BIBLIOMETRICS STUDY OF MALAYAN LAW JOURNAL ARTICLES

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ABSTRAK

[1.]Artikel ini menerangkan dan mengkaji komponen utama bibliometri bagi artikel yang telah diterbitkan dalam *the Malayan Law Journal* (MLJ). Pengambilan sampel sebanyak 479 artikel telah dilakukan secara acak sederhana daripada tiga tempoh pengarangan yang berlainan. Kajian ini menunjukkan bahawa, pada setiap tahun, penerbitan artikel telah berkembang daripada segi kandungan, jilid dan juga bilangan penerbitan. Sepanjang tempoh kajian ini dibuat, sejumlah 280 pengarang telah menyumbang 479 artikel. Artikel yang ditulis oleh kategori pengarang solo merupakan penyumbang paling tinggi berbanding kategori-kategori lain. Ahli akademik adalah penyumbang artikel yang paling tinggi. Manakala purata bagi rujukan bagi setiap artikel berubah daripada 6.47 hingga 62.4. Bidang perkara yang paling banyak ditulis adalah berkenaan undang-undang tanah.

ABSTRACT

[1.]*This article describes and analyses key bibliometric components of articles published in the Malayan Law Journal (MLJ). A total of 479 articles were picked by a stratified random sampling process from three different editorial periods. The study reveals that the publication has expanded over the years in terms of content, volumes and frequency of publication. A total of 280 authors contributed 479 articles over the period of study. Single-author contributions ranked the highest among all categories.*
Academicians contributed the most articles. The average citations per article varied from 6.47 to 62.4. Land Law was the most written subject area.

History of Malayan Law Journal publication

During the colonial period, the expansion of laws, judgments, legislation and the legal profession created a need for a law report in the colony in order to report cases heard in the Federal Malay States and the Strait Settlements. A law report was considered necessary to aid the administration of justice, courts, and practitioners, as well as for the members of the public, to notify them of changes made in the statute laws of Peninsula and of the decisions of courts. In 1932 Dr Bashir Ahmad Mallal (1898-1972), a dedicated and ambitious managing clerk of a legal firm, who was also well known as a self taught law scholar and researcher, came up with the idea of launching a law report in the colony. The law report, The Malayan Law Journal, popularly known as MLJ, was founded then in 1932. It has since become the leading and the longest surviving law report of Malaysia. The MLJ office was originally set up in Raffles Place, Singapore. Dr Bashir was the editor of MLJ. The report was first published on a monthly basis, with its first volume being published in July 1932. The journal contained articles, notes of cases, and legislation, which were usually contributed by advocates and solicitors. When articles were not forthcoming Dr Bashir would fill in the gaps, as best as he could by his own contributions. By 1937, MLJ was well established and became the leading law report for Malaysian and Singapore cases until the publication of Volume 11, January 1942. In 1942 the publication was halted for a short period of time due to the Japanese occupation of Malaya and Singapore. The publication resumed in 1946 with its 12th volume published in January 1946 after 4 years of suppression. The journal continued to perform a valuable service to the judiciary, the profession and the public. In 1964, MLJ became a division of Reed International (Singapore) Pte Ltd. and the publication was published under its own publisher called Singapore Malayan Law Journal (Pte) Ltd. In 1972, when Dr Bashir A Mallal died, his son Faizal Mallal continued his efforts for a short period of time. In December 1972 Al-Mansor Adabi (1928-1988), the dedicated assistant of Dr Bashir A. Mallal, took over as a managing editor of the publication up to September 1987. In 1987 MLJ became part of the Butterworth International Group. From September till the present, a number of persons held the post of Managing Editor of MLJ. The publication started off with printed volumes, which were published monthly (1932-1987), then bimonthly (1987- Sept 1994) and then weekly (Nov 1994 – to date). Additional series are published every fortnight in weekly parts and quarterly volumes in MLJ Law Supplement series. Annual bound volumes are also published. Beside print volumes, MLJ's full text on CD-ROM was issued in 1996. In the same year all Singapore cases were reported in a separate print volume known as Singapore Law Reports (SLR). However MLJ's CD-ROM contains Malaysian and Singapore cases and articles. With the advancement of technology, MLJ cases and articles are now available online via lexis.com after the publisher became a member of the LexisNexis Group in recent years.

With the changes in editorship and publication frequency, as well as the format of the journal, it is timely to examine the changes and trends that have taken place in the articles themselves. MLJ has had a long history of publication, and is thus suitable for an in-depth study.

OBJECTIVE OF THE STUDY

This research article examines the characteristics and trends of MLJ articles, from the early years of its publication till the present. MLJ contains careful criticism of local legislation, well informed articles on legal subjects, case reports, case reviews, notes, list of judges and law offices in Malaya, notices about new publications, notes on amendments and other information relevant to the legal profession.

The objective of this study is to identify the characteristics of MLJ articles and determine if there were changes over time. The characteristics examined include:

A. the quantitative growth of articles by volume and year
B. distribution of citations by volume & year
C. range and percentage of citations per article
D. authorship pattern of articles
E. authorship productivity
F. ranked list of most prolific contributors
G. ranked list of authors by geographical affiliation
H. ranked list of authors by profession
I. ranked list by subjects of articles and
J. journal self-citation in the articles

METHODOLOGY AND DATA COLLECTION

In order to examine the characteristics and trends of articles published in MLJ, a total of 479 articles from the following years were collected for analysis:

A. 1957 -1959 and 1970 - 972 during which Baashir A. Mallal was the editor.
B. 1973 -1975 and 1985 - 87 during Al-Mansor Adabi was the editor
C. 1988-1990 and 2000-2002 which is the period after Al Mansor Adabi

This study focuses only on articles published in MLJ bound volumes for the period chosen. Gaps between each period were considered. Articles published in the early years of the journal were not chosen for this study because they had no references or citations. The affected articles are few in number and their omission does not affect this study. Book reviews, cases and other information in MLJ were not taken into consideration. This study is restricted to articles. For each article, authors name, number of authorship, number of references, author's geography affiliation & profession, subject of article and the journal self-citation were noted. The data were compiled, recorded, tabulated and analyzed using a statistical analysis software package called SPSS (Statistical Package for the Social Sciences, Version X). The software was used to generate data of frequency distribution, range and mean. and ranked list of subject distribution, the quantitative growth of articles by year distribution of citations by volume, range and percentage/mean number of citations per article, journal self-citation in the articles, authorship pattern of articles, authorship productivity, ranked list of most prolific contributor, ranked list of authors by geographical affiliation, ranked list of authors by profession and ranked list by subjects of articles. It is to be noted that this study could have some limitations although it has highlighted some beneficial points. This study does not include all the years since the journal's publication. An in depth study of the overall content and characteristic of the journal was not conducted.

FINDINGS

Quantitative Growth of Articles by Volume & Year

Table 1 shows the total number of articles published from the years under study totaling 479. The number of articles published varied each year. The distribution of articles by year shows that the number of articles was highest in 1989, with total of 53 articles followed by year 2002 with the total number of 50 articles published per year. The table also reveals that the distributions of articles are not consistent each year. The distribution

Year	Volume				No. of Articles %
	1	2	3	4	
1957	6				6 (1.3)
1958	3				3 (0.6)
1959	5				5(1.0)
1970	0	5			5(1.0)
1971	6	7			13(2.7)
1972	5	8			13(2.7)
1973	8	6			14(2.9)
1974	2	8			10(2.1)
1975	8	11			19(4.0)
1985	16	23			39(8.1)
1986	14	25			39(8.1)
1987	25	19			44(9.2)
1988	13	13	16		42(8.8)
1989	16	19	18		53(11.1)
1990	13	11	16		40(8.4)
2000	7	6	14	12	39(8.1)
2001	14	8	11	12	45(9.4)
2002	7	16	15	12	50(10.4)
Total	168	185	90	36	479(100)

Table 1: Number and Percentage of Articles by Year

varied from year to year. For example in the year 1989, when 3 volumes of the journal were published the total number of articles was 53. In year 2000 with 4 volumes of the journal publication the total number of articles was 50. This shows that although there was an increase in the number of volumes in year 2000 however the number of articles does not show an increase in number. The range of articles published per year during the period under study is between 53 and 3. Overall the table shows an increase in the number of articles and volumes since its early years of publication.

2. Distribution of Citations by Volume and Year

Some articles had citations cited within the articles and these articles were not taken into consideration for citation analysis. As most articles written or discussed refer highly to judgments in Law Reports and legislations most of the legal citations in the articles are mainly cases from law reports and statutes. Table 2 presents the distribution of citations appended to the articles under study. The 479 articles contained a total of 9303 citations. The distribution of citations in the table shows

Year	No of Articles	No of Citation by Volume				No of Citations	Average No of Citation Per Articles
		1	2	3	4		
1957	6	258				258	43
1958	3	126				126	42
1959	5	312				312	62.4
1970	5	120				120	24
1971	13	62	127			189	14.5
1972	13	49	77			126	9.69
1973	14	84	58			142	10.1
1974	10	16	138			154	15.4
1975	19	50	73			123	6.47
1985	39	225	439			664	17.02
1986	39	273	412			685	17.56
1987	44	435	396			831	18.88
1988	42	215	161	340		716	17.04
1989	53	187	358	268		813	15.33
1990	40	192	223	283		698	17.45
2000	39	179	183	299	323	984	25.23
2001	45	300	128	274	276	978	21.73
2002	50	226	388	487	283	1384	27.68
Total	**479**	**3309**	**3161**	**1951**	**882**	**9303**	**19.42**

Table 2: Distribution of Citations by Volume

that the maximum number of citations totaling 984 was in 2000 and the lowest was in 1970 with a total of 120 citations. The number of citations per year ranges from 120 to 984 with a mean of 864. Year 1959 marked the highest number of citations per article (62.4). The average citation per article varied from 6.47 to 62.4 with an average of 19.42.

