

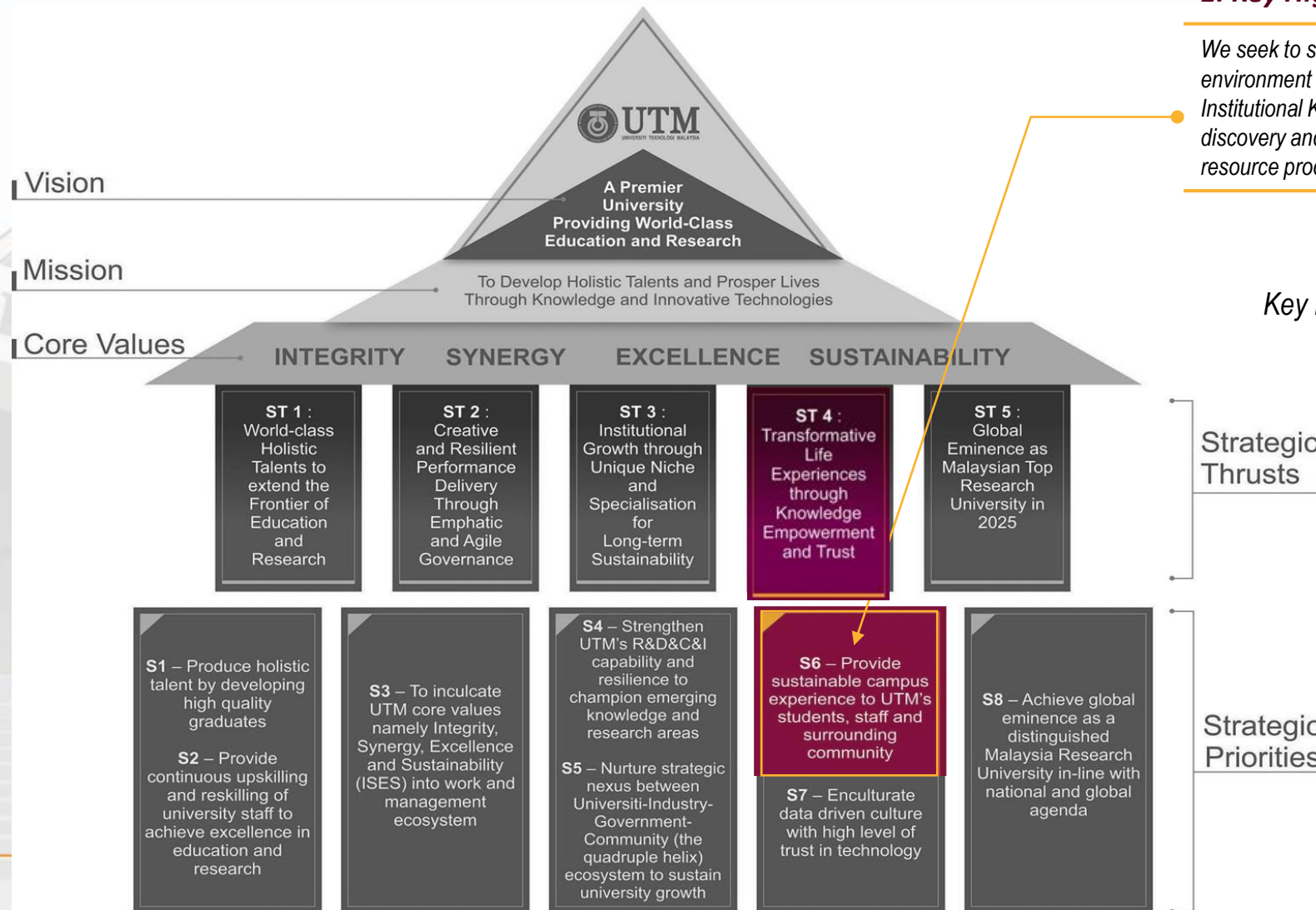
PELAPORAN PENCAPAIAN Q4 (OKTOBER - DISEMBER) PELAN TINDAKAN STRATEGIK: ENVISION JABATAN PERPUSTAKAAN UTM 2025 PELAN TINDAKAN 2025

BAHAGIAN ILMU PENGETAHUAN INSTITUSI

Key High Impact Result (KHIR)

1. KEY HIR Strategic Plan: enVision UTM 2025

Library's Focus in Action Plan 2025



1. Key High-Impact Results

We seek to support a future-learning environment by providing consolidated Institutional Knowledge to drive knowledge discovery and to enforce student-driven resource procurement.

