. canteen ( food ) not to much choice	1
8. kantin	1
9. parking space so limited	1
10. parking space so limited and not safe	1
11. the quality of food and service of the café	1
12. parking not enough	1
13. the parking lot is not enough	1
14. the parking lot is not enough	1
15. can't borrow some book from arkib	1
16. I thought that dislike café because lake of food that cheaper	1
17. parking area	1
18. the limited online service	1
19. the cafeterai	1
20. limited parking space	1
21. limited parking space	1
22. parking	1
23. only member can use internet	1
	<b>23</b>

## Customer Satisfaction Survey 2010

(Answers were taken verbatim)

<b>PLACE</b>		
1.	a bit too far to reach unless you have transport because there is no public transport available	1
2.	<i>jarak jauh perlu kenderaan awam untuk ke perpustakaan</i>	1
3.	expensive fuel	1
4.	far from town	1
5.	located far away from my lworking place	1
6.	locatin,too far	1
7.	quite a distance from my house	1
8.	I don't like the tranparent stairscase	1
		<b>8</b>
<b>ENVIRONMENT</b>		
1.	noise	1
2.	the visitor and user the always make noise	1
3.	some of teenagers dnt want to study only make a noise and disturd other people for study	1
4.	sometime noise	1
5.	aircond too cold	1
6.	of the room is too cold temperature	1
		<b>6</b>
<b>POLICY</b>		
1.	i dislike that the PNS only open for 8 hours when I want study longer	1
2.	the bussiness hour and the café. Its need to be improve in future	1
3.	opening time is limited 11-7 only	1
4.	close early	1
5.	cannot bring food inside	1
		<b>5</b>
<b>LIBRARY COLLECTIONS</b>		
1.	I dislike having no up to date newspaper	1
2.	<i>kekurangan bahan bacaan yang tidak lengkap</i>	1
3.	no enough book on bahasa melayu	1
		<b>3</b>
<b>SAFETY</b>		
1.	bad safety outside of the building (Pustaka)	1
2.	security of parking	1
3.	no security past	1
		<b>3</b>
<b>GENERAL</b>		
1.	<i>no komen, tiada yang tidak menyueronokkan kerana di sini semua kemudahan disediakan</i>	1
2.	fhotographer	1
3.	certain deparment and place very good	1
4.	the caferia	1
5.	the transport stairs	1
6.	nothing yet since everything well organise, thanks	1
7.	its very perfect	1
8.	people inside the building at main lobby sometimes cannot behave themselves when enter PNS	1
9.	wedding photographer	1
10.	not welcome entrance	1
		<b>10</b>

(Answers were taken verbatim)

## Customer Satisfaction Survey 2010

---

Analysis on questions on what users dislike about Pustaka Negeri in general shows firstly, facility was most voted as inadequate. Users dislike the fact that there is insufficient parking space at the library and the quality of the food and services provided by the cafeteria does not meet their expectation. Secondly, the distance of the library is too far from their homes or working place, thirdly, users dislike the noisy environment that the library can have at times, fourthly is on the library opening hours which does not meet their convenience. This is again to do with policy matter, fifthly is lack of Bahasa Malaysia books as part of the existing library collections. Finally users also expressed their dislikes on safety issues, whereby outside the library is not safe for them.

