

# Chapter 1

[Literature](#), [Books](#)



CHAPTER 1 INTRODUCTION

1.0 Introduction To reach the aim of attending library among the students of Faculty of Mechanical Engineering UTM, surveys are conducted by randomly giving questionnaires to the students of Faculty of Mechanical Engineering UTM. The questions focused on their level of satisfactions using library facilities comparing between male and female students. The questionnaires will create a clear and wide understanding of the issue. By focusing on that, real situation identified and related to the global issue of usage of library facilities. We are hoping that this report can convey an adequate analysis and information that can guide us or relevant parties in attending a library and using its facilities especially among students of Faculty of Mechanical Engineering UTM and generally to the people of Malaysia.

1.1 Background of the Problem This study is specially focus on level of satisfaction among students of Faculty of Mechanical Engineering UTM. The report provided informations on different kinds. This report also contain part of the question that will be answered by the students of Faculty of Mechanical Engineering about a week.

1.2 Statement of the Problem We aware that attending library among students is getting decrease in tandem with time. Actually we already know that the importance of the library and its facilities among student cannot be separated. The function of library with student is similar due to the centre of information and knowledge. Due to the library research, it can be measured how far the utilization of a library as a place for developing a self-working such as:

- 2.3.1. Doing assignments
- 2.3.2. Doing thesis
- 2.3.3. Group discussion
- 2.3.4. Group meeting
- 2.3.5. Lend a book, journal, and thesis

We want to evaluate how far the effectiveness of a library as a centre of

developing self-skills. By this study, we can see if the students of FME use a library as a centre of developing skills as we stated above.

### 1. 3 Purpose of the Research

This study identified level of satisfaction among Faculty of Mechanical Engineering using library facilities. But firstly we will make sure are they ever attending library or not. We will separate the people who are attending or nor attending the library first. Because of this, we want to make our study easier and they will give the cooperation perfectly. After we are arranging the students whom attending the library, we will identify are they using the library facilities or not. We are also want to compare between male and female students whom satisfying using library facilities.

### 1. 4 Objectives of the Study

1. 4. 1 To evaluate the level of services provided by librarians between male and female.
1. 4. 2 To evaluate the level of facilities obtain provided by the library.
1. 4. 3 To evaluate the resources achieved by the library correspond to the students.
1. 4. 4 To find what are the factors that can attract students to attend a library. It can be many factors of attraction to come and use library facilities as well.

### 1. 5 Research Questions

In our questionnaire, we will divide a question into 3 parts:

1. 5. 1 Customer Services.
1. 5. 2 Facilities.
1. 5. 3 Resources.
1. 5. 4 Comments.

### 1. 6 Significance of the Study

Findings of the study provided us the information about the importance of using library facilities among students. With this study, it will be improved the level of services provided by librarian. Besides that, the facilities in the library can be added if there was lack of what it should have. In addition, the resources in the library should be increased due of the demanding from students and make it easier to them for lending.

### 1. 7 Scope

The sample for this study is 30 students from Faculty of Mechanical

Engineering UTM that randomly selected whom attending Faculty of Mechanical Engineering library also UTM main library, Perpustakaan Sultanah Zanariah (PSZ). We will divide into 15 male and 15 female students.

It covered students from any courses and years. Questionnaires have been personally distributed respondents which consumed a week. The

questionnaires processed and the data's analyzed accordingly. All data summarized and concluded to justify level of satisfaction among Faculty of Mechanical Engineering using library facilities. CHAPTER 2 LITERATURE

REVIEW 2. 0 Introduction The purpose of writing a literature review is for us to take a critical look at the literature that already exists in the area that we are researching. In this chapter, we discussed about the definition of library, history of the library, facilities in the library, and research in the study. 2. 1

Definition of Library A Library is a place in which literary and artistic materials, such as books, periodicals, newspaper, pamphlets, prints, records, and tapes, are kept for reading, reference, or lending. Besides that, the function of library is collecting such materials, especially when systematically arranged. The materials could be there maybe conditioning in typewriting that printed in books, journal, or manuscript. We might know the additional function of the library is assembling the historical materials. 2. 2