1

Key High-Impact Results
(Key HIRs)

1: Key High-Impact Results (KHIR)

The Action Plan for 2025

SP6

SP6 – Provide sustainable campus experience to UTM's students, staff and surrounding community

Future-ready, student-oriented library resources & facilities

Target: 85% of users satisfaction with the UTMK system

Key HIR

The Plan

Customer Satisfaction on one-stop searching platform of UTM Institutional Knowledge (UTMIK)

OD: UTMIK (Institutional Knowledge) System is an integrated search system that merges four repository systems to enhance accessibility and utilization of institutional knowledge collection.

Action Plan incl. rollout initiatives (Q1)		Action Plan incl. rollout initiatives (Q2)		Action Plan incl. rollout initiatives (Q3)		Action Plan incl. rollout initiatives (Q4)	
1. System Development – Development of Institutional knowledge system a) Planning b) Analysis c) Design d) Implementation e) Testing & Maintenance 2. System Integration a) Platform Integration with LDAP & Library Management System (KOHA) 3. Data Migration – a) UTM Institutional Repository (UTM-IR), b) Document Management System (DMS), c) Research Data Management (RDM) d) UTM Lenses	35%	1. Data Migration – a. UTM Institutional Repository (UTM-IR), b. Document Management System (DMS), c. Research Data Management (RDM) & a. UTM Lenses2. 2. System Deployment (Dspace CRIS Version Release –2023.02.06) a) User Acceptance Test (UAT) b) Final Acceptance Test (FAT) c) Fully functional – System (Go-live) 3. Promotion & Training a) Workshops and Training Sessions i) Library staff	35%	1.System Deployment (continue) a.Final Acceptance Test (FAT) b.Security Audit : Upgarding DSpace CRIS Version Release –2023.02.06 to version DSpace-CRIS Release Dspace CRIS – 2024.02.01, c. Functional and logical testing 2. User Satisfaction Survey a. Preparation on survey materials, distribution channels, and data collection tools 3. Promotional campaign i. Preparation on promotionalcontent for UTM's website, social media, email newsletters, videos, and other channels.	20%	1.System Deployment (continue) a.Fully functional – System (Go-live) 2.User Satisfaction Survey (continue) a..Distribution b..Analysis Result 3.System Enhancements : Recommendation	10% (85% satisfaction survey)

3

1: Achievement Key High-Impact Results (KHIR)

The Action Plan for 2025

SP6

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Key HIR

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The Plan

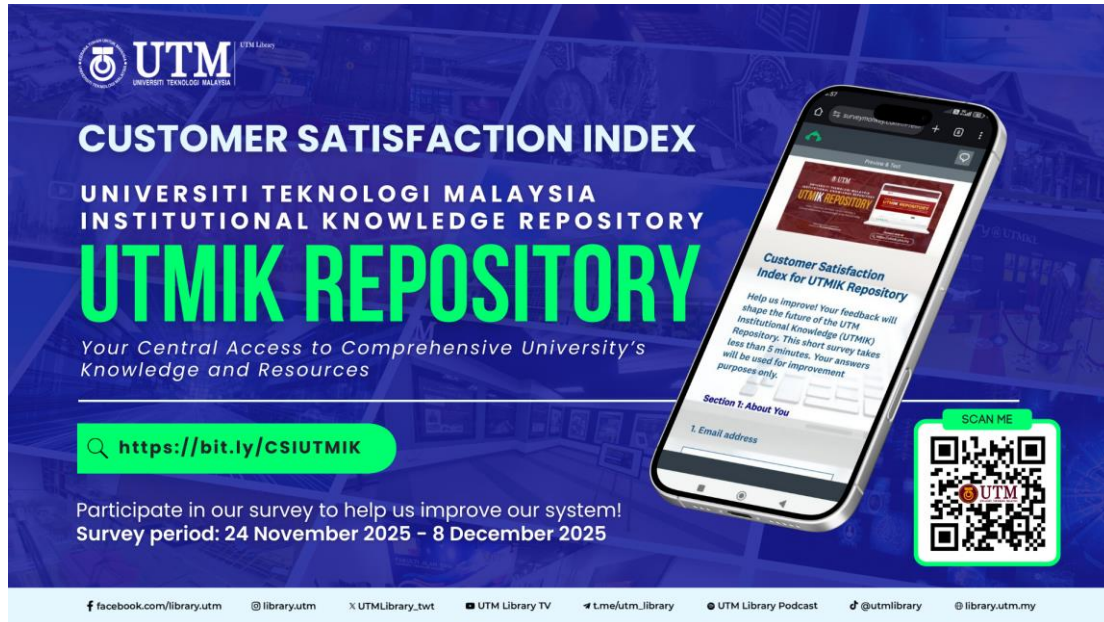
Customer Satisfaction on one-stop searching platform of UTM Institutional Knowledge (UTMIK)

OD: UTMIK (Institutional Knowledge) System is an integrated search system that merges four repository systems to enhance accessibility and utilization of institutional knowledge collection.