### MIRI

**Question 1 - How can the quality of Pustaka Negeri Sarawak be improved?**  
(Answers were taken verbatim)

<b>LIBRARY COLLECTIONS</b>	
1. Can be improved by adding more books related to the studies of PMR/SPM/STPM which is relevant	1
2. Adding more books	1
3. It can be improved by adding more reference books so that it will easy for us to do reference	1
4. Please supply more magazines	1
5. Need to place more book for information	1
6. Import more books	1
7. More books	1
8. More books	1
9. More tradisional books and need some music	1
10. Get more book	1
11. Provide more reference books for students	1
12. Provide do more reference books and computer	1
	<b>12</b>
<b>FACILITY</b>	
1. It can be improved by makings us easily connect to Internet in order to look for information and the staff must be more friendly and up to	1
2. More easy way to borrow the library books	1
3. Need to place more table and chair	1
4. Need to place more table and chair for study purpose	1
5. Improve the internet connection speed	1
6. Pustaka Sarawak must remove all of the speaker on Computer. Because manu people use the computer with very noise sound. Please keep attention for this problem	1
7. Need more table and chairs especially when schools exams are near	1
8. Upgrade the computer and the internet speed	1
9. Improve the speed of internet to search for information	1
10. Provide user latest information and facilities	1
	<b>10</b>

## Customer Satisfaction Survey 2010

(Answers were taken verbatim)

<b>POLICY</b>	
1. Operating hours include Public Holiday	1
2. Increase the number of books	1
3. Change business hours (10am - 8pm/9pm)	1
4. Move air cond	1
5. More bigger space to study	1
6. Open to public @ 9.00am instead of 11.00am	1
7. Do exten longer hour of Service	1
8. More books and let us bring our buys and water in	1
9. More book let us bring our bags abd water in	1
	<b>9</b>
<b>ACTIVITIES</b>	
1. Make more activity	1
2. Make more activity	1
3. Make more effective events to make people love to fo her	1
	<b>3</b>
<b>CUSTOMER SERVICE/STAFF</b>	
1. Quality of service can be improved by provided a friendly worker, comfortable place for everyone to study and more table in library to students who do their work there	1
2. More friendly Staff	1
3. More friendly Staff	1
	<b>3</b>
<b>PROMOTION/ACTIVITIES</b>	
1. Go to the secondary school give them awareness about reading	1
2. Promotion	1
	<b>2</b>
<b>SAFETY</b>	
1. Pustaka Negeri Sarawak should being take notes on these gangstars which will being disturbing the students or users inside Pustaka.	1
	<b>1</b>
<b>GENERAL</b>	
1. 1st time at Pustaka	1
2. The bigger the library the better	1
3. Just improved	1
4. Can find the information by using the computer	1
5. Everything	1
6. Improved from the feedback and comment	1
7. Nothing. The service is perfect. Thumbs up !	1
	<b>7</b>

(Answers were taken verbatim)

For Pustaka Miri, generally users had suggested that in order to improve its service quality; foremost, the existing library collections need to be increased and variety be added. Secondly, facilities in terms of computers need to be upgraded and Internet connections need speed-up at the same time more tables and chairs be made available to meet demands during peak hours. Thirdly, the current library opening hours need to be changed to meet their convenience, which involves Pustaka's



## Customer Satisfaction Survey 2010

policy. Fourthly, Pustaka's staff needs to be more friendly and approachable. Finally, promotion on the library activities needs to be intensified, other than that public safety inside the library need to be enhanced.

### Question 2: What do you like the most about Pustaka Negeri Sarawak? (Answers were taken verbatim)

<b>ENVIRONMENT</b>	
1. A quite place to study	1
2. Convenient, Clean, Quiet	1
3. It clean and col	1
4. Quiet and easy to study	1
5. Quiet environment	1
6. Quiet place for study	1
7. Quietness of the place	1
8. Quietness, cleanliness, spacious, accessible	
9. Quiety study environment	1
10. Quieness and cleanliness	1
11. The cleanliness and good service	1
12. The environment is suitable for studying and doing	1
13. The quiet environment	1
14. The situation and the feeling of peace, quiet place	1
15. The suasana yang quiet and not very hot	1
16. Very quiet	1
17. Very quiet, clean and the information is clear	1
	<b>15</b>
<b>FACILITY</b>	
1. Air cond, the quitness	1
2. Air conditioned, internet access	1
3. Aircond and the surrounding*	
4. Building & facilities	1
5. Can surf internet and borrow boks	1
6. Can use the discussion room with a cheap price and the internet connection not bad	1
7. Can use the discussion room with a cheap price per now	1
8. Do teach the learning of computer	1
9. I can online free and as long as I want when I be a member	1
10. I can online free of charge when I be the member	1
11. I can surf the internet	1
12. It's facility was equipped with modern technology	1
13. Quietness, cleanliness, spacious, accessible*	
14. Reference Books	1
15. The cleanliness and good service*	
16. The internet shut down	1
17. Very quiet, clean and the information is clear*	
	<b>13</b>
<b>PLACE</b>	
1. A proper place to Study	1
2. Good place to do the group learning and group study	1
3. Aircond and the surrounding*	
4. Good infrastructure	1

