

Latfi, Nur Aina Aliaa Ahmad; Izhar, Tengku Adil Tengku

Article

A study on library space and users satisfaction of academic library users need

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Table of Contents

- 1 **AN ANALYSIS ON THE MOBILE READINESS OF AMERICAN FORTUNE TOP 500 COMPANIES' WEBSITES**
JUYUN CHO , Colorado State University, USA
JONGHEON KIM, Auburn University – Montgomery, USA
- 21 **CRITICAL SUCCESS FACTORS FOR KNOWLEDGE REPOSITORY IMPLEMENTATION: CONTENT, TECHNOLOGY AND PROMOTION**
NORFATIN FARHANAH ZAMANI , Universiti Teknologi MARA , Malaysia
TENGGU ADIL TENGGU IZHAR, Universiti Teknologi MARA, Malaysia
- 44 **A STUDY ON LIBRARY SPACE AND USERS SATISFACTION OF ACADEMIC LIBRARY USERS NEED**
NUR AINA ALIAA AHMAD LATFI , Universiti Teknologi MARA, Malaysia
TENGGU ADIL TENGGU IZHAR, Universiti Teknologi MARA, Malaysia
- 63 **RECENT DEVELOPMENT ON KEY DETERMINANTS OF EMPLOYEES' INNOVATIVE WORK BEHAVIOR IN KNOWLEDGE INTENSIVE FIRMS**
NUR FARHANA ZAIDI, Universiti Teknologi MARA , Malaysia
NUR AFIFAH YAKUB , Universiti Teknologi MARA , Malaysia
TENGGU ADIL TENGGU IZHAR, Universiti Teknologi MARA , Malaysia

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A STUDY ON LIBRARY SPACE AND USERS SATISFACTION OF ACADEMIC LIBRARY USERS NEED

Nur Aina Aliaa Ahmad Latfi and Tengku Adil Tengku Izhar

Faculty of Information Management
Universiti Teknologi MARA
UiTM Selangor, Malaysia

Abstract

In the modern year of academic library nowadays most of the library are focus in designing their entire library space in tackle the issues on the number of gate count and circulation activities. Consideration on the importance of various spaces which can give satisfaction towards the users need indirectly open the eyes of academic library in doing this initiative as the main goal in achieving the target. The value on whole planning is really required as to support both activities, which is teaching and learning. The aim of this paper focuses on the study on satisfaction of various library spaces that available inside the academic library of Kolej Profesional Mara Beranang, Malaysia. The study is been conducted using quantitative method in which questionnaires have been distributed to 100 respondents and all the questionnaire have been return to be analyzed. The finding of the research that focus on the satisfaction towards four types of space which is collaboration space, individual space, interaction space and community space have give a clear picture on the level of satisfaction on the various need of space. This study is essentially suitable for the chief librarian for any types of library in doing their steps in improving the library physical in the good sense.

Keyword: Academic library, Satisfaction, Collaboration space, Individual Space, Interaction Space, Community space

1. Introduction

Academic library is been consider as the heart of university because the bound of collection available make the users can retrieve the material needed in such a meaningful ways (Brophy, 2005). According to Reitz (2016), academic library is a building that been available in the college, university or other postsecondary education institution which the responsibilities is to manage all information resources that meet the students, faculty and staff needs. In order, to make the academic library been use wisely this organization need to build and plans a comprehensive space that satisfied their users needs. It is necessary for academic library to make sure they provide comprehensive space for the students and academicians in order for them can enjoy their learning and knowledge sharing activities. It is practical that planning a library for library learning condition is need to be based on the user centered and most importantly can provide the efficiency in the library usage for the staff also for their work every day. Increasing in the demand from the user especially the student and the lecturer to serve their wide variety of needs and make the academic library become the one place that are comfortable to be visited for fulfill the purpose.

In the recent year of rapid technology most of the users are prefer to use the website in searching the information that they want to acquire and this lead to the decline in the number of users come and use the academic library as a place for retrieving valuable information. Confirm by the Montgomery (2014), it stated that the advance of technology where the users can access to the electronic material such as book, journals article and other related material via internet have make the library

gate count and circulation activity been decline. Furthermore, the availability of the internet give users an advantage in retrieving information that readily available. The users tend to search or browse the internet in acquiring any material or resources that they want which can suit their need on certain topic or subject of academic or non-academic information. According to Houlihan (2005), the present of internet and web make the student of academic library alert on the readily information. There is also a statement that indicates the decline on circulation activity, use of library printed material and reference service when the number of user tend to browse electronic resources has increase from time to time.