Action Plan incl. rollout initiatives (Q1)	Target (Q4)	Achievement (Q4)	Justification
1.System Deployment (continue) a.Fully functional – System (Go-live) 2.User Satisfaction Survey (continue) a..Distribution b.Analysis Result 3.System Enhancements : Recommendation	10% (85% satisfaction survey)	10% (100%) 87.59% of users satisfaction with the UTMIK Repository	i.Global access to the UTMIK Repository via UTM Library portal for users was officially opened on 4 November 2025. ii.The UTMIK Repository user survey was conducted from 25 November to 11 December 2025. iii.The target was 380 respondents, and 392 (100%) valid responses were received.i. iv.Achievement of Customer Satisfaction Index (CSI) Universiti Teknologi Malaysia Institutional Knowledge Repository (UTMIK Repository) :87.59% i.CSI Universiti Teknologi Malaysia Institutional Knowledge Repository (UTMIK Repository) Report : https://library.utm.my/skr/wp-content/uploads/sites/63/2025/12/CSI-UTMIK-Repository-2025-Report-Final.pdf

GERAK KERJA PROMOSI BAGI CUSTOMER SATISFACTION INDEX (CSI) UNIVERSITI TEKNOLOGI MALAYSIA INSTITUTIONAL KNOWLEDGE REPOSITORY (UTMIK REPOSITORY)

a.Promosi bagi edaran Soal selidik: UTMIK REPOSITORY



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CUSTOMER SATISFACTION INDEX
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UTMIK REPOSITORY
Your Central Access to Comprehensive University's Knowledge and Resources

Help us improve Your feedback will shape the future of the UTM Repository. This short survey takes less than 5 minutes. Your answers will be used for improvement purposes only.

Section 1: About You

1. Email address

SCAN ME

<https://bit.ly/CSIUTMIK>

Participate in our survey to help us improve our system!
Survey period: 24 November 2025 – 8 December 2025

facebook.com/library.utm @library.utm X UTMlibrary_twt UTM Library TV lme/utm_library UTM Library Podcast @utmlibrary @library.utm.my

b.Video Promosi : UTMIK REPOSITORY



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<https://utmik.utm.my>

[Link video UTMIK Repository](#)

c.Promosi di portal <https://library.utm.my/> : e-banner & pop up bagi Soal selidik UTMIK REPOSITORY



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<https://bit.ly/CSIUTMIK>



UTM LIBRARY
Information Excellence

UTM LIBRARY
Scholars Cf
"Turning Pages, Building M

16 DISEMBER 2025
Selasa | 11.00 pagi - 12.00 tengah hari
Bilik Bilik 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000

d.Promosi di media sosial dan emel kepada pengguna : Soal selidik UTMIK REPOSITORY



CUSTOMER SATISFACTION INDEX
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<https://bit.ly/CSIUTMIK>
Participate in our survey to help us improve our system!
Survey period: 24 November 2025 - 8 December 2025

Assalamualaikum dan Salam Sejahtera,

Warga UTM,

Maklumbalas anda diperlukan! Perpustakaan UTM amat prihatin terhadap kepuasan pelanggan yang menggunakan Universiti Teknologi Malaysia Institutional Knowledge Repository (UTMIK Repository) —gerbang khazanah ilmu pengetahuan Universiti Teknologi Malaysia.

Sertai tinjauan ringkas kami untuk bekongsi pengalaman anda. Tinjauan ini merangkumi soalan tentang pengalaman sebelum dan selepas menggunakan UTMIK Repository, serta pandangan anda mengenai aspek kebolehpasaran, reka bentuk, kualiti kandungan dan tahap kepuasan keseluruhan.

Pautan tinjauan: <https://bit.ly/CSIUTMIK>
Tarikh tutup: 12 Disember 2025
Tempoh menjawab: kurang daripada 5 minit

Layari <https://utmik.utm.my> untuk akses kepada 170,000 koleksi penerbitan dan sumber rujukan UTM, termasuk:

- Tesis pelajar dan kertas soalan peperiksaan
- Data penyelidikan dan kandungan akses terbuka
- Dokumen arkib UTM

Maklum balas anda amat kami hargai. Terima kasih atas sokongan anda.

Assalamualaikum & Greetings,

Citizen of UTM,

We want to hear from you! Help us improve the Universiti Teknologi Malaysia Institutional Knowledge Repository (UTMIK Repository) — your gateway to UTM's universe of knowledge.

Take our short survey to share your experience. It includes questions about your experience before and after using UTMIK, as well as your views on accessibility, design, content quality, and overall satisfaction.

Survey link: <https://bit.ly/CSIUTMIK>
Deadline: 12 December 2025
Takes less than 5 minutes!

Explore UTMIK Repository now at <https://utmik.utm.my> to access over 170,000 publications and resources, including:

- Student theses & past examination papers
- Research data & Open Access content
- UTM archival documents

Your feedback means the world to us. Thank you.

