



Monitoring and Evaluation of the Tun Abdul Razak 3 Library Based on the EUCS Model

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ABSTRACT	ARTICLE INFO
<p>Library research is conducted using libraries, such as books, notes, or reports on past research results. A qualitative causality study was conducted as part of the study. The aim is to obtain information about the criteria for librarians and the head of librarianship, obtain feedback on the satisfaction of library users, identify problems faced by users with the collections or infrastructure provided by the library, and identify groups of library materials that users frequently use. The reason is to fulfill one of the project assignments for the Monitoring and Evaluation course. The research method used is qualitative. by using an instrument technique or an online questionnaire form. This is because the researcher does not have time to go to the desired place of observation other than to do various things. Researchers will collect participants according to the respondent's subject specified in the previous report, especially the librarian collecting data. The research place that is focus of research is the university library. Participants use observation and field research as examples of ethnographic techniques. As a result, the authors were able to obtain data and information from the head of the library and librarian, conclude problems and solutions from the data collected, and finally get information about the satisfaction of users who have used the library using the EUCS model.</p> <p>© 2021 Edulib</p>	<p>Article History: <i>Submitted/Received 03 Feb 2021</i> <i>First Revised 30 Apr 2021</i> <i>Accepted 22 May 2021</i> <i>First Available online 28 May 2021</i> <i>Publication Date 31 May 2021</i></p> <hr/> <p>Keyword: <i>EUCS Model,</i> <i>Research,</i> <i>Qualitative.</i></p>

1. INTRODUCTION

According to Sulistyo-Basuki (1991:3), the library is a room, part of a building, or the building itself that is used to store books and other publications, which are usually held according to a specific arrangement for the use of readers, not for sale (Sinaga, 2004). In the sense of books and other publications, this includes all printed materials, books, magazines, reports, pamphlets, proceedings, manuscripts (scripts), sheet music, various musical works, and various audiovisual media works such as films, slides, cassettes, and discs. Black microforms include microfilm, micro fish, and micro opaque (micro opaque). Webster states that a library is a collection of books, manuscripts, and other library materials used for study or reading, comfort, or pleasure.

A library is a structure that houses an extensive collection of information resources and provides services, all of which are controlled for public use by public organizations (governments), institutions, or private entities. Due to the rapid development of the world of information, libraries have developed into warehouses that accommodate various printed, electronic, and non-print resources. In addition, most libraries now offer public internet access.

Colleges did not have campuses in their early history as they are today, and learning can take place anywhere, including at home, in houses of worship, and other locations. A university is not a collection of physical spaces of the building or complex so named; but rather a group of working people involved in scientific activities for a specific purpose. In this case, the word business entity was mentioned in the University of Malaya's initial constitution and followed the universities' development to define the university's concept in their different constitutions. Therefore in Malaysia, the concept of a university as a legal entity has existed since the beginning of the establishment of the first university.

The problem in the study is to run and generate observations online because the dependence on technology is on humans themselves, whether it needs to be done carefully to get the desired results and information immediately.

The collection and implementation library data involved is collected to obtain information regarding the criteria for librarians and head librarians, obtain feedback on user satisfaction with the library, identify problems faced by users with the collection or infrastructure provided by the library, and identify the group of library materials that users frequently use.

Previous researchers have been able to find comparisons. This is because it is a source of inspiration as further researchers find further studies. In addition, previous studies have helped researchers form research analysis data based on the models selected and carried out in the study. However, the researcher can combine the different results and collect them in one desired data analysis.

Next, the researcher summarizes the research, concluding whether the study has not been published or has been. By using the EUCS type model as well, this research can be carried out efficiently and effectively, without having to think long, user convenience to user satisfaction with online libraries or is not very necessary to meet the shortcomings of the library to be improved.

The following is one of the previous studies conducted using the EUCS model. End User Computing Satisfaction (EUCS) is a method to measure users' satisfaction with an application system by comparing the expectations and reality of an information system. (Dalimunthe & Ismiati, 2016). According to Arif Saputra's research, satisfaction is a comparison between expectations and reality (Saputra, 2019). The more in line with expectations with reality, the level of satisfaction will increase and vice versa. User satisfaction is essential in the

development of information systems. The level of user satisfaction with a method can be used as a reference in developing the system itself and finding out the current system's strengths and weaknesses. A sound-quality information system can increase user satisfaction.

2. METHODS

In this section, the method used by the researcher is instrument techniques or online questionnaires. This is so because the researcher did not have time to go to the desired observation place other than to do various things. The researcher will gather participants according to the subjects of the respondents set in the previous report, especially librarians collecting data. The research place that is the focus of the research is the university library. The participant can use observation and field research as examples of ethnographic techniques. This also includes phenomenology, the study of human experience through written or recorded narratives.