Other than that, the problem for decline of gate count and circulation activities can be seen in the context of space provide in the library. Minimum space for the users in doing various activities make the users does not preferred come to library in using the service available inside the building. Seung & Tae (2015), indicate that the student sometimes not capable to find appropriate space that can suit their individual or group activities. They also stated that the academic library do not fully utilized and structured the space which it leads to the wrong structure or arrangement of space. The wrong arrangement of space sometimes makes the library become crowded and it affect the users to find the space in doing their activities. In fact, if the users be able to get the place or space to make their individual or group activities but they would not done their work more productive because of the minimum space (DeClercq & Cranz, 2014).

The aim of this paper is to the study on users satisfaction of various library spaces that available inside the academic library. In order to achieve this aim, we propose a framework based on users satisfaction by looking at four different variables such as collaboration, individual, interaction and community. The variables are define from the literature review as a platform for the propose framework.

The remainder of this paper is organized as follows. Section 2 discusses the literature review and proposed framework. Section 3 is methodology. Section 4 is the case study discuss on the findings and results. A general discussion and future work are given in Section 5. The final section contains some concluding remarks.

2. Literature Review

2.1 User's satisfaction

As been understand users satisfaction is towards providing the need of people which it contribute to meet the level of individual or group needs. Besides that, it also been understand as the level of need that been fulfill which looking towards the good service provide by the organization or company. The level of satisfaction can be seen from the aspect of users satisfied on the some aspect of their need. In this research context the level of satisfaction been seen from the aspect of variety library space available inside the library which meet the need of users. In the Canadian universities libraries, most of the student rank the library as a place that provide a welcoming environment and comfortable place for them to do their work or individual activities in the building. Furthermore, to determine the satisfaction on the space provided by library that can support the student learning or knowledge discovery. From the finding of the Ojennus & Watts, (2015) about 40% of student need space which they can get help for the reference and research purpose. A part from that, the level of satisfaction also can be seen from the part of giving satisfaction on fully utilized the library. As been indicate that in order to make the users fully utilize the library the availability of

various space and support with useful equipment can attract the student to use the library maximally. Confirmed by the author Bryant, Matthews & Walton (2009), indicate that the student are mostly bring along the laptop and extension cable to the library and use the space that equipped with power supply either in doing the individual or group works. Other than that, availability of various spaces can contribute in giving satisfaction towards a better service and facilities. Having a good balance in term of providing service or facilities that meet the need of user can also direct to the level of satisfaction. Confirmed by Beard & Dale (2010), having a balance space and equipment to each individual and group space will provide their need and requirement. As from that, the varieties of space also can give satisfaction on the impact of learning activities. According to Hunter & Cox (2014), the availability of different study space can really give big impact on supporting the student learning activities in the university.

2.2 Collaboration

The collaboration space is the energetic area which the student will interact with each other in order to perform some learning and knowledge discovery activities. Basically, collaboration had been understood as creating something new and sharing the idea on the some activities (Elliott, 2007). According to the Fatt & Su (2016), the researcher defines the space as a place where the student will interact to each other and will work together in doing some interest activities. The further definition is touch on space which the group of student or users make the process on sharing knowledge or idea on some interesting topic (Young & Schottenfield, 2014). Usually, the need of this space is to develop some place which can contribute to the process of doing the work in a team or also been call teamwork (Dallis, 2016). This has been mention also by the Young & Schottenfield (2014), which stated that the collaboration space inside the libraries is to provide the users in making their task or work in a group. The attention to have the collaboration space in the academic library is to give the student opportunity to communicate on their work activities like doing the group assignment. It is require that this space have good furniture and equipped with electricity power supply in supporting the group work. Having this type of space is importance because it really helps the student to build better learning environment in the group.

The student usually use this space in doing the activities like brainstorm the group work idea and making preparation for presentation for example editing the slide (Ramsden, 2011). There are also users or student who use this space in the process of learning and study activities which involve studying past year paper in a group, discuss the lecturer note and sharing the information via internet (Beard & Dale, 2010). Students are also use the space because they can easily find friends and get the resources in doing their work (Webb, Schaller & Hunley, 2008). This collaboration space usually has been set apart by items which are the seating design, furniture, flexibility and adaptability, equipment and ambience. All the item will be discuss in order to briefly give understanding towards the item that is included in this space.