Jabatan Perpustakaan UTM (UTM Library)
Universiti Teknologi Malaysia
81310 Johor Bahru
Johor

Telephone: 07- 553 0136/0044

Email: lib-enquirib@utm.my / lib-enquirvki@utm.my

18:03 76%

Perpustakaan Universiti Tekn...

Perpustakaan Universiti Teknologi Malaysia
8 Dec

We want to hear from you!

Customer Satisfaction Survey on UTMIK Repository
Help us improve the Universiti Teknologi Malaysia Institutional Knowledge Repository (UTMIK Repository) — your gateway to UTM's universe of knowledge.

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Deadline: 8 December 2025
Takes less than 5 minutes!

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Student theses & past examination papers

Write a comment...

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- Student theses & past examination papers
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Your feedback means the world to us. Thank you.

#UTMIK #UTMInstitutionalKnowledge #UTMLibrary #UTM


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PENCAPAIAN BAGI CUSTOMER SATISFACTION INDEX (CSI) UTM IK REPOSITORY : 2025

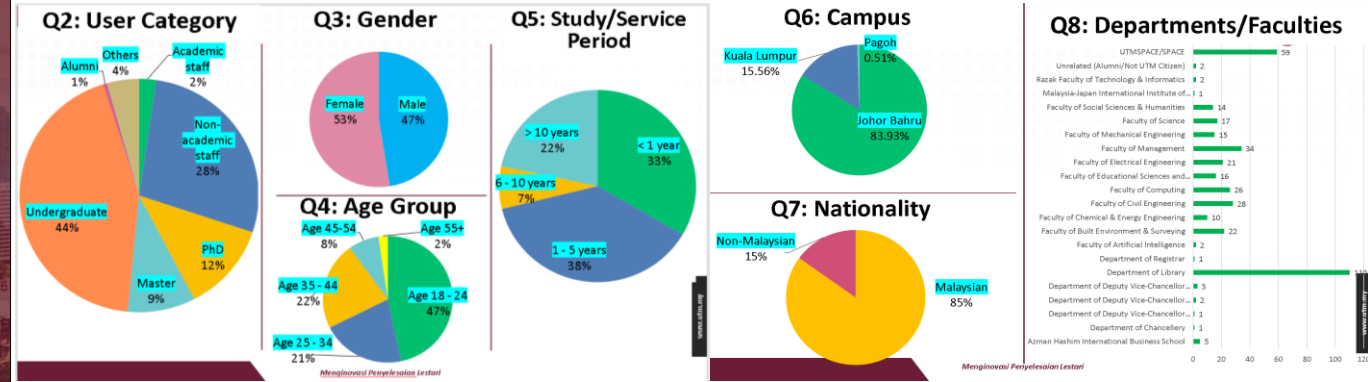


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Customer Satisfaction Index (CSI) Universiti Teknologi Malaysia Institutional Knowledge Repository : (UTMIK) Repository 2025

Bahagian Ilmu Pengetahuan Institusi
JABATAN PERPUSTAKAAN UTM

Menginovasi Penyelesaian Lestari





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392
TOTAL RESPONDENTS

25 NOV 2025 - 11 DEC 2025
CSI PERIOD

7 MAIN CONSTRUCTS

- SECTION 1 : Demographic profile
- SECTION 2 : Before & After Experience
- SECTION 3 : Digital Experience
- SECTION 4 : Content & Information Quality
- SECTION 5 : Awareness & Support
- SECTION 6 : Trust & Overall Satisfaction
- SECTION 7 : Feedback

APPROACH METHOD

- Email
- UTM Library Portal
- Digital Posters
- Social Media Channels
- Physical Approach

DATA ANALYSIS

 Excel

$$CSI = \frac{\sum(\text{Weighted Scores})}{\text{Maximum Possible Score}} \times 100$$

Menginovasi Penyelesaian Lestari



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Data Analysis : CSI

Section	Construct	Score
Section 3	Digital Experience	87.80%
Section 4	Content & Information	88.68%
Section 5	Awareness & Support	86.13%
Section 6	Trust & Overall Satisfaction	87.56%

This study focuses on the Customer Satisfaction Index (CSI) analysis of responses from **Section 3 to Section 6**. These sections contain measurable indicators of **system quality, information quality, service quality, trust, and user satisfaction**, which are required to compute a valid CSI score.

CSI Overall Score for UTM Institutional Knowledge Repository

87.59%

Menginovasi Penyelesaian Lestari

LAPORAN CUSTOMER SATISFACTION INDEX (CSI) UTM IK REPOSITORY : 2025

<https://library.utm.my/skr/wp-content/uploads/sites/63/2025/12/CSI-UTMIK-Repository-2025-Report-Final.pdf>



Terima kasih