## Customer Satisfaction Survey 2010

5. Good place to do the group learning and group study	1
6. Good place to study	1
7. It clean	1
8. It clean and col*	
9. It is a peaceful place like no other	1
10. It looks modern	1
11. Quietness, cleanliness, spacious, accessible*	1
12. The conducive surrounding. A great surrounding for students to study	1
13. The library	1
14. Very peaceful and charming	1
15. Very peaceful place for relaxing	1
	<b>12</b>
<b>GENERAL</b>	
1. Everything	1
2. Feel comfortable	1
3. friends	1
4. I like you	1
5. Noisy situation when manu person in Pustaka	1
6. PNS have everything that can hels student to do revision and study	1
7. The have all we need it	1
	<b>7</b>

(Answers were taken verbatim)

Analysis on question pertaining to what users like about Pustaka Miri shows that firstly, the library environment was voted the most significant factor and the fact that the library is quiet, peaceful and clean, makes the library conducive for learning. Secondly, the library facility is chosen because of the free Internet connection for members, and cheaper rate for non-members as well as the pleasant cool environment inside the library makes them comfortable. Finally, users in Miri believed that the library is a place conducive for their learning needs because of its building infrastructure, cleanliness and peacefulness of its surroundings.

**Question 3: What do you dislike the most about Pustaka Negeri Sarawak?**  
(Answers were taken verbatim)

<b>FACILITY</b>	
1. Chair and table not enough	1
2. Not enough books on cooking and we are not allowed to bring our bags and water in which is veri inconvenient*	
3. Insufficient study tables and chairs	1
4. Intenet line and some of the books are outdated	1
5. Lagging of the computer	1
6. No revising book for the students (form 1-form 5), the internet sometimes lagging	1
7. Not enough novels and we cannot bring our bags and water which is very inconvenient	1
8. Not enough table and chair provide in the library	1
9. Poor internet connection speed	1
10. Sometimes, it is full and some location do not have the socket to plug my computer	1
11. The internet speed is slow	1
12. The toilet, upgrade it	1
13. Too crowded sometimes. Insufficient of seats	1
	<b>12</b>
<b>POLICY</b>	
1. Cannot begs sometimes upstairs eventhough I don't bring any unsafety stuff	1
2. Cannot bring our belongings such as bags and water bottles to the library	1
3. Cannot bring the drinking bottle	1
4. Everything must make a member to do it and member fee so expensive to children	1
5. Food Access here	1
6. I can't bring food inside	1
7. I have to be member to use the facility. I don't like being a member to any organisation especially library	1
8. Inability to bring food inside but I actually understand why food is forbidden inside Pustaka	1
9. Not enough books on cooking and we are not allowed to bring our bags and water in which is veri inconvenient	1
10. It has to be a member to use the facilities	1
11. Not allowed to bring bags into the library	1
12. Not enough novels and we cannot bring our bags and water which is very inconvenient*	
	<b>11</b>
<b>ENVIRONMENT</b>	
1. A bit noisy	1
2. Noisy situation when manu person in Pustaka	1
3. Some people are too noisy	1
4. To boring	1
5. To Quiet	1
6. When the group or gangster being "lepak" org talking around in	1