2.3 Individual

The individual space basically had been understood as a place for individual to do their work individually. Need for the individual space is for the people who really required the space for thinking and making a creative work which the individual use

the critical thinking in producing the idea towards their interest. It is necessary to have the individual space inside the library building this is because to give each of the students to perform their task individually without been disturb with other people (Massis, 2012). Finding by the previous author that shown about 88.2% of students dedicate to this type of space in performing individual works (Oliveira, 2016). The minimum level of noise really help individual to done their job in such effective and efficient ways. Furthermore, focusing to the learning process having this space can help the individual to focus on their study. Seung & Tae (2015), mention that most of the students prefer to have the silent area in order to more focus on their activities especially for reading or study. According Bryant, Matthews & Walton (2009), stated that large quantity of student really need the space or room which can give them opportunities to study or doing their work individually. The individual space also needs to be equipped with the technology so that the users can make use the equipment in their space. Beard & Dale (2010), indicate that students really require the silent space with the availability of printed material and the technology which help them perform their task in a good ways. This individual space usually has been set up by items which are focusing area, noise level, technological equipment and furniture.

2.4 Interaction

According to the Fatt & Su (2016), the interaction space is a space that been design for the library users especially for student to work together with the library resources, librarians or expert and services. Although nowadays many of library provide the service in online form e-resources it is still need for the library physical space been fully utilized by the academic users especially student in order to get require information and experience their time in using space provided in the academic library. This space basically include on using printed materials, use of resources and software and meet the expert like librarian in order to get personal consultation. The library need to well planned and design this space because it will give the student opportunities to interact with resources or event the library staff. This interaction space usually has been set apart by items which are interact with librarian, interact with resources, interact with technology and interact with the service.

2.5 Community

Community space or can often been known as social space is a place where the users are interact to each other in informal ways. According to Montgomery (2014), he stated that this space is a place which the users make the activity like conversation and learning from each other. As been know that academic library are been consider as the heart of university in supporting the teaching, learning and knowledge discovery it is required that the library could have the community or social space for the university member in doing their informal activities. Finding from previous author shows that about 28% like to have social space in performing activity in the large area (EunYong, Tae & Velez, 2013). Including this type of space will give benefit to the entire academic users to interact or communicate to each other in a leisure place or space. Been mention by the Beard & Dale (2010), have said that the modern environment of learning in library is by having a social or community space complete with network facilities in order for them to communicate to other people. A part from that, there is authors that stated that this space are really importance for the users to communicate to each other and it is a place that very useful to the university

community (Bryant, Matthews & Walton, 2009). This community space usually has been set apart by items which are the discussion room, audiovisual room, lecture theatres, and leisure area.

As from the brief explanation of previous study many of the author have indicate that the need of academic users nowadays are towards having a valuable space for them in doing their activities or work at the library. Not only that, recent research also indicate that redesign the library space from printed collection to the condition of more flexible, networked learning environment and sociable can indirectly improved the library customer service (Ellison, 2016). The eager of users especially student to have varieties of space in the library make the librarian do some initiative in redesign their library and providing a suitable and useful space which can meet the different activities of the student. Furthermore, looking to the previous study the authors also have stated that in the 21st century nowadays most of the users change their style in using the library which they tend to look for a place that can suit the varieties of learning, knowledge discovery and even the teaching activities. Users especially student really require the space that can suit their individual and group work. Varieties of space complete with the equipment are the useful service that the academic library needs to engage to. This is because it will attract the users to come and used the library in doing their activities and indirectly can produce the maximum number of library usage. Besides that, the availability of varieties space and complete with equipment like technology can tackle the issues on decline number of gate count and also circulation activities.

2.6 Proposed Framework

From the previous study on the library space a researcher have produce a framework that which been shown in the Figure 1. Basically, this study would like to investigate the level of user's satisfaction on the varieties of space available in the academic libraries. There are four independent variables and one dependent variable involve in this research as it been presented in Figure 1. The variable basically was been identify after doing some reading and review towards the previous study. In this section, the definition of each variable been explained and the description towards all variables been discussed in details.

