

Master List/ Matrix/ Table

Reviewed by:

Dayangku Hadzimah Awangku
Ahmad

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Approved by:

Laurena Aloh

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A Customer Satisfaction Survey

Services	Monitoring and Analysis Interval	Monitoring and Analysis Responsibility	Target Respondent/ Sources	Sampling Size/ Criteria	Measuring Criteria/ Data to be Analysed
Library	Yearly	Innovation and Sustainability Officer	Library users	Minimum of 500 library users	LibQual Model is used: • Library as a place • Service affect • Information Access • Personal control
Depository					
Corporate					
ICT					

B User Opinion Survey

Services	Monitoring and Analysis Interval	Monitoring and Analysis Responsibility	Target Respondent/ Sources	Sampling Size/ Criteria	Measuring Criteria/ Data to be Analysed
Library	Yearly	Innovation and Sustainability Officer	Library users	Minimum of 500 library users	LibQual Model is used: • Library as a place • Service affect • Information Access • Personal control
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C Compliment Analysis

Services	Monitoring and Analysis Interval	Monitoring and Analysis Responsibility	Target Respondent/ Sources	Sampling Size/ Criteria	Measuring Criteria/ Data to be Analysed
All services	Quarterly	Public Relations Officer	Written, verbal and online compliments from customers on services and facilities	All compliments (written, verbal and online) received quarterly	• Total number of compliments received per quarter • Number of compliments received based on category per quarter

D Customer Data on Delivered Products / Services

Services	Monitoring and Analysis Interval	Monitoring and Analysis Responsibility	Target Respondent/ Sources	Sampling Size/ Criteria	Measuring Criteria/ Data to be Analysed
Library	Yearly	Head of Sector, Head of Division or Head of Unit of Library Sector	Users of reference services, interlibrary loan services and membership registration	100% of Sources	User feedback on delivered products/ Services

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Depository		Head of Sector, Head of Division or Head of Unit of Depository Sector	Statistics on users, archive materials received and published materials deposited		
Corporate		Head of Sector, Head of Division or Head of Unit of Corporate Management (Venue Management)	Individuals, government departments, private firms and non- government organisations (NGOs) that use/rent the venue		

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