Importance of Library A library plays a very important role in promoting the progress of knowledge. There are many people who love reading. But they can't afford to buy books because the prices of books are very high. So when one becomes a member of a library, he can borrow valuable books. A member can borrow two books at a time and he can keep it with him for two weeks. Libraries are particularly useful for poor children. Even those who are

better off can't afford to buy all the books they require for their studies. For instance, invaluable books like Encyclopedias and large dictionaries cannot be purchased. (Jayanath, 2008) According to Michael Connelly, he said, " The library is a societal tent pole. There are a lot of ideas under it. Knock out the pole and the tent comes down". Connelly says that browsing through physical books brings inspiration of the kind that led him from wandering his campus library's stacks straight to a writing career. " Can something like that happen in a bookless library? I'm not so sure," he says. He said that when we go for lending book by walking to library will make him for wishing an inspiration for him to be. (Connelly, 2005)Proof, he is the bestselling author of The Fifth Witness. That mean, he stated that by going to the library is the beginning of successful life. Our discussion is related about the level of satisfaction among FME students using library facilities. We intend the ideas of research proposal synchronizing to show a function of library facilities. 2. 3 Facilities in the Library According to Jayanath in his blog about the importance of a library (2008), a public library is a place that is open to poor and rich alike. There are mainly two sections in a library. They are the lending section and the reference section. Any member can borrow books from the lending section. Non-members too can use the reference section. They are allowed to enter the section free of charge. They can takedown notes from the books. In addition to these two sections, there is another section in a library. Here any one can do his or her studies under a calm and quiet environment. This section is called " The study room". Some students find it very difficult to do their studies at their homes due to various reasons. This section is particularly useful for such students. 2. 3. 1 Personal

Computer According to Steven Wandell in his essay on IELTS Computer replacing teachers (2007), nowadays, an increasing number of students rely on computers for research and to produce a perfect paper for doing their assignments and project. The computer desktop has been set up in the library by the Centre for Communication Information and Technology and its facilities have been offered to students since 2004 before the name of UTM Computer Centre. All PCs with internet connection are provided for the use of students.

2. 3. 2 Photocopying According to James Watt, the inventor of copy machine (1779), it relied on physically transferring some of the (specially formulated) ink from an original letter or drawing to a moistened thin unsized sheet of paper by means of a press. Photocopying services operated by commercial vendors are provided in the Library. There are staff-operated and self-service photocopying services. In this facility, student can copy a handwritten or typewritten note without typing again by handwriting.

2. 3. 3 Reference Services Based on the Ryerson Library from Ryerson University Library & Archives (2001) state the library is the primary academic information resource for the university. It promotes learning, supports teaching, and enhances scholarly, research and creative activities by building collections and providing expert services and innovative access to information. Reference service at the library is one of the most vital and visible expressions of the library's purpose and mission and is key to the library's service roles: to serve as a centre for information, formal education, research and independent learning. About from that, reference librarian at the reference desk will provide reference services and solve the problem related to library use.

2. 3. 4 Reading Areas According to Robert Summer

(1965), it is possible to conceive of libraries consist of catalog and retrieval facilities only, but most libraries do provide reading space for their patrons. While some people come to use the collections but read their books elsewhere, the availability of tables, chairs, good lighting, and a quiet atmosphere has brought into the library many who want to read and think without using the collection. About from this citation, reading facilities are available on any sites in the library. Users are advised to replace back books on the shelves after usage. Shelving items in the wrong places will result in serious retrieval problems.

## 2. 4 Research in Level of Satisfaction

In our research conducting, we will compare among male and female students of Faculty of Mechanical Engineering whom attending the library and using its facilities. We want to compare because in the citation that we found from Australian Bureau of Statistics, female were more likely to attend the library rather than male. This is an interesting fact that we have to conduct this research among of them base on the Attendance at Selected Cultural Venues and Events, Australia, 2009-10. According to Paone, Kimberly L on the Issues of Gender Public Libraries (2007), the only major gender difference whom attending the library was the girls' tendency to rate libraries as more useful in helping them to meet their personal information needs, making public libraries " female-friendly spaces" for adolescent girls. That mean, female is easier to use library rather than male.