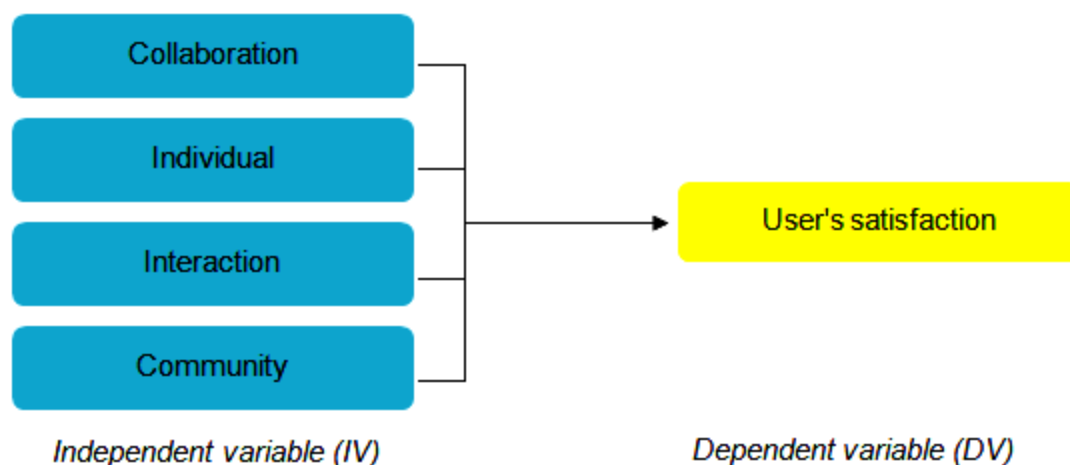


Fig.1. Theoretical framework.

3. Methodology

This research is conducted using questionnaire as the medium of instrument for this study it is required that to know the population or target population and sampling process. This study is conducted at the academic libraries of Kolej Professional Mara Beranang. Kolej Profesional Mara Beranang (KPMB), Malaysia. The study focuses on the student of Kolej Profesional Mara Beranang. The number of population involve is 134. As the research been conducted at specific organization therefore research setting for this study would be at the organization level which the finding will reflect to the entire organization. Unit of analysis will be individual this is because we collect data from each student which this student been know as data resources. A part from that, if the number of respondent feedback from the questionnaire distribute is meets with the sample generalization process can be also perform. The sampling data are calculated using the Raosoft sample size calculator in order to know the number of sample size. This tool is available online and can be access through (<http://www.raosoft.com.samplesize.html>). After using the software in calculating the size of population the result have show that about 100 respondent are been needed in doing this research. Question is developed by looking to the previous study and the researcher understanding towards each of variable. The study include the close-ended question which the users will be responds to the option in choosing the answer which based on Likert-type scale. Inside the questionnaire also there is one open ended question been ask to the users.

4. Findings and Results

4.1 Frequency Analysis

In this section, the analysis is focus on interpreting the results, which is based on the measurement for sample data. Table 1 showed detailed statistic about the distribution of sample.

Table 1. Demography

	Gender	Age	Race	Course	Semester
N Valid	100	100	100	100	100
Missing	0	0	0	0	0
Mean	1.70	1.15	1.04	2.48	4.25
Median	2.00	1.00	1.00	3.00	5.00
Mode	2	1	1	3	5
Std. Deviation	.461	.479	.281	.745	1.480

The table shows that the valid value of 100 samples was collected and no missing value is reported. Based on the 100 data that has been collected, the frequency analysis been conducted for each data in order to identify patterns that affect the frequency of the sample.

4.1.1 Collaboration

The first question in the “Collaboration” dimension of the independent variable refers to the level of varieties of seating space in the library. The mean value for this analysis is 3.86. A total number of 55 respondents answered that they agree with the statement and only 5 respondents who disagree with the statement. On the other hand, a total number of 22 respondents answers mixed feeling or neutral and only 18 respondent answers strongly agree with the statement.

Table 2. Collaboration 1

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	5	5.0	5.0	5.0
Mixed Feeling	22	22.0	22.0	27.0
Valid Agree	55	55.0	55.0	82.0
Strongly Agree	18	18.0	18.0	100.0
Total	100	100.0	100.0	

The second question in the “Collaboration” dimension of the independent variable refers to the level of varieties of furniture in the library. The mean value for this analysis is 3.90. A total number of 47 respondents answered that they agree with the statement and only 5 respondents who disagree with the statement. On the other hand, a shared total number of 24 respondent’s answers mixed feeling or neutral and strongly agree with the statement.