3.   Range and Percentage of Citations Per Article

Table 3 indicates the range and percentage of citations per article. A total of 121 (25.26%) articles top the list with between 11-20 citations. This is followed by 110 (22.96%) articles having between 1-10 citations, 97 (20.25%) articles with between 21-30 citations per article, 37 (7.72%) articles with between 31-40 citations, 25 (5.22%) articles with between 41-50 citations, 13 (2.71%) articles with between 51-60 citations, 4 (0.84%) articles with between 61-70 citations and finally 3 (0.63%) articles each between 61-70, 71-80, 81-90 citations per article. 63 articles had no citations.

No of Citations Per Articles	No of articles	Percent %
0	63	13.15
1-10	110	22.96
11-20	121	25.26
21-30	97	20.25
31-40	37	7.72
41-50	25	5.22
51-60	13	2.71
61-70	4	0.84
71-80	3	0.63
81-90	3	0.63
91 and above	3	0.63
Total	479	100

Table 3   Range and Percentage of Citations Per Article

4. Authorship Pattern of Articles

Table 4 reveals the authorship pattern of the journal articles. Single-author contributions amount to 446 articles (93.1%) and ranked the highest among all other categories. Joint work by tow authors produced a total of 30 articles (6.3%). Articles written by three authors mark the lowest with a total of 3 articles (0.6%). The year 1989 marked the highest number of contributors from single authors. Their overall contributors totaled 53 articles. The lowest number of contributors form single authors was in 1958. The highest number of articles from two joint authors was in 1988 and the lowest was in 1971. Contributors by three joint authors began in 1990.

Year	Single Author	Two Authors	Three Authors	Total
1957	6	0	0	6
1958	3	0	0	3
1959	5	0	0	5
1970	5	0	0	5
1971	12	1	0	13
1972	13	0	0	13
1973	14	0	0	14
1974	10	0	0	10
1975	17	2	0	19
1985	39	0	0	39
1986	34	5	0	39
1987	40	4	0	44
1988	36	6	0	42
1989	52	1	0	53
1990	33	4	3	40
2000	39	0	0	39
001	42	3	0	45
2002	46	4	0	50
Total	446	30	3	479
Percent (%)	**93.1**	**6.3**	**0.6**	**100**

Table 4: Authorship Pattern

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5. Authorship productivity

Table 5 presents the productivity of the authors. A total of 280 contributed 479 articles over the period under study. Of these authors 183 contributed one article each, 53 authors contributed 2 articles each, 24 authors contributed 3 articles each and 11 contributed 4 articles each. Three sets of two different authors contributed 5, 6 and 7 articles each. Lastly three sets of different authors contributed 9, 10 and 19 articles each.

No of Articles	Number of Authors	Percent (%)
1	183 authors	65.3
2	53 authors	18.9
3	24 authors	8.6
4	11 authors	3.9
5	2 authors	0.7
6	2 authors	0.7
7	2 authors	0.7
9	1 author	0.4
10	1 author	0.4
19	1 author	0.4
Total	280	100

Table 5: Author Productivity

6. Ranked List of Most Prolific Contributor

Table 6 shows that the most prolific authors are Ahmad Ibrahim who contributed 19 articles, followed by Teo Keang Sood with 10 articles, David Marshall and Tan Sook Yee both with 7 articles each. Walter Woon and Loh Hop Bing & K C Lau are at the fifth rank with contribution of 6 articles each followed by E K Teh and Soon Choo Hock with 5 contributions each. Ranking at 7 are eleven authors who contributed 4 articles each followed by 24 authors with 3 contributions each, 53 authors with 2 articles each and lastly 183 authors with 1 article each. It is noted that most of the top 6 rank authors were affiliated with higher learning institutions namely National University of Singapore and University of Malaya.

Rank	Author's Name	No of Contribution (Articles)
1	Ahmad Ibrahim	19
2	Teo Keang Sood	10
3	Poh Chu Chai	9
4	David Marshall	7
4	Tan Sook Yee	7
5	Loh Hop Bing & K C Lau	6
5	Walter Woon	6
6	E K The	5
6	Soon Choo Hock	5
7	11 authors	4
8	24 authors	3
9	53 authors	2
10	183 authors	1

Table 6: Ranked List of Most Prolific Contributors

7. Ranked List of Authors by Geographical Affiliation

Table 7 presents the ranked list of authors by geographical affiliation. Out of 479 authors, the majority were from Malaysia with a total of 257 (53.7%), followed by Singapore 194 (40.5%), Australia 9 (1.9%), UK 5 (1.0%), Borneo, Hong Kong and U.S 2 (0.4%) each. Geographical affiliation of eight authors could not be ascertained.

Rank	Countries	Frequency	Percent
1	Malaysia	257	53.7
2	Singapore	194	405
3	Australia	9	1.9
4	United Kingdom	5	1.0
5	Borneo	2	0.4
5	Hong Kong	2	0.4
6	United States	2	0.4
	NA	8	1.7
	Total	*479*	*100.0*

Table 7: Ranked list of Authors by Geographical Affiliation

8. Ranked List of Authors by Profession

Table 8 reveals the distribution of authors' based on their profession. Author's occupational status was divided into six categories namely academicians, lawyers, judicial officers, legal officers and others. It reveals that a total of 263 (54.9%) academicians working in higher learning institutions contributed most articles. Lawyers ranked second with a total of 138 (28.8%) and followed by Judicial Officers with a total of 39 (8.1%). Other professions ranked fourth with a total of 20 (4.2%). Those classified under this category include engineers, tax officers and directors of company. The professional status of 13 authors could not be ascertained. A total of 6 lawyers ranked as lowest contributors.

Rank	Profession/Occupation	Total	Percent %
1	Academicians	263	54.9
2	Lawyers	138	28.8
3	Judicial Officers	39	8.1
4	Others	20	4.2
5	Legal Officers	6	1.3
	Not Available	13	2.7
	Total	479	100

Table 8: Ranked list of Authors by Profession

9. Ranked list by Subjects of Articles

Table 9 shows the ranked list by subjects. Of the 70 subjects involved the top 31 subjects are listed in the table below and the remaining were categorized under others. Of the 479 articles analysed, 38 articles belonged to the subject Land Law. Second highest number concern Tort with total of 31 articles followed by Company Law, Criminal Law, Intellectual Property, Civil Procedure, Tax, Family Law & Contracts with 21 articles each, Constitutional Law, Criminal Procedure, Administrative Law, Banking; Evidence & Miscellaneous with total of 12 articles each; Arbitration, General, Islamic law & Malaysian Legal System with 11 articles each; International law, Environment & Legal System with 6 articles each, Legal Profession, Industrial Law& Securities 4 articles each, Admiralty, Cyber Law, Equity, Human Rights, Medical Law, Public Corporation 3 articles each and others. Where articles dealt with more than one subject, only its main subject was considered.

Rank	Subject	Frequency
1	Land Law	38
2	Tort	31
3	Company Law	30
4	Criminal Law	27
5	Intellectual Property	26
6	Civil Procedure	23
7	Tax	22
8	Family Law	21
9	Contracts	21
10	Constitutional Law	18
11	Criminal Procedure	16
12	Administrative Law	13
13	Banking	13
14	Evidence	12
15	Miscellaneous	12
16	Arbitration	11
17	General	11
18	Islamic Law	11
19	Malaysian Legal System	11
20	International Law	9
21	Environmen	6
22	Legal System	6
23	Legal Profession	5
24	Industrial Law	4
25	Securities	4
26	Admiralty	3
27	Cyber Law	3
28	Equity	3
29	Human Rights	3
30	Medical Law	3
31	Public Corporation	3
32	Others	60
Total		419/479 = 87.5%

Table 9: Ranked List by Subject

10. Journal Self-citation

Table 10a shows the extent of journal self-citation during the period under study. It shows that out of 479 articles, 284 contained journal self-citations. 195 articles had no journal self-citation.

Journal Self-citation	Frequency	Percent %
Yes	284	59.3
No	195	40.7
Total	**479**	**100**

Table 10a: Total Journal Self-Citation

Table 10b shows that from a total of 9303 citations, 1559 citations are journal self-citations.

Year	No of Citations	No. Of Self Citation
1957	258	34
1958	126	18
1959	312	67
1970	120	17
1971	189	44
1972	126	32
1973	142	29
1974	154	17
1975	123	24
1985	664	109
1986	685	113
1987	831	121
1988	716	123
1989	813	140
1990	698	113
2000	984	150
2001	978	141
2002	1384	267
Total	9303	1559

Table 10b: Total of Journal Self Citation

Conclusion

Malayan Law Journal has indeed established itself as the oldest and leading legal report in the country. The publication has expanded over the years in terms of content, volumes and frequency of publication. It is now available not only in print format but also in electronic format. This reference analysis reached the following conclusions. In general the volumes and number of articles in the publication has increased and this shows a great expansion of the publication over the years. The analysis reveals that no fixed rule as to the number of articles MLJ will publish in a year. The articles studied on many different subjects of law and it can be concluded that the publication is open in its selection of topics. The results shown in this article provide the MLJ editors with a better understanding of the characteristic and trends of the articles published in the journal. Almost all the articles were written in English although during the recent years a few articles written in Bahasa Malaysia (Malaysian National Language) were published. One particular subject area that ought to be considered and included as a part of the journal is the subject pertaining to Law Librarianship, and Legal research as we do not have a Law Library Association or a particular Law Library Journal in the country as in Australia, United Kingdom and New Zealand. This would help law librarians to share their ideas as well as provide guidance to law students, legal researchers, librarians and lawyers to conduct legal research and to conduct it efficiently.