The data type is determined according to the instrument used by the researcher. This is because the device used is a questionnaire or online interview to study the five sections set by the data collector as in the report. A total of 31 respondents from Universiti Teknologi MARA Shah Alam filled out the instrument form online, which was distributed for two weeks. Meanwhile, it will be present in certain stages according to the data collection technique. This is not only on one instrument but will depend on how many frames or parts to improve the quality of data collection. Meanwhile, data collection through questionnaires is done by giving various related questions and stating the purpose of the data collected in this research. Qualitative questionnaires were used to determine what had changed due to the program, what the mentees had learned, and what they did differently.

3. RESULTS AND DISCUSSION

Based on the research data, 75% of the respondents are women and the remaining 25% are men. The respondent's level of education consists of the following eight levels of education which are accumulated only six levels of education. The majority, 34.4% Diploma graduates, 25% were Masters graduates, 18.8 SPM (Malaysian Certificate of Education), 12.5% were STPM (Malaysian Higher Certificate), 6.3% were Master's graduates, and the rest SKM (Certificate Malaysian skills level 1-3) 3.1%.

The result of the percentage of respondents employed is a total of 31.3% UiTM Shah Alam students and the general public. 12.5% of the respondents are from UiTM Shah Alam alums, and the remaining 3.1% are from each of the other eight jobs: civil servants, engineers, engineer assistants, food and beverage delivery, school administrators, librarians, assistants librarian, and lastly, housewife.

Table 1. Library Infrastructure

NO	QUESTION	YES [%]	NO [%]	NOT SURE [%]
1	Is the location of this library strategic and easy to reach?	87.1	9.7	3.2
2	Is the place accessible for people in need to find?	93.3	6.7	0
3	Is the library close to settlements and cities?	96.8	3.2	0
4	Is the location of the library easy to find using online methods?	Google Maps: 58.1 Waze: 32.3 Facebook: 6.5 Telegram: 3.2		

NO	QUESTION	YES [%]	NO [%]	NOT SURE [%]
5	Does the library have enough space and make it easy for people to find information?	96.8	3.2	0
6	Does the library have unique rooms for various rooms, such as audiovisual rooms?	68.8	6.3	25
7	Does the library have maximum space for student or public use?	53.1	6.3	40.6
8	Does the library have facilities to access materials, such as computers, wifi, etc.?	93.8	0	6.3
9	Does the library have enough facilities for the public, such as enough tables and chairs?	71.9	6.3	21.9
10	Does this library have infrastructure that can be used by the community, such as toilets, prayer rooms, seminar rooms, etc.?	75	6.3	18.8

Based on **Table 1**, it can be seen that the library's location can be accessed easily by users who can find the library's site quickly. Also, its location is close to cities and settlements. In addition, access to the PTAR library can be searched online through social platforms such as Google maps, Waze, Facebook, and Telegram. In addition, the PTAR Library has various types of facilities that students can use to find information, such as adequate rooms, computers, wifi, tables, chairs, etc. This is related to research conducted by [Nor et al. \(2020\)](#) which states that the PTAR library,

UiTM has good facilities and infrastructure and has quality services and information sources that can meet user needs. It is essential for libraries as sources of information that offer assistance to provide experiences to their users by providing a comfortable learning environment and access to good collections, materials, and technology ([Ahmad et al., 2015](#)). Therefore, the existence of facilities and services provided by this library is one thing that needs to be developed

Table 2. Qualities of the Chief Librarian

NO	QUESTION	YES [%]	NO [%]	NOT SURE [%]
1	Was the head of the library a librarian before assuming the current position?	50	0	50
2	Does the current librarian have the necessary criteria for this position?	57.1	3.6	39.3
3	Do librarians have a library skills certificate before assuming office?	62.1	3.4	34.5
4	Do librarians have a positive attitude as librarians?	100	0	0
5	Does the head of the library have a fair and just attitude throughout being the head or senior librarian?	93.1	0	3.4
6	Have librarians ever worn clothes that did not follow the criteria of wearing being a librarian?	24.1	24.1	3.1

Table 3. Librarian Qualities

NO	QUESTION	YES [%]	NO [%]	NOT SURE [%]
1	Are the librarians in the library composed of experienced librarians and library staff?	58.6	0	41.4
2	Do librarians have the necessary criteria to occupy their positions?	76.7	0	23.3
3	Did the librarian graduate from a library or related study program?	53.3	3.3	43.3
4	Are there enough librarians to help the people who come to the library?	55.2	13.8	31
5	Does the librarian show seriousness in work?	62.1	0	37.9
6	What is the level of seriousness of librarians at work?	7.1	39.3	53.6

Today's college libraries face challenges in contributing to teaching and education, research, consulting, social, expert, and public commitment (Zainal & Ab Razak Bin, 2013). Therefore, the existence of a librarian and librarian is one of the crucial things that need to be in a library because they are the ones who manage and run the library so that they can provide information services to users. Based on **Tables 2 and 3**, it has been stated that the qualifications possessed by the head of the library and librarian in the PTAR library. So, in becoming a librarian, it is necessary to meet specific criteria, and special skills are needed to carry out their responsibilities. In addition, librarians have expertise in carrying out their respective positions, especially in providing services to users. Thus, the role of librarians in providing services to users is one of the essential things related to the quality of services, including every contact with the library and the availability of products and programs that customers want and need because meeting the needs of users in academic libraries has become the primary goal of libraries and librarians. New students come to the university yearly with different needs and expectations (Ahmad et al., 2015).