Table 3. Collaboration 2

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	5	5.0	5.0	5.0
Mixed Feeling	24	24.0	24.0	29.0
Valid Agree	47	47.0	47.0	76.0
Strongly Agree	24	24.0	24.0	100.0
Total	100	100.0	100.0	

The third question in the “Collaboration” dimension of the independent variable refers to the level of varieties of portable furniture in the library. The mean value for this analysis is 3.86. A total number of 51 respondents answered that they agree with the statement and only 1 respondent who strongly disagree with the statement. On the other hand, a total number of 22 respondents answers mixed feeling or neutral and only 5 respondent answers disagree with the statement. About 21 respondents who is strongly agree with the statement that been construct.

Table 4. Collaboration 3

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	1	1.0	1.0	1.0
Disagree	5	5.0	5.0	6.0
Mixed Feeling	22	22.0	22.0	28.0
Agree	51	51.0	51.0	79.0
Strongly Agree	21	21.0	21.0	100.0
Total	100	100.0	100.0	

The fourth question in the “Collaboration” dimension of the independent variable refers to the level of varieties of technological equipment in the library. The mean value for this analysis is 3.50. A total number of 51 respondents answered that they agree with the statement and only 1 respondent who strongly disagree with the statement. On the other hand, a total number of 22 respondents answers mixed feeling or neutral and only 5 respondent answers disagree with the statement. About 21 respondents who are strongly agree with the statement that been construct.

Table 5. Collaboration 4

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	15	15.0	15.0	15.0
Mixed Feeling	31	31.0	31.0	46.0
Agree	43	43.0	43.0	89.0
Strongly Agree	11	11.0	11.0	100.0
Total	100	100.0	100.0	

The fifth question in the “Collaboration” dimension of the independent variable refers to the level of varieties of group space and suitable character and mood in the library. The mean value for this analysis is 3.82. A total number of 50 respondents answered that they agree with the statement and only 1 respondent who strongly disagree with the statement. On the other hand, a total number of 23 respondents answers mixed feeling or neutral and only 6 respondent answers disagree with the statement. About 20 respondents who strongly agree with the statement that been constructed.

Table 6. Collaboration 5

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	1	1.0	1.0	1.0
Disagree	6	6.0	6.0	7.0
Mixed Feeling	23	23.0	23.0	30.0
Agree	50	50.0	50.0	80.0
Strongly Agree	20	20.0	20.0	100.0
Total	100	100.0	100.0	

4.1.2 Individual

The first question in the “Individual” dimension of the independent variable refers to the level of focus in doing individual work. The mean value for this analysis is 3.80. A total number of 38 respondents answered that they mixed feeling or neutral with the statement and 37 respondents who agree with the statement. On the other hand, a total number of 23 respondents answers strongly agree and only 1 respondent answers disagree and strongly disagree with the statement.

Table 7. Individual 1

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	1	1.0	1.0	1.0
Disagree	1	1.0	1.0	2.0
Mixed Feeling	38	38.0	38.0	40.0
Agree	37	37.0	37.0	77.0
Strongly Agree	23	23.0	23.0	100.0
Total	100	100.0	100.0	

The second question in the “individual” dimension of the independent variable refers to the level of minimum noise. The mean value for this analysis is 3.68. A total number of 46 respondents answered that they agree with the statement and only 1 respondent who strongly disagree with the statement. On the other hand, a total number of 29 respondents answers mixed feeling or neutral and only 8 respondent answers disagree with the statement. About 16 respondents who strongly agree with the statement that been constructed.

Table 8. Individual 2

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	1	1.0	1.0	1.0
Disagree	8	8.0	8.0	9.0
Mixed Feeling	29	29.0	29.0	38.0
Agree	46	46.0	46.0	84.0
Strongly Agree	16	16.0	16.0	100.0
Total	100	100.0	100.0	

The third question in the “individual” dimension of the independent variable refers to the level of technological equipment. The mean value for this analysis is 3.87. A total number of 55 respondents answered that they agree with the statement and only 1 respondent who strongly disagree with the statement. On the other hand, a total number of 18 respondents answers mixed feeling or neutral and only 6 respondent answers disagree with the statement. About 20 respondents who strongly agree with the statement that been constructed.