## CHAPTER 3 RESEARCH METHODOLOGY

### 3. 0 Introduction

Research methodology played important role in determining quality of a survey (Dawood, 2000). Hence, specified and appropriated methodology will ensure credibility of any academic survey. Data collection is a process of collecting data from different sources. In this

research, the survey method was adopted to conduct the research and gathered the information needed for the research. The information in the research are mostly primary data due to, it is the team own effort in investigating through the distribution of questionnaires and also conducting the interview sessions to the respective respondents.

### 3. 1 Respondents of the Study

This study is been chosen from Faculty of Mechanical Engineering UTM students as a population. Generally, a population is the bigger target group of this study to which the results of the research are applicable. The good population is the undergraduate students of Faculty of Mechanical Engineering UTM from any courses. Basically, all undergraduate of Faculty of Mechanical Engineering UTM students are the population. The sample is a group of individuals who are involves as respondents who provide the information and data in a research. Findings and conclusions from a research conducted on a sample may be applied or generally applied to the entire population. The selected respondents for instance, 30 undergraduate students of Faculty of Mechanical Engineering UTM who received and returned the questionnaire represent the sample of the research.

### 3. 2 Research Instruments Used

This study uses two instruments which both are generally applied during conducting of any kind of reports and surveys. There are questionnaire and interview. A good result will always be resulted from a perfectly designed of research instruments. Therefore, using these two instruments had given us the appropriated result in tandem of our subject of report.

#### 3. 2. 1 Questionnaire

Questionnaire is a systematic compilation of questions that were distributed to an identified group of people from which information is needed. The people who answer the



questionnaire are the respondents. The use of questionnaire method is very convenient and can cover a wide population. There are two categories of questions in the questionnaire used in the research. First is close ended questions which require the respondents to provided opinions, ideas or comments base on the options provided in the same questionnaire. Two type of close ended questions that being used in this survey were: 3. 2. 1. 1 Scale questions — The Likert-Scale questions is used in the research. Likert-Scale questions used quantifiers such as Strongly Agree, Agree, Disagree, and Strongly Disagree but in our research, we are doing like this scale question just changed into the same meaning like never, sometime, mostly, and always suitable for frequency. 3. 2. 1. 2 Listing/ Choice questions — This question items or choices for the respondents to choose either yes or no. These types are for only first, second, and third part of the questionnaire that will be asked by the respondents. Forth part is asking about their comment about the research question. 3. 2. 2 Interview Second type or instruments being used in this survey was interview. Interview session was conducted to 5 respondents. All answers were recorded and rephrase accordingly. Interview session created more feeling that questionnaire done as it involved eye to eye contact between the interviewer and the respondent. However time spending on interview session had result significant time delay compared to another instrument us of questionnaire. 3. 3. Research Procedure Before the site visit and data collection time, first of all we conducted a discussion with the group to determine the instrument and procedure to collect the data. In carrying out this study, we prepared the questionnaires which include the questions pertaining our research topic. We

randomly selected a reasonable sample (N= 30) from undergraduate students of Faculty of Mechanical Engineering UTM as respondents whom enrolled in any minor courses. Each of our member group separated to give the questionnaires at a specific place. Next, we had chosen five respondents for our interview session whom also from those who completed the given questionnaire.

3. 4. Data Analysis We had used quantitative approach in our research. Quantitative approach that being used according to our objectives. All data obtained from respondents analyzed using Microsoft Excel. To represent the data gathered from the questionnaires, table, graph, and chart are used. Charts or graphs used are based on suitability of the information for easing reference and clear findings to convey the result effectively. Writing discussion stated in the report upon all of the information are processed and concluded. Method that being used was justified as the best method for this research. It emphasis on data integrity and also avoid of inaccuracy result of the research.

#### CHAPTER 4 FINDINGS AND DISCUSSION

##### 4. 0 Introduction

This chapter will discuss the results of the research on the level of satisfaction among the Faculty of Mechanical Engineering students towards library facilities. The findings found from the survey received from 30 students of the Faculty of Mechanical Engineering (FME) and after doing an observation to the FME library and Perpustakaan Sultanah Zanariah (PSZ) library. Data obtained from questionnaires were applied, analyzed, and transformed into useful information. Findings are clearly explained in accordance with our research objectives.