## Customer Satisfaction Survey 2010

Pustaka, noisy	
	<b>6</b>
<b>EMPLOYEES</b>	
1. The staff are a a bit too .... When it comes to helping its customers and the users of the library	1
	<b>1</b>
<b>GENERAL</b>	
1. Do more promotion especially to students	1
2. I dislike you also	1
3. Invite more people/Student	1
4. Receptionist	1
	<b>4</b>

(Answers were taken verbatim)

Analysis on questions on what users dislike about Pustaka Miri in general shows firstly, facility was most voted as inadequate. Users dislike the fact that there are insufficient tables and chairs, overcrowded and poor Internet connection among others. Secondly, is the library's policy, users are not permitted to bring their bags, food and drinks into the library. Thirdly, noisy environment in the library irritate users. Finally, unfriendly employees affected users' judgment about the library.

## **4. Conclusion and Recommendations**

### **4.1 Conclusion**

Overall, the service performance of Pustaka Negeri in Kuching as perceived by users of the library is found to be satisfactory across the four dimensions of library service quality. The values range from 4.95 (Information Access) to 5.38 (Place) on a seven-point Likert Scale. The level of service quality performed by the library concurs with the findings of annual customer satisfaction survey carried out in May 2009.

In Pustaka Miri, generally users perceived that the service performance of the library is also satisfactory across the four dimensions with values range from 5.06 (Information Access) to 5.60 (Place) on a seven-point Likert Scale. However, in comparison with a study conducted in December 2008, the service performance of Pustaka Miri was at an acceptable level of (mean score) 5.69-Information Access to 6.02 for Place. Therefore, it is reflected that the service quality for Pustaka Miri has not shown much improvement.

#### **4.1.1 Perception**

In general, the mean score for the performance of services as perceived by users for the four dimensions are at a satisfactory level both for Kuching and Miri. With Kuching the most preferred element is library as a Place at mean score of 5.38 and Information Access at 4.95 as the least preferred. For Miri, the highest rating was on Place with mean score of 5.60 and the least favoured was Information Access at 5.06.

## 4.2 Recommendations

The recommendations for both libraries to improve the quality of service performed are given based on the following findings:

- i. Quantitative analysis done on the questionnaire which constitutes of close-ended questions for every element to ascertain the level of service quality performed by the library.
- ii. Analysis on the open-ended questions of the questionnaire, taking into consideration the negative and positive suggestions and comments given by all respondents.

**Table 29 Average Mean Score for all dimensions**

Kuching		Miri	
1. Place	5.38	1. Place	5.60
2. Service Affect	5.26	2. Personal Control	5.36
3. Personal Control	5.22	3. Service Affect	5.21
4. Information Access	4.95	4. Information Access	5.06

The overall user's perception on service performed by Pustaka Negeri and Pustaka Miri is only satisfactory in meeting the multi level of users. Both Pustaka Negeri and Pustaka Miri are preferred as a *place* conducive for users' learning activities as shown on Table 29. However users still expects the library to provide adequate parking space, to improve the services of existing cafeteria in terms of food quality and price and the issue on safety outside the library which needs to be addressed seriously. Sufficient tables and chairs be made available especially during peak periods and a more friendly employees in Pustaka Miri are still demanded by users.

Further, both also scored low rating for *Information access*. Therefore, serious consideration should be given to the adequacy of library collections, improvement to the system to enable users to access information on a timely basis whether onsite or off-site as well as the format they can be acquired. The variety and depth of library collections made available and how they can be easily accessed by the users are among the key factors that can increase users' satisfaction. Users still expect the

library opening hours to be extended. As such review on the acceptable opening hours should be considered.

With regards to *service*, both received average rating. Therefore it is recommended that front liners should portray a more friendly service and to intensify the existing customer service efforts. Perhaps refresher customer service courses should be reintroduced, taking into considerations turnover of front liners, being deployed and changed work stations over the years.

On the element of *personal control*, both also received average rating. It is therefore recommended for Pustaka to enhance its online system to enable offsite access and to improve its singages for Kuching as perceived by users to be only average. The same was also required by users of Pustaka Miri.

**-END-**