Table 9. Individual 3

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	1	1.0	1.0	1.0
Disagree	6	6.0	6.0	7.0
Mixed Feeling	18	18.0	18.0	25.0
Agree	55	55.0	55.0	80.0
Strongly Agree	20	20.0	20.0	100.0
Total	100	100.0	100.0	

The fourth question in the “individual” dimension of the independent variable refers to the level of suitable furniture. The mean value for this analysis is 3.88. A total number of 60 respondents answered that they agree with the statement and only 4 respondents who disagree with the statement. On the other hand, a total number of 20 respondents answers mixed feeling or natural. About 16 respondents who strongly agree with the statement that been constructed.

Table 10. Individual 4

	Frequency	Percent	Valid Percent	Cumulative Percent
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	Disagree	4	4.0	4.0	4.0
	Mixed Feeling	20	20.0	20.0	24.0
Valid	Agree	60	60.0	60.0	84.0
	Strongly Agree	16	16.0	16.0	100.0
	Total	100	100.0	100.0	

4.1.3 Interaction

The first question in the “interaction” dimension of the independent variable refers to the level of easily get help from the librarian or library staff in this library. The mean value for this analysis is 3.83. A total number of 49 respondents answered that they agree with the statement and only 1 respondent who disagree with the statement. On the other hand, a total number of 26 respondents answers mixed feeling or neutral and 4 respondent respond to the disagree towards the statement. About 20 respondents who strongly agree with the statement that been constructed.

Table 11. Interaction 1

	Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly Disagree	1	1.0	1.0
	Disagree	4	4.0	5.0
Valid	Mixed Feeling	26	26.0	31.0
	Agree	49	49.0	80.0
	Strongly Agree	20	20.0	100.0
	Total	100	100.0	

The second question in the “interaction” dimension of the independent variable refers to the level of easily get the resources that are needed. The mean value for this analysis is 3.87. A total number of 50 respondents answered that they agree with the statement and only 5 respondents who disagree with the statement. On the other hand, a total number of 24 respondents answers mixed feeling or natural. About 21 respondents who strongly agree with the statement that been constructed.

Table 12. Interaction 2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	5	5.0	5.0
	Mixed Feeling	24	24.0	29.0

Agree	50	50.0	50.0	79.0
Strongly Agree	21	21.0	21.0	100.0
Total	100	100.0	100.0	

The third question in the “interaction” dimension of the independent variable refers to the level of easily make use of IT service and facilities available in this library. The mean value for this analysis is 3.89. A total number of 47 respondents answered that they agree with the statement and only 6 respondents who disagree with the statement. On the other hand, a total number of 23 respondents answers mixed feeling or natural. About 24 respondents who strongly agree with the statement that been constructed.

Table 13. Interaction 3

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	6	6.0	6.0	6.0
Mixed Feeling	23	23.0	23.0	29.0
Valid Agree	47	47.0	47.0	76.0
Strongly Agree	24	24.0	24.0	100.0
Total	100	100.0	100.0	

The fourth question in the “interaction” dimension of the independent variable refers to the level of easily get the photocopy or printing service that available in this library. The mean value for this analysis is 4.14. A total number of 52 respondents answered that they agree with the statement and only 2 respondents who disagree with the statement. On the other hand, a total number of 14 respondents answers mixed feeling or natural. About 32 respondents who strongly agree with the statement that been constructed.

Table 14. Interaction 4

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	2	2.0	2.0	2.0
Mixed Feeling	14	14.0	14.0	16.0
Valid Agree	52	52.0	52.0	68.0
Strongly Agree	32	32.0	32.0	100.0
Total	100	100.0	100.0	

The first question in the “community” dimension of the independent variable refers to the level of discussion room service that available in this library. The mean value for this analysis is 3.94. A total number of 48 respondents answered that they agree with the statement and only 6 respondents who disagree with the statement. On the other hand, a total number of 20 respondents answers mixed feeling or natural. About 26 respondents who strongly agree with the statement that been constructed.

Table 15. Community1

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	6	6.0	6.0	6.0
Mixed Feeling	20	20.0	20.0	26.0
Valid Agree	48	48.0	48.0	74.0
Strongly Agree	26	26.0	26.0	100.0
Total	100	100.0	100.0	

The second question in the “community” dimension of the independent variable refers to the level of class room service that available in this library. The mean value for this analysis is 4.00. A total number of 55 respondents answered that they agree with the statement and only 1 respondent who strongly disagree with the statement. On the other hand, a total number of 16 respondents answers mixed feeling or neutral and 3 respondent are disagree towards the statement. About 25 respondents who strongly agree with the statement that been constructed.