References

[1932] 1 Malayan Law Journal title page

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LAPORAN PERSIDANGAN/CONFRENCE REPORTS

Introduction

A university library may be described as the "heart" of the learning community, providing a place for students, lecturers and researchers to do their research and advance their knowledge. With emphasis being placed on electronic resources, and the learning community being more interested in virtual information services on the internet, academic libraries urgently need to assess the quality of its services and how user satisfaction can be achieved. Assessment of library service quality has been a questionable agenda as traditional measures of collection size, counts of use, number of staff and size of budget are no longer applicable and societal concern for quality and accountability in information services of higher education has increased. (Chang, 1992; Miller & Stearns; Kennel, 1995 in Nitecki, 1996). Alternative approaches to measure quality and what customers value as important, originally emerging in the business sector, are being used to measure service quality of libraries. Specifically the tool, SERVQUAL (which was developed by A.Parasuraman, Valarie A. Zeithaml and Leonard L. Berry) is being widely adopted by academic libraries in the US. Another service measure tool, LIBQUAL developed using the SERVQUAL methodology is also fast gaining popularity.

In Malaysia university libraries are preoccupied with obtaining MS ISO 9001: 2000 certification (requirements for Quality Management System) to exhibit the library's commitment to quality. To date 10 out of 17 public university libraries (of which 11 are full fledged universities and 6 are university colleges) have obtained MS ISO 9001: 2000 certification in the past 4 years. The University of Malaya library obtained its certification for a quality management system under its parent organization in December 2002. A description of its QMS is given by Sossamma, Pauziaah & Kiran (2002) and later an analysis of its quality objective achievements is detailed by Kiran, Pauziaah & Sossamma (2006). Recently the university managed to secure its MS ISO 9001: 2000 certification for the second time.

Since 2005, the library has also been involved in the accreditation of undergraduate programs by the Quality Assurance Division (QAD) at various faculties throughout the campus. The Quality Assurance Division (QAD) in the Ministry of Higher Education was established in April 2002 as the national body responsible for managing and coordinating the quality assurance system for public universities. QAD guidelines are divided into nine universities. QAD guidelines are divided into nine core areas. Area number 4, Student Selection and Support Services, specifically emphasizes on information facilities (library). All university libraries as academic service organizations are directly involved in such a quality assurance exercise. It is now essential that libraries offer services that are in demand by the users and user perception and satisfaction be an important factor in library services planning.

Research Objectives

This study was carried out to ascertain the perception on the quality of University of Malaya Library service and the impact of that service on academic staff's work. Specifically it addressed the questions below:
1. What is the perception of academic staff towards the quality of UM Library services?
2. What is the impact of Library services on the efficiency and effectiveness of academic work?
3. What is the level of satisfaction of academic staff towards UM Library services?
4. Is there a relationship between faculty and perception of service quality?

Service Quality in Academic Libraries

Academic libraries in Malaysia are facing increasing competition from a global digital environment and ongoing change in user needs and expectations of information services. Traditionally, the quality of an academic library has been described in terms of its collection and measured by the size of the library's holding and various counts of its use (Nitecki, 1996). For years, researchers in library and information science (LIS) have examined information needs, user wants, and user perceptions about the value of library services. They have also looked at an elusive concept—quality—in terms of collections and the effectiveness (extent to which goals and objectives are set and met) of library services (Nitecki & Hernon, 2000). In recent years, LIS researchers have drawn on marketing and other literatures to focus attention on *expectations* and an alternative view of *quality,* one representing the user's or customer's perspective on the services used. In business industries, SERVQUAL is an alternative instrument proposed to measure service quality from customer perspectives and perhaps it has been the most popular standardized questionnaire to measure service quality. In the library setting, SERVQUAL was used to assess library quality service continually and it seems that culture of assessment in libraries had strong international dimensions as there is much potential for international collaboration on assessing library service quality. (Kyrillidou, 2005).

Hernon and Whitman (2001) argued that it is possible to examine expectations from two coequal and probably interrelated concepts, service quality and satisfaction. Service quality deals with those expectations that the library chooses to meet, and satisfaction is more of an emotional and subjective reaction to a time-limited event or the cumulative experiences that a customer has with a service provider. Within LIS, different approaches to measure service quality are emerging. One centers on the use of SERVQUAL. SERVQUAL was introduced in 1988 by A. Parasuraman, Valarie A. Zeithaml and Leonard L. Berry as an instrument for assessing customer perceptions of service quality in service and retailing organization. It is based on the Gaps Model of Service Quality.
Using SERVQUAL for Library Service Quality

Assessment

The researchers of various subject areas contribute and adapt SERVQUAL as the instrument to assess service quality in library setting. Cullen (2001) claims that the modification of SERVQUAL model was introduced to academic library managers by Hernon and Altman. They used the data collected from surveys and focus groups to refine the SERVQUAL model in order to develop a robust survey instrument for use specifically in library and information services. Later Nitecki's doctoral research (1996) tested the SERVQUAL instrument on the three aspects of library service, interlibrary loan, reference, and closed-reserve and concluded that the instrument was useful in determining how well services match user expectations. Hernon and Calvert (1996) tested the validity of the SERVQUAL instrument for evaluating academic libraries among library students and librarians, and came up with an instrument based on SERVQUAL.

In Thailand, Surithong Srisa-ard (in Narit & Haruki, 2003) examined user expectations and perceptions of library service quality. The survey focused on three service areas; circulation, reference, and computer information service. The instrument used was SERVQUAL as adapted by Nitecki for use in academic libraries. The findings were parallel to those of Nitecki, that the users rated reliability was most important and tangibles was least important However these studies did not include the construct of satisfaction in assessing service quality for performance improvement. Calvert (2001) studied the customer expectations in the comparative research which examined the expectation between the library users in New Zealand and China (LIS students at Peking University in China and Victoria University of Wellington in New Zealand). The data suggested that "academic library users have very similar expectations of services". Three dimensions that concern staff attitudes, the library environment, and services that help the customers to find and use the library's material efficiently are found in both studies. Remarkably, the users from both countries prefer to work on their own without personal contact. The library should make its service readily available when the customer wants it, and offer the collection in good order that matches the customer's need.

As stated by Hernon (2002), quality indeed is a multi-faceted concept, and its assessment must "respond to its audience, those who have mandated the assessment as well as those who will be affected by it". In a study done by Adnan and Mumtaz (2006) on faculty perception on student library use, it was reported that faculty members regard student library use as very important and they also believe that librarians role is critical in demonstrating the extent to which library can assist in fulfilling or satisfying information needs.

Methodology

The measuring instrument used was a self administered questionnaire. The questionnaire consisted of 30 questions, to solicit response on a point Likert scale. It was adopted from a quality impact survey conducted on the teaching staff and students of the University of Pennsylvania by Van Pelt Library, University of Pennsylvania in 2002. The questionnaire was based on SERVQUAL as a tool for quality service measurement. However, several changes were made to suit the objective of the current survey. The original questionnaire had 3 scale response: minimum service level acceptable; the desired service level and perception of library service performance. In this study, only the perception of the library service performance was measured. Also the original 7 point scale was reduce to a 5 point scale to facilitate data analysis.

The questionnaire was divided into three sections: Section A – Perception on quality of library service; Section B – Perception on impact of library services to academic work; and Section C – Overall perception of library services. To measure the quality of library services, 3 dimensions of facility, collection and service were used. Impact on academic work focus on provision of information resources, electronic tools and user support. A single question was also asked to provide the overall impression of the quality of library service. Respondents were randomly selected from eight faculties at the Main campus: Faculty of Art & Social Sciences (FASS), Faculty of Computer Science & Information Technology (FCCIT), Faculty of Medicine and Faculty of Language and Linguistics (FBL), Faculty of Education, Faculty of Science & Information Technology (FSCIT), Faculty of Medicine, Faculty of Language and Linguistics (FBL), Faculty of Education, Faculty of Economics & Administration (FEA), Faculty of Law and Faculty of Science.

The questionnaires were personally sent to the lecturers' rooms by selected MLIS students and collected by hand in early January 2006. The data was organized and analyzed using SPSS to produce results in terms of percentages and mean.

Results and Discussion

A total of 362 questionnaires were distributed to the academic staff of 8 selected faculties. Only 151 were returned, giving a return rate of 41.7%. Details of the respondents are as shown in Table1. The majority of the respondents are lecturers (82.8%) consisting of 16 (10.6%) Professors, 20(13.2%) Associate Professors, 29 (19.2%) lecturers with PhD, 60 (39.7%) lecturers with Masters degree. The remaining 26 (17.2%) are tutors. The highest number of participation is from the Faculty of Science with 18.5% respondents; followed by Faculty of Medicine, 15.2%. Faculty of Arts & Social Science and Faculty of Language and Linguistics each had a response rate of 14.6%. The highest number of respondents are Lecturers (Masters).