##### 4. 1 Faculty of Mechanical Engineering Students Satisfaction toward Library Customer Service

Female prefer to use library rather than male. This is because there have many

reason why they are more comfortable using the library. From figure 1 shows that female is easier to use library facilities rather than male. First, female is more satisfied with the service that have been provided from librarian than male. From the figure 1, female is 38.89 percent satisfied than male only 35.33 percent. Female is the most satisfied with professional dealing that have given by the librarian with 47 percent, followed by good responds and fulfill promises with 43 percent and friendly and fairly treat with 40 percent.

Furthermore, female is the most users of the library because female prefer to use all the facilities that have been produced by university. Then male prefer to have their own stuff. They will buy all the stuff by his own such as printer and computer. Besides that, female like to do their homework at the library. Not like male, they like to do their homework at their room. This is because male has their own stuff, so they do not need to queue and wait for their turn to use the facilities. Moreover male like to spend some money to get some stuff for their comfortable. Thus, they can do all the works just in their room. They did not have to spend a time to go to library for printing or find some information because they can do these entire things just at their room. While female do not want to waste their money to buy all the stuff because university already provided it to student. So female can spend their money to buy the other needs. Because of that, female prefer to use all the facilities, provided by university because to produce that the administration has spent a lot of money to provide it to the student. According to Tim Parker (2011), men spent about USD701\$ per year to buy an electrics equipment and electronics devices. This is include printer , computer and other device for their own comfortable. About from that, male prefer to use their own stuff

without seeing any budget and facilities that have been provided by university.

#### 4. 2 Faculty of Mechanical Engineering Students Satisfaction toward Library Facilities Service

From the observation that we do, we get that male like to buy their own stuff not like female. So male like to stay at their room only to all the homework. From figure 2 shows that female use library more than male. Based on group study space satisfied, 40 percent female satisfied than male only 30 percent. From this, what we have observed that male prefer to spend their vacant time at their room only. They only use the library when they have to do that. That why for group study space male is lower than female. Male use the library when they have an assignment and the assignment is a group work. Thus, in their group there is a female with them. So they can't do the discussion at their own room. So all the discussions and works do at the library because at the library has all the needed start for the resource to the printing. From the observation also we found that male will use library to do all the assignments and find the information if their own stuff such as printer or computer is harmful. So they do not have any choices while using the library to fulfill their work.

#### 4. 3 Reason why librarian should be friendlier without seeing any gender.

Students do not want to intend any discrimination. That's why the librarian must give a fair treat to both genders no matter who are them. Based on the observation at the library, we found that most of the librarians are male. Because of that, female more satisfied with the services that given by the librarian. Natural behavior of the human is they will give more attention and passionate to the opposite gender. According to Ruben C. Gur (1999), relationship between gender differences in the brain and human

behaviour is a subject of controversy in psychology and society at large. Because of the differences in human's brain. It has influenced human behaviour to more intrigue to the other gender. From this we can state why female is more satisfied than male because the librarian mostly are male, then they prefer to serve female better than male. Based on figure 1 and figure 2 shows clearly that female more satisfied than male. So to attract male come to the library, the administration should take the librarian with same quantity from both genders.

4. 4 Reason why students should aware about the importance using library facilities. As we know at the library, there are many facilities that we can use it for our learning. Some of the stuffs are providing priceless to students and some of them students should pay if they use it. All of the facilities that have been provided by university are subsidized to the students. Based on World Bank statistic (2008), Malaysia government had provided 17.38 percent of government expenditure. Public expenditure on education consists of current and capital public expenditure on education includes government spending on educational institutions (both public and private), education administration as well as subsidies for private entities (students/households and other privates entities). Because of that, all the students should take this opportunity to use all the facilities because our parents spend their salary to pay a tax and money from the tax government given to the university to provide all the facilities to the students. So use all the facilities properly.