Table 16. Community 2

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	1	1.0	1.0	1.0
Disagree	3	3.0	3.0	4.0
Valid Mixed Feeling	16	16.0	16.0	20.0
Agree	55	55.0	55.0	75.0
Strongly Agree	25	25.0	25.0	100.0
Total	100	100.0	100.0	

The third question in the “community” dimension of the independent variable refers to the level of lecturer theatres service that available in this library. The mean value for this analysis is 3.97. A total number of 54 respondents answered that they agree with the statement and only 3 respondents who disagree with the statement. On the other hand, a total number of 20 respondents answers mixed feeling or natural. About 23 respondents who strongly agree with the statement that been constructed.

Table 17. Community 3

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	3	3.0	3.0	3.0
Valid Mixed Feeling	20	20.0	20.0	23.0
Agree	54	54.0	54.0	77.0

Strongly Agree	23	23.0	23.0	100.0
Total	100	100.0	100.0	

The fourth question in the “community” dimension of the independent variable refers to the level of leisure area service like café that available in this library. The mean value for this analysis is 3.87. A total number of 45 respondents answered that they agree with the statement and only 2 respondents who strongly disagree with the statement. On the other hand, a total number of 27 respondents answers mixed feeling or neutral and 2 respondents are disagree towards the statement. About 24 respondents who strongly agree with the statement that been constructed.

Table 18. Community 4

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	2	2.0	2.0	2.0
Disagree	2	2.0	2.0	4.0
Mixed Feeling	27	27.0	27.0	31.0
Agree	45	45.0	45.0	76.0
Strongly Agree	24	24.0	24.0	100.0
Total	100	100.0	100.0	

4.2 Descriptive Analysis

4.2.1 Descriptive analysis of collaboration

From the Table 19 the entire means value of collaboration is 3.86, 3.90, 3.86, 3.50 and 3.82 which it correspondingly have the neutral score of reflect scale of three (Likert scale - 3). These indicate that most of respondent is answer “Mixed feeling” which they satisfied with the collaboration variable. Meanwhile, the entire standard deviation values of 0.766, 0.823, 0.841, 0.882 and 0.857 which are less than 1. These clearly indicate that respondent almost had identical opinion about collaboration variable.

Table 19. Descriptive analysis of Collaboration

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Collaboration1	100	3	2	5	3.86	.766	.586
Collaboration2	100	3	2	5	3.90	.823	.677
Collaboration3	100	4	1	5	3.86	.841	.707
Collaboration4	100	3	2	5	3.50	.882	.778
Collaboration5	100	4	1	5	3.82	.857	.735

Valid N (listwise)	100					
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4.2.2 Descriptive analysis of individual

From the Table 20 the entire means value of individual is 3.80, 3.68, 3.87 and 3.88 which it correspondingly have the neutral score of reflect scale of three (Likert scale - 3). These indicate that most of respondent is answer “Mixed feeling” which they satisfied with the individual variable. Meanwhile, the entire standard deviation values of 0.841, 0.875, 0.837 and 0.751 which are less than 1. These clearly indicate that respondent almost had identical opinion about individual variable.

Table 20. Descriptive analysis of Individual

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Individual1	100	4	1	5	3.80	.841	.707
Individual2	100	4	1	5	3.68	.875	.765
Individual3	100	4	1	5	3.87	.837	.700
Individual4	100	3	2	5	3.88	.715	.511
Valid N (listwise)	100						

4.2.3 Descriptive analysis of interaction

From the Table 21 the entire means value of interaction is 3.83, 3.87, 3.89 and 4.14 which it correspondingly have the neutral score of reflect scale of three (Likert scale - 3). These indicate that most of respondent is answer “Mixed feeling” which they satisfied with the interaction variable. Meanwhile, the entire standard deviation values of 0.829, 0.800, 0.840 and 0.725 which are less than 1. These clearly indicate that respondent almost had identical opinion about interaction variable.

Table 21: Descriptive analysis of Interaction

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Interaction1	100	4	1	5	3.83	.829	.688
Interaction2	100	3	2	5	3.87	.800	.639
Interaction3	100	3	2	5	3.89	.840	.705
Interaction4	100	3	2	5	4.14	.725	.526

Valid N (listwise)	100					
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4.2.4 Descriptive analysis of community

From the Table 22 the entire means value of community is 3.94, 4.00, 3.97 and 3.87 which it correspondingly have the neutral score of reflect scale of three (Likert scale - 3). These indicate that most of respondent is answer "Mixed feeling" which they satisfied with the community variable. Meanwhile, the entire standard deviation values of 0.839, 0.791, 0.745 and 0.872 which are less than 1. These clearly indicate that respondent almost had identical opinion about collaboration variable.