Respondents were asked to indicate the library used 'most often' and base their responses on the performance of that particular library. The highest number of respondents use the Main Library; accounting to 78 out of 151 respondents (51.7%), as depicted in Figure 1. The Library with the lowest number of users is the FCSIT library. 3 respondents indicated that they do not use the UM Library services.

Figure 2 indicates that academic staff from Faculty of Science use the Main Library most frequently. Ten out of 13 academics from the Faculty of Law use the Law Library and all the respondents from the Faculty of Medicine use the Medical Library most often. It shows that academic staff of the respective faculties, prefer to use their own library except for the Faculty of Science and FSSS. This is expected as both faculties do not have a Faculty Library and the Main Library is the nearest library.

Quality of Library Services

The perceived quality of library services was mainly concerned with provision of facilities, space, staff support and knowledge, information resources, document delivery, and ICT support. The analysis is done twofold – first the data is tabulated for all responses across all 8 libraries and the second tabulation is done for only the Main Library responses as a majority of the users are from this library. The mean value of perception of quality as rated by academics staff from the 8 participating faculties is 3.33, sd = 0.605. This indicates that the academic staff find the quality of services to be just above average. Details of each response is depicted in Table 3.

The highest perception of quality service across all libraries is: 'help in locating and retrieving information'; 'facilities for individual study'; 'resources that support interdisciplinary study needs'; 'use of online information' and 'staff who instill confidence in library users'.

Among the services that received a less than satisfactory rating of quality service are the 'availability of photocopiers' and 'availability of computers and printers'.

As for the Main Library, the services that received the highest ratings are, 'prompt service'; 'staff who instill confidence in library users'; 'help in handling software and related technologies to access electronic information'; 'order and maintenance of materials on Library shelves'; 'facilities for individual study' and 'Dependable in handling my service problems'.

The results show that the top ten services that are of concern to the academicians are almost similar regardless of which library is being used. This is also expected as the overall result is based on a 57.% of response for the Main Library. It is notable that the services in the top ten ranking are similar, except for 'staff who are consistently courteous' which had a much lower rating (position 17) in the Main Library with a mean of 3.08 compared to a mean of 3.28 overall.

Impact Of Library Service On Academic Work

Impact on academic work is measured in terms of providing information resources necessary for professional or academic achievement, providing electronic tools (e.g. the library web site) that aid efficiency, help stay current with developments in area of study and help critically compare and evaluate information sources.

The overall mean value on the perception of the impact of library service on the efficiency and effectiveness of academic work is 3.27 with sd= 0.803, which indicates that academic staff perceive library service to have an average impact on their academic work, as shown in Table 4.

A further analysis was done to assess the impact of library as perceived by academic staff from the 8 participating faculties.

It is found that the Faculty of Law has the highest mean value (m=3.71), followed closely by Faculty of Computer Science & Information Technology (m = 3.66) and Faculty of Economics & Administration (m = 3.61). The mean value of the other faculties is shown in Table 5. The Faculty with the lowest mean is the Faculty of Education (m = 2.48).

Overall assessment

The third section of the instrument consists of 3 questions to assess the overall perception on library services impact on teaching, learning & research, satisfaction with services and quality of the library services. The results are similar to those in Section A and Section B. Generally the academicians rate the three as average, with "positive impact on my teaching, learning or research" receiving a higher mean compared to the individual questions in Section B.

An analysis of the Law Library and Medical Library users was carried out because both these libraries are serving academics in a specific field and the respondents in this study are users of these libraries. Both the branch library users have higher perception on the quality of library services if compared to the overall result. This is of course expected, but it is a good indication for the individual branch libraries that the academics at their faculties have quite a high perception on the impact of the library on teaching, learning and research.

Conclusion

The results of the survey would seem to suggest that, although the academic staff are using the library services, their perception of the quality of library services is average (on a scale of 1-low to 5-high). Yet academics are aware that the library has a positive impact on their teaching, learning and research. A good indication is that the library staff are considered quite helpful and able to instill confidence in library users. This would encourage users and increase library staff morale. Prompt service in the Main Library is also appreciated by the academic staff, though request for interlibrary loan/document delivery is rated average. This of course could be due to the nature of obtaining the information from elsewhere and is dependent on the other institutions' response time. It should be of concern that the courtesy and knowledge of the library staff is also perceived as average. Further study should be done to identify the category of library staff being referred to, professional librarians, para-professionals or the support staff.

Access and suitability of library resources is also

satisfactory among the academic staff. This is also related to the perception that library has an impact on the academician's work. There is indeed potential for the library to improve the services and resources to support teaching, learning and research, especially in providing electronic resources (e-journals, data files, online databases, etc) as this factor received lower ratings. If the lecturer perceive that the library has an impact on their work, this will further influence them to motivate and encourage students to use the library.

As expected, the users are least satisfied with the photocopy service and the availability of computers and printers. This is usually a complaint from the students (Zaiton, Kiran and Zanaria, 2003), but it seems that even the academic staff would like the luxury of photocopying and printing made available at the library. The library should investigate this matter further and if these services are well managed, then it is likely that the usage will increase and will spread throughout all faculties in campus. University of Malaya Library must be prepared to adapt to the expectations of academicians and to face the challenges of other means of obtaining information-the Internet or WWW. The value-added services and information resources provided by an academic library cannot be compromised with free information on the Internet, but there is a need for librarians to make this aware among the academic so that the library becomes critical and the value of the library within the organization is recognized and well respected.

Based on the results, one has to conclude that even though the quality of library service is perceived as just above average, academics will continue to use the library resources and depend on library staff for their information needs. The present study was confined to eight Faculties only and provides an insight to academic staff's perception of service quality. There is a need to investigate actual expectations of academic staff and also how they may influence student library use.

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Seminar on "Towards Knowledge Sharing and Collaborative Learning in the Energy Sector" (28 February 2005 : Putrajaya)

This one day seminar was organized by Pusat Tenaga Malaysia (*Malaysia Energy Centre*), an organization administered under the Ministry of Energy, Water and Communication. The objectives of the seminar were to promote awareness on the advantages of knowledge sharing, particularly in the energy sector, disseminate information on best practices and experiences in implementing knowledge initiatives and create opportunities for networking among those involved in the energy sector. It attracted a wide spectrum of participants from the energy as well as the information sectors – such as architects involved in designing energy saving buildings, petroleum engineers and librarians from the academia and research organizations.

In his keynote address, Dr. Annuar Abdul Rahman, Chief Executive Officer, Pusat Tenaga Malaysia spoke on the achievements of Pusat Tenaga Malaysia in its role to promote energy efficiency in Malaysia, such as the Malaysian Industrial Energy Efficiency Improvement Project and the Malaysia Energy Database Information system (MEDIS). Its latest initiative is the establishment of the Energy Information Board (EIB) to manage knowledge and build a learning organization. Realizing the importance of knowledge sharing, collaborative learning and benchmarking against best practices has thus motivated PTM to organize this seminar.

At the first plenary session presentations were made by the following:

- Mr. Mad Khir Johari Abdullah Sani & Mr. Khairul Mizan Taib from the Faculty of Information Management, Universiti Teknologi MARA, who spoke on leveraging knowledge for competitive advantage. They premised that as the human resource (people) in an organization is the main source of competitive advantage, it is important that an organization "harness the intellectual capital in a repository" so that the explicit and implicit knowledge possessed by an individual employee is retained and made available to all employees. As there is strong relationship between knowledge management and competitive advantage, knowledge management (KM) is absolutely critical to the success of a company. There are some well-recognized KM strategies that can be employed. The strategies adopted will depend on an organization's competencies, its market niche, competitors, finding an internal champion and, of paramount importance,   a corporate culture that recognizes and nurtures KM practices.

- Mr. Tajul Muhammad Taha from Infosys Capital Resources Sdn. Bhd, in his paper "Managing knowledge assets in learning organization" stated that "an organization must have a mechanism to enable people to collaboratively share information" across departmental boundaries", such as via portals, intranets, story telling sessions, building networks and communities of practice. If employees "make it a voluntary effort to share it becomes an unconscious competence." To minimize the impact

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of knowledge loss when key employees leave or retire, an organization should have a policy to make staff document what they have learned such as in standard operating procedures, and guidelines. He concluded that "organizations that will truly excel in the future will be those that discover how to tap people's commitment and capacity to learn at all levels..."

- Rusli Abdullah from Faculty of Computer Science and Information Technology, Universiti Putra Malaysia (UPM), who presented a case study on the use of agent technology in a knowledge management system (KMS) using groupware technology (e.g. Lotus Notes) to support decision making in UPM. However, to ensure that the agent is utilized in a knowledge management system, it is important that the members in the community must be willing to deposit their knowledge into the system for sharing and the infrastructure and system must be stable. He recommended that future research be undertaken to "measure KMS in terms of the important critical success factors that affect agent technology and its use as a technical tool."

- Datin Mardhiah bt Md Zin who heads the Palm Information Centre at the Malaysian Palm Oil Board (MPOB) presented a paper on the role and achievements of the MPOB and the Centre as examples of how knowledge sharing was cultivated in a research organization. At MPOB knowledge sharing is done at various levels and through several platforms. For example, at the internal R&D infrastructure knowledge is shared through patents/trademarks documentation and documented policies and procedures, such as R&D circulars, research notebook, laboratory practices; at industry level through the annual Transfer of Technology seminars, the International Palm Oil Congress and other national seminars on specific aspects of the oil palm or palm oil; amongst external researchers findings are disseminated through the PALMOILIS database and the PALMA collection; and with the public through display and exhibits at the Galeri Sawit and Palmshoppe. A critical success factor in knowledge sharing in MPOB is its corporate value system which emphasizes fairness, commitment, good communication and recognition of staff achievement and success.