CHAPTER 5 CONCLUSION

The research investigated the level of satisfaction among the FME students toward the library facilities and services. Primary data were collected by randomly distributing questionnaires to 30 students. As mentioned earlier in

the introduction the purpose of this study was to identify the level of satisfaction among the FME students towards the library facilities and services. In conclusion, we should bring more female librarian and make the quantities of librarian either male or female are same. Thus, we can make an equivalent service among male and female students due to the opposite gender. Besides that, students need to aware and realize the importance of using the library facilities. The administration of UTM has provided the library facilities to the students as a benefit for them. This is because we are paying a fee per semester to the administration as a terms & condition to be a student in here. In this paying fee include the UTM service charges and of course for facilities in campus. So why not we use the facilities existed in this campus (in our research refer to the library facilities) properly and at the same time we have to pay it. We should courage ourselves to use it well. However these findings are only true for Universiti Teknologi Malaysia (UTM). Faculty Mechanical Engineering students and cannot be generalized to other faculty students. The same study needs to be conducted with students from other faculties to see if there are any similarities with the satisfaction on the library facilities and services on University Technology Malaysia (UTM).

CHAPTER 6 RECOMMENDATION

6. 1 Recommendation Based on the Findings Based on the findings and conclusion of the study, here are several recommendations to be considered:

6. 1. 1 The administrative of the library can establish the café This is because café is the most interesting side where it has beverage and food as a standby for the library users went they feel hungry.

6. 1. 2 The size of the library should be add This is because from the observation on the FME library plan view, it is to small library to fulfill the

FME students and has a narrow space. 6. 2 Recommendation for Future Research Since this study had only focused on FME students it is recommended that further study should be carried out on students from other faculties to see whether there are any similarities in the findings. Furthermore, further research could also explore the different between university library with public library facilities and services. Lastly, although the university library had provide many facilities but some students still prefer to use public library, it good to investigate the main reason why they choose to go to the public library rather than university library. APPENDIX FACULTY OF MECHANICAL ENGINEERING LIBRARY PLAN VIEW \* This library is located at building C23-Level 2 Faculty of Mechanical Engineering.

Nomenclature : UGP = Undergraduate Project PC = Personal Computer tv = Television -QUESTIONNAIRE- Title The Frequency of the FME Students Using Library Facilities Introduction This questionnaire will be asking you based on the facilities of the library including FME’s library and UTM Main Library, PSZ. Gender : No. | Customer Service | Never | Sometime | Mostly | Always | 1 | Library staff treat me fairly and without discrimination | | | | 2 | Library staff are professional in their dealings | | | | 3 | Library staff are friendly | | | | 4 | Library staff take an interest in my needs | | | | 5 | Library staff responds to my request | | | | 6 | Library staff provide accurate answers to my question | | | | 7 | Library staff provide quality service | | | | 8 | Library staff fulfill all their promises to me | | | | 9 | Library staff are difficult to approach | | | | No. | Facilities | Never | Sometime | Mostly | Always | 1 | I am able to access computer work stations in the library | | | | 2 | Computer facilities are satisfied to me | | | | 3 | Printing facilities are adequate | | | | 4 | The

library's collection meets my research needs | | | | 5 | Group study facilities are adequate | | | | 6 | Photocopying facilities are adequate | | | | 7 | Library staff keep me informed about new services | | | | 8 | Library space is adequate | | | | 9 | Study space in the library is adequate | | | | 10. | Student computer room is adequate | | | | No. | Resources | Yes | No | 1 | Resources are appropriate for my course needs | | | 2 | Resources are up to date | | | 3 | Resources are easy to find | | | 4 | Suggestions to find resources elsewhere are good | | | 5 | Recommendations for new or different resources are listened to by library staff | | | 6 | Borrowing facilities are good | | | 7 | You usually find the resources you need: (If not, please answer below question. If your answer is yes, please ignore this question and continue to answer question 8) | | | | \* The library does not have the item | | | | \* All copies/titles are in use | | | | \* The catalogue says the item is in the library but you cannot locate it | | | | \* There are not sufficient resources on the topic you are researching | | | 8. | You usually ask library staff for assistance | | | 9. | You find there are always resources available that address assignment questions | | | No. | Comments | 1 | How often do you use library? Please state that why do you use library? | | | 2 | Do you use other libraries? If so which ones? | | | 3 | Does any service you would like to see offer in the library that are currently unavailable? | | | 4 | Please comment on any other areas pertinent to the college library that are not addressed above | | |