Table 22. Descriptive analysis of Community

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Community1	100	3	2	5	3.94	.839	.703
Community2	100	4	1	5	4.00	.791	.626
Community3	100	3	2	5	3.97	.745	.555
Community4	100	4	1	5	3.87	.872	.761
Valid N (listwise)	100						

4.2.5 Descriptive analysis of satisfaction

From the Table 23 the entire means value of satisfaction is 3.96, 3.94, 3.82, 3.82 and 3.91 which it correspondingly have the neutral score of reflect scale of three (Likert scale - 3). These indicate that most of respondent is answer "Mixed feeling" which they satisfied with the satisfaction variable. Meanwhile, the entire standard deviation values of 0.724, 0.763, 0.716, 0.845 and 0.805 which are less than 1. These clearly indicate that respondent almost had identical opinion about satisfaction variable.

Table 23. Descriptive analysis of Satisfaction

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Satisfaction1	100	3	2	5	3.96	.724	.524
Satisfaction2	100	3	2	5	3.94	.763	.582
Satisfaction3	100	3	2	5	3.82	.716	.513
Satisfaction4	100	4	1	5	3.82	.845	.715

Satisfaction5	100	3	2	5	3.91	.805	.648
Valid N (listwise)	100						

The five concepts measuring the dimension of independent and dependent variable shows the overall value for statistic mean verified the highest means value is 3.0. It can be concluded that the respondents have a neutral interpretation for level of satisfaction and most of respondent react to give answer in the safe zone. On the other hand, the research question can only be answered if the correlation analysis been conducted. The finding for this study are been prediction but in fact several result are beyond prediction. From the common method bias test until descriptive analysis test are producing the satisfaction result for the study. However, the difficult part in doing the analysis is to make the hypothesis testing. Looking to the Pearson Correlation analysis, the result show four hypothesis is supported. Furthermore, as been analyzing the data this can be clearly said that all variable are connect to each other and truly significant for the research.

5. Discussion

The finding of this study is really useful for the academic library in order to determine the factor that influences the user's satisfaction towards the varieties of space inside the library. From the result of the study it can be clearly said that it contribute to the several suggestion towards the theory and practical practice. Furthermore, by doing this research it also can give some knowledge and information towards the organization in developing a good or better library design which can suit the need of their users. From the significant of the study that been stated before this study are basically aimed to produce some kind of guidance for any type of library in developing or upgrading the library design which indirectly can grab back the users attention in fully utilize the availability of libraries. Since this study are been useful it might contribute to developed better understanding of affective organizational commitment and also it roles in enhancing the better library space design.

The present of the library space inside the academic library is to make the library thinking about the level of need by their users (Kim, 2016). Traditional function of library make the library sometimes is not be the first place where the users want to perform their task or work. Therefore, increasing and providing the various spaces which support with the suitability of equipment and services inside the library indirectly can grab back the user's attention in fully utilize the availability of library in the campus. Not only that, it is necessary for the library in redesign the space in order to tackle the issues on the number of gate count and circulation activity. From the previous author it had been indicate that the availability of various spaces can support and promote the process of teaching, learning and research inside the library (Fatt & Su, 2015). Be confirm by the other author that 93.3% of the user really fully utilized the library after it play an initiative in making changes or redesign the library space (Gayton, 2008).

6. Conclusion

Various spaces that are available inside the library like individual or collaboration space indirectly grabs the user attention in using the library in order to

use the space for performing the activities such as revision on the individual space and also having the sharing information activities at the collaboration space. Existence of that space really help the individual or group to more focus on what they need to do as they have suitable and comfortable space which they can done their work effectively. Individual become more focus to their work when the space provided are free from the noise and make them become more comfort to focus on their study or reading. Not only that, with the comforting atmosphere indirectly can build effective output in the work either individual or group task. With the initiative in redesign the various spaces for the library it can contribute to express the academic library learning mission which traditionally just focus on the printed material for the reference purpose but with the existence of various space will connect the users to the various part in receiving information whether using the electronic information or from the knowledge sharing activities in the groups. In addition, availability of space also can create the environment of “learning users” in the academic institution.

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