At the second plenary session the speakers were as follows:

- An official from Petronas who spoke on promoting professional collaboration among energy knowledge workers. He first identified the key players in the energy sectors in Malaysia, such the Ministry of Energy, Water and Communication, the various energy supply and services companies. He then mentioned the various platforms for professional collaboration as being meetings, discussions, and the networking at national, regional and international levels.

- Hamiza Ibrahim, the Deputy Director, Corporate Affairs and Business Development Division, Pusat Tenaga Malaysia, spoke on the Centre's initative in knowledge sharing and collaborative learning, in particular the setting up of the Energy Information Bureau (EIB) with the objective of being the information repository on energy and energy-related resources and promoting the expansion, sharing and use of such information resources. This two-phase project will involve gathering information on user and infrastructure requirements, process definition and taxonomy building at the initial stage followed by the development of a portal and call centre in the final stage.

- Abdul Halim Abdul Karim, a certified knowledge worker with iKnowledgeware, gave a philosophical approach to knowledge sharing. He opined that it is important to first know what knowledge we are sharing. The relevance and veracity of the knowledge shared are important. To him "knowledge sharing is a process whereby knowledge is mutually exchanged between individuals such that at least one party makes a knowledge discovery" which is "knowing something that you had not known before." There are several approaches to knowledge sharing – top down, bottom up, formal, informal, among peers and within the community of practice. To overcome the several challenges to knowledge sharing, such as lack of trust, fear of one's worth being lessened, lack of knowledge of new ways of sharing knowledge, an organization should embed knowledge sharing into its business process; couple knowledge sharing with an employee's worth and creates a culture of trust within the organization.

In closing the Seminar, Mr. Ahmad Zairin Ismail, the Deputy Director, Energy-Industry Services Division of PTM, summarized the key issues in leveraging knowledge in the energy sector as involving the following PTM, summarized the key issues in leveraging knowledge in the energy sector as involving the following:

- "Creating the context, i.e. nurturing an environment that fosters learning, knowledge creation and information sharing.
- Developing the process, i.e. establishing a comprehensive framework and strategy to implement knowledge management
- Overseeing the content by ensuring that the quality and depth of the knowledge pools evolves with the organization
- Supporting the infrastructure by showing how leveraging knowledge can support the organization; and
- Enhancing the process by synthesizing and creating new knowledge as well as encouraging knowledge sharing."

Conclusion

The seminar was well organized. The papers presented gave a wide perspective to the specific issue of knowledge sharing within the broader area of knowledge management – from the energy sector, the information management sector, and the information technology viewpoints. Valuable information on energy-related information sources as well as updated information on the palm-oil and oil-palm sector was also obtained from the papers presented and brochures given out.

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International Association of Law Libraries: 24TH Annual Course on International Law Librarianship

"The European Union in the 21st Century: new challenges in law and legal information."
(4th - 8th September 2005: Italy)

The International Association of Law Libraries (http://www.iall.org) is an association dedicated to promote corporation among librarians, institutions and individuals dealing with legal information of various jurisdiction. The association holds its main meeting and conference annually as their main events namely the annual course on international law librarianship. Each year the association provide financial assistance to international law librarian to attend the conference. For the year 2005 three law librarians from the University of Nairobi Law Library, University of Malaya Law Library and University of Puerto Rico Law Library (http://www.iall.org/scholarship.htm) were given the privilege to attend the IALL annual course. The venue for the 24th annual course of international law librarian was held in at the European University Institute, San Domenico di Fiesole, Italy. The theme of the conference is, *"The European Union in the 21st Century: new challenges in law and legal information".* In line with the theme of the conference the papers presented focused on the following four sub themes:

i.   Constitutional Developments in the EU
ii.   EU Copyright Directive
iii.   Italian Legal Information Sources
iv.   Ius Commune

The conference started on Sunday 4th September with the registration of participants, followed by brief History of Fiesole surroundings by representative of the British Institute of Florence and a welcome reception by the European University Institute Library Director respectively. The formal opening of the conference was made on the second day by the IALL president Mr Jules Winterton from Institute of Advanced Legal Library followed by the President of European University Prof Yves Meny. More than 200 participants from all over the world namely US, UK, France, Norway, Moscow, Africa, Australia and New Zealand attended the conference. The participants were from a wide range of institutions; law firms, corporate legal departments, courts, parliamentary and academic libraries. Thirteen papers were presented by speakers from the library, academic, legal and information technology profession. The papers delivered at the conference were thought provoking, and gave useful insight into the constitutional history and developments of the European Union (EU), background of the Italian legal system and information, as well as EU copyright law on libraries. Topics which were presented at the conference include;

1.   The EU's constitutionalising efforts from a comparative federalism perspective.
2.   The Court and EU Constitutional Law.
3.   A Keynote Speech: Constitutional Developments in the EU: the Past and the Future.
4.   The EU Copyright Directive as compared to US Copyright Law and its Implications for Libraries.
5.   Implementation of the EU Copyright Directive:

Lobbying in France.
6. Discussion on EU Copyright Law.
7. Introduction to the Italian Legal System.
8. Legal Information on the Web: the case of Italy.
9. The "Norme in Rete"- project: Standards and Tools for Italian Legislation.
10. Open Access in Italy: Achievements and Future Prospects.
11. The Continued Resonance and Challenge of the 'Ius Commune' in Modern European Contract Law.
12. European Administrative Law: towards a Ius Commune in the Sphere of Public Law?
13. Harmonising European Private International Law: a Replay of Hannibal's crossing of the Alps?

(Note: All the above mentioned papers are available at the Perpustakaan Peringatan Za'ba, University of Malaya)

The presentation which caught my interest was delivered by Prof. Giuliano Amato, *"Constitutional Developments in the EU: the Past and the Future"*. Prof. Giuliano Amato was the most outstanding presenter. He caught everyone's attention with his profound presentation and in-depth knowledge on European Union Constitution. His presentation started with the early development of the European Union Constitution, its evolution and the development to date. Other papers, which were of interest, include a paper on the Italian legal system, Italian legal information on the web and open access in Italy. Marinella Baschiera's presentation dealt with the legislative, administrative and judicial function of the Italian legal system. Ginevra Peruginelli spoke about the Italian legal information on the web, the problem of accessing the Italian legal literature and the design and implementation of effective legal information services. Paola Gargiulo highlighted the open access initiatives in Italy and in depth presentation of PLEIADI (Portal for the Italian Electronic Scholarly Literature in Institutional Archives).

The whole conference was very educational, eventful and meaningful in various ways. The conference programs were quite light, 3 to 4 papers were presented each day. Besides intellectual and academic events, social events were also incorporated in the conference programme. This includes visit to Casalini bookseller's office at San Domenico, visits to the EUI library, University of Siena Law and Economic Library. The academic libraries visited are automated and have computers with Internet. One of the libraries has a reference room dedicated only for undergraduates, with the intention to allow these students to mingle and to know each other better. The receptions and dinners took place at beautiful villas namely the Machiavelli's house and the conference annual dinner at Villa Viviani in the hills of Settignano. The final day of the conference was dedicated for visits to the most famous libraries of Florence, namely the Biblioteca Laurenziana, the Biblioteca Nazionale and the Uffizi Library. I chose to visit the rare book collection library namely Biblioteca degli Uffizi and the national library of Florence, (Biblioteca Nazionale). During these events all the participants including me had the opportunity to mingle, sharing knowledge of our respective professions.

Picture 1: **Speakers**

The conference was worth attending as I attained memorable experiences and benefits. At my current professional level, this conference has given me an opportunity to meet law librarians from all over the world and share experiences and thoughts of our profession and the legal system within which various libraries functioned. This conference has given me the opportunity to network. Lots of friends were made throughout the conference. The whole conference was certainly eye opening, as this was the first ever-international conference, which I have attended. I discovered that in the US, Canada and UK academic libraries within the law libraries there are law subject specialist librarians namely the "international law librarian". This conference also gave me an opportunity to observe and learn about the importance and functions of the law librarians group.

This conference has motivated me to enhance my professional outlook, interpersonal skills and heighten my enthusiasm to achieve excellence in advancing my professional career in the field of law librarianship. I strongly encourage fellow librarians to attend library conferences, in order to know the latest developments in the library scene, acquire new knowledge, and to enhance their interpersonal and communication skills when associating with other librarians from different libraries and cultural backgrounds.

Lastly I must say that the conference organizers from the EUI were excellent; they made the whole conference memorable with their choices of social events locations and overall well planned conference arrangement. Coaches were provided as the main transportation from the pick-up point at Central Florence and Fiesole to the conference venue, receptions, dinners and visits. Naturally, participants were put at ease to enjoy the impeccable hospitality .