3.1 Library Collection Type

Based on the data obtained by the researcher, it shows that the list of types of collections in the library of Tun Abdul Razak 3, Shah Alam consists of a group of science and health, encyclopedias, science, fiction, science, history, a collection of literary reference books, art, old transcripts, and displays for architectural subjects in print and electronics.

Table 4. Library Collection Type

NO	QUESTION	YES [%]	NO [%]	NOT SURE [%]
1	Is the collection accessible to users themselves?	66.7	0	29.6
2	Does the library have unique or limited materials?	51.9	3.7	44.4
3	Does the library have digital collections such as E-books, online Articles, OPAC, etc.?	71.4	3.6	25
4	Can the library get materials that are not in the library for users?	40.7	7.4	51.9
5	Does the library provide sufficient reference material for general use other than students?	55.2	10.3	31
6	Does the library have an Audiovisual collection?	53.6	0	46.4
7	Does the library have a unique collection for people with disabilities?	34.5	13.8	51.7

NO	QUESTION	YES [%]	NO [%]	NOT SURE [%]
8	Does the library have collections that differ by age?	82.8	17.2	-

3.2 Library Collection Number



Figure 1. Estimates of existing collections

The results of **Figure 1** show the estimated collection for users in the library, showing the percentage of 78.3% for YES answers, and the remaining 21.7% for NO.

In addition, the data obtained by the researchers in this study shows that the collection with the lowest number is the vocational collection, and the group with the highest number is commerce and literature. Literature. The third question is about the presence of users that can affect the number of collections in the library. Namely, 29.6% marked YES, 18.5% NO, and 51.9% NOT SURE.

Table 5. User Satisfaction

NO	QUESTION	YES [%]	NO [%]	NOT SURE [%]
	Are you satisfied with the infrastructure in the library?	67.0	0	32.1
	What kind of service do you get?	Layanan: 11.1 Informasi: 85.2 Orang Kurang Upaya: 0 Layanan Perpustakaan: 3.7		
	Are you satisfied when you get hospitality services in this library?	Tidak puas hati: 0 Sederhana: 59.3 Sangat puas hati: 40.7		
	Does the library provide an online system such as OPAC?	69.2	0	30.8
	Are you satisfied throughout using the OPAC?	Sangat puas hati: 87 Kurang puas hati: 8.7 Tidak puas hati: 0 Tidak pernah mencuba: 4.3		

College libraries are responsible for preserving scientific communications and critical resources. So user satisfaction depends on the quality of services provided by the library. Concerning customer orientation, quality in the library sector is defined as permanent customer satisfaction. The quality determined from the customer's point of view and not determined by library standards is one of the essential things (Ahmad et al., 2015). Because when users are satisfied with the library's information sources, they not only come back but also talk well about the library to other users (Nor et al., 2020). One way to provide and maintain customer satisfaction is to provide excellent service and an adequate library system. Because in the system's formation, user satisfaction is one indicator of the success of the information system (Azwar et al., 2020). This includes the system in the university library. One of the information systems used in the PTAR library is the Online Public Access Catalog (OPAC).

Based on **Table 5**, it can be seen that customer satisfaction with the infrastructure in the library shows a percentage of 67.9% and pride in the infrastructure in the library. Furthermore, regarding the type of service received by customers is information service which is indicated by a figure of 85.2%. In the third question about satisfaction after receiving services at the library, 59.3% answered that they were pretty satisfied, and the remaining 40.7% were delighted. The PTAR library also provides OPAC and is known by about 69.2% of the respondents. The level of satisfaction using OPAC is 87% delighted, 8.7% stated dissatisfied, as low as 0% disappointed, and the remaining 4.3% never tried.

This is supported by research In conclusion, university library standards in Malaysia are more of a quality and quantity management system involving all materials and their use. This library system is more directed to the users themselves, whether they are more interested in reading and doing work by researching or vice versa. As we know, a library is a public place for those who want to find and need something as a reference for lessons and learning sessions.

Data collectors have found some information from the related library, which results from observations involving everyone. This is because the goals and objectives to be conveyed have been conducted by (Nor et al., 2020) which states that some users are unaware of current awareness, reprographic, and OPAC services. So libraries must strengthen their library facilities, resources, and services.

4. CONCLUSION

Achieved. Even though the results are not encouraging but satisfying, they still produce good results due to the efforts of the related parties.

The collection and implementation of library data involved are collected through data analysis and concluded by data collectors. Therefore, data collectors can finally produce information regarding the criteria for librarians and head librarians, the results of feedback on user satisfaction with the library, identify problems faced by users with the collection or infrastructure provided by the library, and identify the group of library materials. Users frequently use them.

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