

|                                                                                   |                                                                                                                                                                     |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p align="center"><b>SOKONGAN<br/>PENGURUSAN PELANGGAN</b></p> <p align="center"><b>PEJABAT NAIB CANSOLOR</b><br/>SOK/PEL/BR08/KKP LIB</p>                          |
|                                                                                   | <p align="center">BORANG KAJIAN KEPUASAN PELANGGAN<br/>PERPUSTAKAAN SULTAN ABDUL SAMAD</p> <p align="center"><i>Customer Satisfaction Survey Form - Library</i></p> |

Kajian ini bertujuan untuk mendapat maklum balas pelanggan mengenai perkhidmatan, kemudahan dan prasarana yang disediakan di perpustakaan. Sila bantu kami untuk meningkatkan perkhidmatan dengan melengkapkan soal selidik ini.

*The aim of this survey is to get customer feedback on the services, facilities and infrastructure provided by the library. Please help us serve you and others better by taking a few minutes to answer the questions below.*

**1. Kategori (Category)**

|                          |                                                                                                                                                     |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Pelajar Ijazah/Diploma/Asasi Sains Pertanian/Pra-Diploma<br>(Undergraduate/Diploma/Foundation Studies for Agricultural Science/Pre-Diploma student) |
| <input type="checkbox"/> | Pelajar Pasca Siswazah (Postgraduate Student)                                                                                                       |
| <input type="checkbox"/> | Staf Akademik (Academic Staff)                                                                                                                      |
| <input type="checkbox"/> | Staf Bukan Akademik (Non Academic Staff)                                                                                                            |

**2. Jantina (Gender)**

|                          |               |                          |                    |
|--------------------------|---------------|--------------------------|--------------------|
| <input type="checkbox"/> | Lelaki (Male) | <input type="checkbox"/> | Perempuan (Female) |
|--------------------------|---------------|--------------------------|--------------------|

**3. Fakulti/Bahagian/Institut/Pusat (Faculty/Division/Institute/Centre)**

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**4. Nyatakan Perpustakaan yang anda nilai (Please indicate which library you are evaluating)**

|                          |                                                                                   |
|--------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> | Perpustakaan Utama (Main Library)                                                 |
| <input type="checkbox"/> | Perpustakaan Perubatan dan Sains Kesihatan (Medicine and Health Sciences Library) |
| <input type="checkbox"/> | Perpustakaan Perubatan Veterinar (Veterinary Medicine Library)                    |
| <input type="checkbox"/> | Perpustakaan Kejuruteraan dan Seni Bina (Engineering and Architecture Library)    |
| <input type="checkbox"/> | Perpustakaan Kampus Bintulu (Sarawak) (Bintulu (Sarawak) Campus Library)          |

**5. Berapa kerapkah anda mengunjungi perpustakaan? (How frequent do you visit the library?)**

|                          |                                         |                          |                                                   |
|--------------------------|-----------------------------------------|--------------------------|---------------------------------------------------|
| <input type="checkbox"/> | Setiap hari (Everyday)                  | <input type="checkbox"/> | Satu kali seminggu (Once a week)                  |
| <input type="checkbox"/> | Tiga kali seminggu (Three times a week) | <input type="checkbox"/> | Lain-lain, sila nyatakan. (Other, please specify) |
| <input type="checkbox"/> | Dua kali seminggu (Twice a week)        | <input type="text"/>     |                                                   |

**6. Berapa kerapkah anda menggunakan pangkalan data atas talian? (How frequent do you use online data bases?)**

|                          |                                         |                          |                                                   |
|--------------------------|-----------------------------------------|--------------------------|---------------------------------------------------|
| <input type="checkbox"/> | Setiap hari (Everyday)                  | <input type="checkbox"/> | Satu kali seminggu (Once a week)                  |
| <input type="checkbox"/> | Tiga kali seminggu (Three times a week) | <input type="checkbox"/> | Lain-lain, sila nyatakan. (Other, please specify) |
| <input type="checkbox"/> | Dua kali seminggu (Twice a week)        | <input type="text"/>     |                                                   |

Sila pilih nombor tahap kepuasan dan kepentingan anda bagi setiap perkhidmatan/kemudahan perpustakaan di bawah. Biarkan kosong perkara yang tidak berkaitan.