Picture 2: University of Siena Law and Economic

Library

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Kursus Ketelusan DalamTatacara Membuat Keputusan

(5 dan 6 Disember 2005 : Hotel Singgahsana, Petaling Jaya)

Kursus dua (2) hari ini adalah anjuran Bahagian Sumber Manusia, Universiti Malaya dan dikendalikan oleh Dato` Zakaria Ahmad dengan dibantu oleh Tuan Syed Syeikh Zain daripada Perunding Latihan Pegar Saring Ent. Penceramah berpengalaman selama 31 tahun dalam perkhidmatan awam termasuklah di INTAN dan juga Kementerian lain. Perkongsian pengalaman dengan penceramah dapat memberi banyak iktibar dan manfaat agar yang baik dijadikan teladan dan yang buruk itu akan dijadikan sempadan.

Kursus ini merupakan kesinambungan daripada Kursus Tadbir Urus Yang Baik yang diadakan sebelum ini. Antara lain objektif Kursus ini adalah untuk mendedah dan membolehkan peserta memahami dengan lebih jelas tentang konsep dan amalan ketelusan dalam tatacara membuat keputusan; membimbing peserta mengenal pasti ciri-ciri dan amalan tatacara membuat keputusan dalam organisasi secara menyeluruh dari segi kekuatan dan kelemahan serta cabaran-cabaran, serta untuk meningkatkan kemahiran dan keupayaan peserta-peserta dalam menguasai aspek ketelusan dalam membuat keputusan.

Pada hari yang pertama penceramah telah menyentuh tentang falsafah dan konsep ketelusan serta amalan membuat keputusan dalam organisasi. Dasar awam berhubung dengan pengurusan organisasi berkesan, berkaitan dengan proses membuat keputusan, pelaksanaan dan penilaian; kaedah meningkatkan ketelusan tatacara membuat keputusan dan hubung kaitnya dengan integriti; eksplorasi meninjau dan mengenalpasti kesamaan ketelusan dalam tatacara membuat keputusan dalam organisasi; perkongsian penemuan dan eksplorasi pula telah dibincangkan pada hari yang kedua.

Konsep ketelusan membuat keputusan dalam sektor Perkhidmatan Awam merujuk kepada sesuatu yang jelas, nyata dan membuat keputusan tanpa keraguan, ketidakpuasan hati atau kecurigaan. Proses membuat keputusan memerlukan kaedah atau tatacara tertentu seperti prosedur, manusia – pegawai yang terlatih iaitu bijak, adil, amanah dan telus, maklumat dan data yang tepat, syarat-syarat yang jelas, telus dan menyeluruh

dan kelayakan yang menyokong perkara di atas.Analisis "Must and Want" perlu diamalkan dalam proses membuat keputusan secara telus. "Must" adalah mandatori atau yang mesti dicapai dan juga keperluan seperti 2 tahun pengalaman sementara "Want" ialah perkara yang diinginkan dan tidak boleh ditukar contohnya : maksimum pengalaman.

Ketelusan merupakan komponen utama tadbir urus yang baik. Ketelusan bergantung kepada beberapa ciri seperti berikut : keterbukaan, umum, pengumuman, kejelasan, konsistensi, ketetapan, kesesuaian, budibicara dan akauntabiliti. Ciri-ciri ketelusan ini berasaskan kepada model Dr. John Antony Xavier, INTAN, 2000.

Kesimpulannya penjawat awam sentiasa membuat keputusan dalam melaksanakan tanggungjawab hariannya. Apa yang mustahak dalam amalan-amalan membuat keputusan ialah analisis isu / masalah akan memberi kesan atau implikasi secara langsung kepada tindakan-tindakan pengurusan yakni dapat membantu pengurusan melaksanakan tanggungjawab dengan lebih cekap. Terdapat beberapa isu strategik dalam proses membuat keputusan yang menyebabkan keputusan yang diambil kurang berkualiti dan ahli-ahli mesyuarat kurang berpuas hati dan ini akan menyebabkan pelaksanaan keputusan menghadapi masalah. Isu-isu tersebut adalah seperti berikut :

- Pengerusi mesyuarat kurang mempunyai kualiti kepimpinan
- Pengerusi mesyuarat bersikap egoistik, autokratik, tidak demokratik, tidak mendengar pandangan orang lain, merendahkan idea ahli-ahli mesyuarat
- Kurang mempunyai data / maklumat yang mantap untuk membuat keputusan yang berkualiti.
- Pengerusi mempunyai "mind-set" mengenai keputusan yang hendak diambil
- Ahli-ahli mesyuarat yang pasif dan tidak berani mengenengahkan pendapat
- Keputusan yang dibuat secara tergesa dan tidak berasaskan fakta

Isu-isu di atas bukanlah mudah untuk diselesaikan sekiranya kepimpinan organisasi tidak mempunyai pemikiran terbuka dalam proses membuat keputusan. Walau bagaimanapun perkara ini tidak boleh dibiarkan berterusan kerana ianya akan menyebabkan organisasi berada dalam keadaan eutropi dan motivasi untuk bekerja akan berada di tahap yang rendah. Masalah ini perlu diselesaikan dengan cara yang diplomatik. Pemimpin yang bersikap autrokratik peru diberikan kesedaran oleh pihak yang lebih berkuasa atau lain-lain cara yang difikirkan sesuai. Pelaksanaan penurunan kuasa dan perwakilan kuasa membuat keputusan kepada pegawai bawahan boleh dijadikan sebagai usaha menukar minda pemimpinan yang autokratik ini. Dengan adanya semangat membuat keputusan secara berpasukan keputusan yang dibuat akan lebih rasional, telus, bertanggungjawab dan berintegriti.

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AKADEMI PENGAJIAN ISLAM

DOKTOR FALSAFAH (Ph.D)

Jabatan Fiqh dan Usul

LUKMAN Abdul Mutalib. Diyat mengikut reality kehartaan dan kekeluargaan di Malaysia.
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Jabatan Syariah dan Pengurusan

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SARJANA SYARIAH (M. Syariah)

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AHMAD Khilmy Abdul Rahim. Penghakiman Mahkamah Syariah Alor Setar, Kedah dari tahun 1990-2000 : satu analisis.
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ZUBIR Efendi. Pembangunan ekonomi masyarakat desa menurut perspektif Islam : kajian terhadap program pemerintah Daerah Kabupaten Siak, Propinsi Riau, Indonesia.
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SARJANA SYARIAH (M. Usuluddin)

Jabatan Akidah dan Pemikiran Islam

KIPLI Haji Yassin. Datuk Haji Abdul Kadir Hassan : pemikiran dan sumbangannya dalam perkembangan Islam di Kuching, Sarawak.
BP42 A2 UM 2005 Kiphy

ROSLI Ishak. Pengajian sifat dua puluh : suatu kajian di Kuala Terengganu.
BP42 A2 UM 2005 Rosi

WAN HISHAMUDIN Wan Jusoh. Pengajaran ilmu usuluddin di dalam Kurikulum Bersepadu Sekolah Menengah (KBSM), Kementerian Pendidikan Malaysia : analisis terhadap perlaksanaan di Terengganu.
BP42 A2 UM 2005 Wanhwj

Jabatan Dakwah dan Pembangunan Insan

NOHANIZAM Abdul Razak. Keberkesanan dakwah terhadap masyarakat orang asli di perkampungan orang asli Batu 12, Gombak, Selangor.
BP42 A2 UM 2005 Nohar

Jabatan Al-Quran dan Al-Hadith

ZUHARYATI Yusof. Ayat-ayat Makki : kajian dari perspektif Al-Tarbiyyah Al-Harakiyyah
BP42 A2 UM 2005 Zuhy

FAKULTI SAINS KOMPUTER DAN TEKNOLOGI MAKLUMAT

DOKTOR FALSAFAH (Ph.D)

NORLIYA Ahmad Kassim. Competencies and personal qualities required of information professionals working in the Malaysian Multimedia Super Corridor (MSC) status companies.
Z674 UMP 2004 Norak

PHANG, Keat Keong. The development of QoS routing and traffic conditioning in DiffServ MPLS networks.
QA76 UMP 2004 Pha

SARJANA SAINS KOMPUTER (M.Comp.Sc.)

NG, Eng Seong. Active queue management for assured forwarding traffic in differentiated services network.
QA76 UM 2005 Ng

NOR 'AINI Haron. A framework for learning from multimedia : the effects of interface on user performance.
QA76 UM 2005 Norah

SARJANA SAINS PERPUSTAKAAN & MAKLUMAT (M.L.I.S.)

AL-HADDABI, Huda Sulaiman. Information needs and information seeking behaviour at the Faculty of Medicine, the Sultan Qaboos University, Oman.
Z674 UM 2005 Alh

NOR HAZIDAH Awang. Penggunaan internet dalam pengajaran dan pembelajaran di Sek. Men. Keb. Damansara Jaya.
Z674 UM 2005 Norha

ROESNITA Ismail. Survey on the perception and use of electronic books among IT students.
Z674 UM 2005 Roei

**SARJANA KEJURUTERAAN PERISIAN
(M.Softw.Eng.)**

V. THAVACHELVI Velautham. Knowledge design in rule-based system architecture for C tutorial.
QA76.758 UM 2005 Vth

INSTITUT PENGAJIAN SISWAZAH

DOKTOR FALSAFAH (Ph.D)

RAMESH T. Subramaniam. Development and characterization of PVC blends (PVC/PMMA and PVC/PEO) based polymer electrolytes and batteries.
Q180 UMP 2004 Ram

MOHD Rosli Mohamad. Entrepreneurship, economic organisation and the automobile industry : a study of the Asian model and Malaysian experience.
H62 UMP 2004 Mohrm

VENGADAESVARAN V. Balakrishnan. Investigation on the properties of silicone resins blending with acrylic polyol resins.
Q180 UMP 2003 Ven

ABDUL Salam Hj Yussof. Kajian perbandingan konsep ilmu perspektif al-Ghazali dan Konfusius.
H62 UMP 2004 Abdshy

CHIN, Tuck Yuan. Managing forest recreational areas using environmental indicators as a feedback mechanism : a case study at Sungai Tua, Selangor.
Q180 UMP 2003 Chi

MOHAMMAD Suffian Mohamad Annuar. Production of medium-chain-length poly (3-hydroxyalkanoates) from saponified palm kernel oil by Pseudomonas putida.
Q180 UMP 2004 Mohsma

SARJANA BIOTEKNOLOGI (M.Biotech.)

LIEW, Shek Leng. Biosurfactant production from palm oil utilising indigenous bacteria.
TP248.15 UM 2003 Lie

MELIKA Miraskari. Application of STMS markers for diversity analysis in babana [sic].
TP248.15 UM 2003 Mel

SARJANA FALSAFAH (M.Phil.)

MASSITA Nordin. Progesterone and oestradiol levels during oestrous cycle and oestrus synchronization in goats.
Q180 UM 2004 Masn

MOHD Zaki Zakaria. Perusahaan batik di Kelantan : masalah dan prospek.
H62 UM 2004 Mohzz

PONNUSAMY Senniappan. Satu kajian perbandingan mengenai konsep ketuhanan di antara pemikiran St. Thomas Aquinas dalam falsafah Barat dengan St. Meykandar dalam falsafah Saiva Siddhanta.
H62 UM 2004 Pon

ZULAIKHA Paidi. A study of Baccaurea motleyana hook f. fruit's extract as a potential source of AHAs ingredient in moisturizer.
Q180 UM 2004 Zulp

**SARJANA TEKNOLOGI (Pengurusan Alam Sekitar)
(M.Tech.(Envir.Mgmt.))**

CHAMALA Muthu. Centralized wastewater treatment using an integrated treatment plant at Kerteh industrial zone.
GE7 UM 2004 Cha

CHIEW, Eng Wooi. Occurrence of dermatitis among paddy field farmers in four villages in the Kota Bharu area, Kelantan.
GE7 UM 2003 Chi

HO, Siaw Pin. Energy consumption and the emission of sulphur oxides in Malaysia.
GE7 UM 2003 Ho

KAM, Tuck Woh. Environmental management studies on the realigned road construction at Kuala Kubu Baharu.
GE7 UM 2003 Kam

LIM, Evelyn Ai Lin. A study on environmental awareness, knowledge and attitude towards tropical rainforest issues among Melaka secondary school students.
GE7 UM 2004 Lim

WONG, Sui Chuen. Effects of fish cage culture on the water quality of the Matang mangrove estuaries, Peninsular Malaysia.
GE7 UM 2003 Won

FAKULTI SASTERA DAN SAINS SOSIAL

DOKTOR FALSAFAH (Ph.D)

Jabatan Pengajian Tionghoa

SENG, Yan Chuan. Keprihatinan sosial penulis- penulis Mahua : kajian pilihan fiksyen Pan Yutong, Xiao Hei dan Liang Fang.
DS703.4 UMP 2005 Sen

**SARJANA PENGAJIAN PENERBITAN
(M.Publish.Stud.)**

Jabatan Pengajian Media

ABD Rahim Omar. Penerbitan buku sains untuk kanak-kanak : tumpuan kepada Dewan Bahasa dan Pustaka.
P90 UM 2005 Abdro

MAIZATUL Azura Haji Yahya. Penggunaan laman web dalam pemasaran buku ilmiah : kajian terhadap penerbit-penerbit Universiti di Malaysia.
Z278 UM 2004 Maiahy

SARJANA SASTERA (M.A.)

HAL EHWAL STAF / STAFF MATTERS

KEHADIRAN SEMINAR/PERSIDANGAN/KURSUS/ BENGKEL
JANUARI - DISEMBER 2005

Kehadiran staf ke Seminar/Persidangan/Kursus adalah seperti berikut:

JANUARI 2005

Program Pembangunan Diri & Organisasi Cemerlang (14-16 Januari 2005 : Sri Warisan Resort Air Keroh Country Resort, Melaka) – Encik Zulkifly bin Manap, Encik Kanaga Raja a/l Arumainathan, Puan Rohaya binti Tumin, Puan Satariah binti Sa'ari

Kursus Kenegaraan (27-31 Januari 2005 : KBN Ulu Sepri (B), Rembau, Negeri Sembilan) – Cik Azizah binti Md. Yasin, Puan Norashikin binti Ismail dan Encik Roslan

FEBRUARI 2005

Pembangunan Pembantu Am Rendah (25-27 Februari 2005 : Kem Al-Azhar, Morib, Selangor – Encik Selamat bin Lajis dan Encik Ashari bin A. Rahman

Seminar 'Towards Knowledge Sharing and Collaborative Learning in the Energy Sector' (28 Februari 2005 : Putrajaya) - Cik Molly Chuah

MAC 2005

EBSCO Seminar : An Inside View of the Information Industry, Trends and Market Expectations (7 Mac 2005 : Kuala Lumpur) - Datin Adlina Norliz binti Razali

Bengkel Penerbitan Elektronik Peringkat Kebangsaan (13 – 16 Mac 2005 : Bandar Hilir, Melaka) – Encik Haslan bin Tamjehi

Mengawet dan Menjilid Bil. 2/2005 (14-26 Mac 2005 : Arkib Negara Malaysia, Jln Duta) – Encik Mohammad bin Othman dan Puan Masitah binti Mohamad

Komunikasi Berkesan (22-23 Mac 2005 : Petaling Jaya) Encik Zakria bin Alang Kasim, Encik Kamaruzzaman bin Ibrahim dan Puan Shamsiah binti Abu Bakar

Penyelenggaraan dan Pengukuhan Komputer (22 Mac 2005 : Makmal Komputer (Gunasama), PTM, Kampus Kota) - Encik Mohd Hafizi bin Jafri, Encik Md. Hafiz bin Ahmad Zulkifli, Encik Che Mud bin Awang Ngah dan Encik Abdul Jalil bin Abdullah

MS-Access (Asas) (23 Mac 2005 : Makmal Komputer (Gunasama), Kampus Kota, Universiti Malaya) – Cik Sharina binti Mohamad Tufail dan Puan Parokthimala a/p Subramaniam

Program Pembangunan Diri & Organisasi Cemerlang (25-27 Mac 2005 : Puteri Resort Air Keroh, Melaka) – Encik Rizal bin Mat Tamin, Encik Roslan bin Karim, Encik Md. Fazli bin Aziz, Puan Vijayakumary a/p Atchuthan Nair dan Encik Azizi bin Alias

Keselamatan Rangkaian (Asas) (30 Mac 2005 : Makmal Komputer (Gunasama), Kampus Kota, Universiti Malaya) – Puan Ratnawati Sari binti Mohd Amin dan Encik Muhammad Faizal bin Abd. Aziz

Auditor Dalaman 4/2005 (30, 31 Mac & 1 April 2005 : Petaling Jaya) – Puan Nor Ima Kahar, Puan Janaki Sinnasamy, Puan Koh Ai Peng dan Cik Zaharani binti Aiyub

APRIL 2005

PPM-LAS Commemorative Conference 2005 (6-8 April 2005 : Kuala Lumpur) – Encik Muhamad Faizal bin Abd. Aziz, Puan Rafidah binti Abd. Aziz dan Puan Adida binti Mohd Amin dan Encik Mohammed Dzulkarnain Abdul Karim

Asas Kesatuan Sekerja (8-10 April 2005 : Pulau Langkawi) - Encik Habib Mahbub Subhani bin Habib Ahmad dan Encik Kamaruzaman bin Abd. Samad

Penyelenggaran dan Pengukuhan Komputer (13 April 2005 : Makmal Komputer Gunasama, Kampus Kota, Universiti Malaya) – Encik Amir Nazim bin Yahaya dan Encik Qairil Anwar bin Abd. Rahman

Pengenalan LINUX (Tahap 1 dan 2) (19-20 April 2005 : Makmal Komputer, Pusat Teknologi Maklumat, Universiti Malaya) – Encik Mazmir bin Mohd Amin

MS-Excel (27-28 April 2005 : Makmal Komputer Gunasama, Kampus Kota, Universiti Malaya) – Encik Ganeshram a/l Ponnusamy, Encik Mangsor bin Usop, Encik Nasaruddin Saravanan bin Ramu

Seminar Percambahan Pemikiran Islam Hadhari (28 April 2005 : Universiti Putra Malaysia, Serdang) – Encik Zulbahri bin Abdullah dan Encik Mohd Radi bin Mustapha

Pembangunan Pembantu Am Rendah (28-30 April 2005 : Puteri Resort Air Keroh, Melaka) - Abdul Jalil bin Khalid, Puan Fatimah binti Mustafa dan Cik Norbiah binti Omar

MEI 2005

Access Dunia Sdn. Bhd 2005 (5 Mei 2005 : Kuala Lumpur) anjuran Access Dunia Sdn. Bhd – Puan Janaki a/p Sinnasamy, Cik Sutarmi binti Kasimun dan Encik Muhammad Faizal bin Abd. Aziz