*Please select the number associated with your satisfaction and importance level for each of the library services/facilities below. Leave items blank if not applicable.*

| Tahap Kepuasan/ <i>Level of Satisfaction</i>           | Tahap Kepentingan / <i>Level of Importance</i>       |
|--------------------------------------------------------|------------------------------------------------------|
| 1. Sangat tidak memuaskan ( <i>Very dissatisfied</i> ) | 1. Sangat tidak penting ( <i>Very unimportant</i> )  |
| 2. Tidak memuaskan ( <i>Dissatisfied</i> )             | 2. Tidak penting ( <i>Unimportant</i> )              |
| 3. Sederhana ( <i>Moderately Satisfied</i> )           | 3. Sederhana penting ( <i>Moderately important</i> ) |
| 4. Memuaskan ( <i>Satisfied</i> )                      | 4. Penting ( <i>Important</i> )                      |
| 5. Sangat memuaskan ( <i>Very Satisfied</i> )          | 5. Sangat penting ( <i>Very important</i> )          |

| Bil.<br>(No.) | Perkara (Items)                                                                                                              | Tahap Kepuasan<br>(Level of Satisfaction) |   |   |   |   | Tahap Kepentingan<br>(Level of Importance) |   |   |   |   |
|---------------|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---|---|---|---|--------------------------------------------|---|---|---|---|
|               |                                                                                                                              | 1                                         | 2 | 3 | 4 | 5 | 1                                          | 2 | 3 | 4 | 5 |
| 1.            | Suasana pembelajaran (suhu dan pencahayaan)<br><i>Learning environment (temperature and lighting)</i>                        |                                           |   |   |   |   |                                            |   |   |   |   |
| 2.            | Kemudahan komputer<br><i>Computer facilities</i>                                                                             |                                           |   |   |   |   |                                            |   |   |   |   |
| 3.            | Sistem Hotspot (WiFi/Wireless)<br><i>Hotspot System (WiFi/Wireless)</i>                                                      |                                           |   |   |   |   |                                            |   |   |   |   |
| 4.            | Koleksi perpustakaan (cth : buku, jurnal)<br><i>Library collections (eg. books, journals)</i>                                |                                           |   |   |   |   |                                            |   |   |   |   |
| 5.            | Pangkalan data/jurnal/buku atas talian (cth : Science Direct)<br><i>Online databases/journals/books (eg. Science Direct)</i> |                                           |   |   |   |   |                                            |   |   |   |   |
| 6.            | Perkhidmatan Rujukan<br><i>Reference Services</i>                                                                            |                                           |   |   |   |   |                                            |   |   |   |   |
| 7.            | Susunan buku/jurnal di rak<br><i>Shelving of books/journals</i>                                                              |                                           |   |   |   |   |                                            |   |   |   |   |
| 8.            | Mesin pinjaman layan diri/Kotak pemulangan buku<br><i>Self check machine/Book drop machine</i>                               |                                           |   |   |   |   |                                            |   |   |   |   |
| 9.            | Kemudahan salinan foto<br><i>Photocopying facilities</i>                                                                     |                                           |   |   |   |   |                                            |   |   |   |   |
| 10.           | Staf yang mesra pelanggan<br><i>Friendly staff</i>                                                                           |                                           |   |   |   |   |                                            |   |   |   |   |

Sila beri komen/cadangan anda untuk maklum balas yang berskala antara **1-3** bagi membantu kami meningkatkan perkhidmatan dan kemudahan perpustakaan.

*Kindly give your comments/suggestions for response(s) which you have rated between 1-3 to enable us to improve our services and facilities.*

Terima kasih di atas kerjasama anda.  
*Thank you for your cooperation.*

Sila kembalikan soal selidik ini ke Meja Penasihat Pengguna, PSAS atau mana-mana cawangan perpustakaan.  
*Please return this questionnaire to Reader's Advisory Desk, PSAS or any branch library.*