Induksi Kumpulan Pengurusan & Profesional dan Kumpulan Sokongan Gred 27 & 29 (Kumpulan) Siri 2/2005 (9-10 Mei 2005 (2 hari), 13-28 Mei 2005(11 hari) : Petaling Jaya) – Encik Mazmir bin Mohd Amin

Program Pembangunan Diri & Organisasi Cemerlang (13-15 Mei 2005 : Melaka) – Encik Abdul Halil bin Johari, Encik Zulbahti bin Abdullah, Encik Rosli bin Yang, Encik Mohd Azizan bin Mohd Faudzan, Encik Afzanizam bin Zainal Bahrin dan Puan Rokiah binti Ramli

Kursus Kenegaraan (Master/PhD ke Luar Negara) (12-16 Mei 2005 : Kem Bina Negara Tanjung Rhu, Sepang) – Encik Mohd Zailan bin Endin

Penyelenggaraan dan Pengukuhan Komputer (Asas), (7 Mei 2005 : Makmal Komputer Gunasama, Kompleks Kampus Kota, Universiti Malaya) – Puan Che Jah binti Mamat

Thomson Scientific User Meeting 2005 (18 Mei 2005 : Kuala Lumpur) - Puan Zaharah binti Ramly, Cik Sossamma a/p K.T George, Puan Norafidah binti Md. Zain, Encik Amir Hamzah bin Alias

JUN 2005

Mesyuarat Kaji Semula & Perancangan QAMU dan Bengkel Pemantapan Kod Amalan Jaminan Kualiti Ahli QAMU (17-18 Jun 2005 : Petaling Jaya) - Cik Pauziaah binti Mohamad

Ms. Excel (Asas), (21-22 Jun 2005 : Makmal Gunasama, Kompleks Kampus Kota, Universiti Malaya) - Puan Rita binti Hamid@ Mohamad Amin

Penyelenggaraan dan Pengukuhan Komputer (Asas), (23 Jun 2005 : Makmal Komputer Gunasama, Kompleks Kampus Kota Universiti Malaya) – Encik Zohri bin Aziz, Encik Nasaruddin Saravanan bin Ramu

Pengurusan Perubahan (Management Change) (23-24 Jun 2005 : Petaling Jaya) – Puan Nor Ima binti Mohamed Kahar dan Encik Mohammed Dzulkarnain bin Abdul. Karim

Asas Kaunseling (26-28 Jun 2005 : Hotel Royal Adelphi, Seremban) – Cik Pauziaah binti Mohamad)

JULAI 2005

Kursus Induksi Kumpulan Pengurusan & Profesional (4-5 Julai 2005 dan 14-30 Julai 2005 : Petaling Jaya) - Cik Noorsuzila Mohamad, Cik Sharina binti Muhammad Tufail

Seminar Kebangsaan Kaunseling Universiti 2005 di bawah Program Jawatankuasa Latihan Bersama Institusi Pengajian Tinggi Malaysia (JALUMA) (11-13 Jualai 2005 : Shah Alam) - Cik Sutarmi binti Kasimun

Malaysia Library Connect Seminar 2005 (Anjuran Elsevier Science & Technology, 14 Julai 2005 : Kuala Lumpur) – Cik Molly Chuah, Puan Zaila binti Idris, Encik Mohamed Dzulkarnain bin Abd. Karim, Puan Janaki a/p Sinnasamy, Puan Siti Juryiah binti Mohd Khalid dan Encik Haslan bin Tamjehi

Penyelenggaraan & Pengukuhan Komputer (Kampus 20 Julai 2005 : Kampus Kota, Universiti Malaya) – Cik Marzulaila binti Johari dan Encik Hairulnizan bin Ramli

Pengaturcaraan PHP & MySQL (Asas) (21-22 Julai 2005: Pusat Teknologi Maklumat, Universiti Malaya) – Encik Muhamad Faizal bin Abd. Aziz

Cyberjaya : Service Excellence for an On-Demand Government Seminar (28 Julai 2005 : Anjuran SOLSIS (M) Sdn. Bhd,) – Encik Mahbob bin Yusof dan Encik Mazmir bin Mohd Amin

OGOS 2005

Penyeliaan Berkesan (2-3 Ogos 2005 : Petaling Jaya) – Encik Haslan bin Tamjehi dan Encik Mohammed Zaki bin Abd. Rahman

Wiley Interscience Seminar (Anjuran John Wiley & Sons (Asia) Pte. Ltd) (3 Ogos 2005 : Petaling Jaya) - YM Tunku Noraidah Tuanku binti Abdul Rahman dan Puan Norafidah binti Md. Zain

Kursus MS Excel (Asas) (23-24 Ogos 2005 : Kampus Kota, Universiti Malaya) – Encik Prabhakaran a/l Balachandran

Penyelenggaraan dan Pengukuhan Komputer (25 Ogos 2005 : Kampus Kota, Universiti Malaya) – Puan Rokiah binti Jaafar

Keselamatan ICT (Asas) (29 Ogos 2005 : Kampus Kota, UM) – Encik Habib Mahbub Subhani bin Habib Ahmad

SEPTEMBER 2005

24th Annual Course on International Law Librarianship, "The European Union in the 21st Century : New Challenges in Law and Legal Information" (Anjuran dan tajaan International Association of Law Libraries) (2-10 September 2005 : San Domenico di Fiesole, Italy.) – Cik Harvinder Kaur a/p Bakhtawar Singh

Kursus Induksi Kumpulan Sokongan Gred 1-22 (Kumpulan II) Siri 4/2005 (2-3 September 2005 : Pusat Pengajian Luar Ulu Gombak dan 5-16 September 2005, Petaling Jaya) – Encik Rajah a/l Kuppusamy

Persidangan MSRC " Youth Leadership : The Challenge of Globalisation (Anjuran Pusat Penyelidikan Stategik Malaysia) (20 September 2005 : Kuala Lumpur) – Puan Noriyah binti Md. Nor

Ms Excel (Asas) (20-21 September 2005 : Kampus Kota, Universiti Malaya) – Encik Zohri bin Aziz

Bengkel Pengurusan Sisa Pepejal UM (29 September 2005 : Rimba Ilmu, Universiti Malaya) – Encik Kamal bin Adnan

OOTOBER 2005

LINK System Administration Training (24-28 Oktober 2005 : Nanyang Technological University, Singapore. SirsiDynix) – Encik Mahbob bin Yusof dan Encik Mazmir bin Mohd Amin

NOVEMBER 2005

Asean University Network Interlibrary Online (AUN-ILO) Working Committee" (Anjuran Asean University Network Interlibrary Online (AUNILO) & Universiti Sains Malaysia, Pulau Pinang) (30 November – 2 Disember 2005 : Universiti Sains Malaysia, Pulau Pinang) – Puan Noriyah binti Md. Nor

DISEMBER 2005

Ketelusan Dalam Tatacara Membuat Keputusan (5-6 Disember 2005 : Petaling Jaya) - Encik Mahbob bin Yusof dan Cik Zaharani binti Aiyub

Kursus Penyelenggaraan dan Pengukuhan Komputer (Asas) (20 Disember 2005 : Kampus Kota, Universiti Malaya) – Encik Habib Mahbub Subhani bin Habib Ahmad dan Cik Iylia Syazana binti Imam Jamal

Kursus MS Excel (Asas) (21-22 Disember 2005: Kampus Kota, Universiti Malaya) – Encik Amir Hamzah bin Alias, Puan Che Jah bin Mamat dan Encik Ruslan bin Mansor

KENAIKAN PANGKAT & PEMANGKUAN JAWATAN

Dua (2) orang Pustakawan (S48) telah dinaikkan pangkat sebagai Pustakawan (S52). Mereka ialah:

1. Puan Che Puteh binti Ismail (16 Februari 2005)
2. Encik Mahbob bin Yusof (16 Februari 2005)

Tujuh (7) orang Pustakawan (S41) telah ditawarkan pemangkuan jawatan Pustakawan Gred S44 . Mereka ialah :

1. Cik Sossamma a/p K.T.George (16 Februari 2005)
2. Puan Zaila binti Idris (16 Februari 2005)
3. Puan Ruzita binti Ramly (16 Februari 2005)
4. Puan Maziah binti Salleh (16 Februari 2005)
5. Cik Pauziaah binti Mohamad (23 Februari 2005)
6. Cik Zaharani binti Aiyub (1 Mac 2005)
7. Cik Sutarmi binti Kasimun (30 Mac 2005)

PERLANTIKAN BARU

Pustakawan (S41)
1. Cik Haslina binti Husain (30 Jun 2005)
2. Encik Mohamad Rizar bin Mosbah (1 Julai 2005)
3. Cik Hanani binti Fauzi (1 Julai 2005)
4. Puan Haniza binti Adnan (4 Julai 2005)

Pen. Pegawai Perpustakaan(S27) (kontrak)
1. Encik Mior Ibrahim bin Mior Norahan (30 September 2005)

Juruteknik Komputer (FT17)
1. Cik Marzulaila binti Johari (4 April 2005)

Pembantu Perpustakaan (S17)
1. Encik Zulkhairi bin Mohd Noor (17 Januari 2005)
2. Encik Nasrul Hakim bin Jamaludin (18 Januari 2005)

Pembantu Perpustakaan (S17) (Kontrak)
1. Encik Hairullizam bin Rosli (3 Januari 2005)
2. Encik Mahadie bin Abd. Latif (3 Januari 2005)
3. Cik Amni Bazilah binti Sulaiman (10 November 2005)
4. Cik Ain Zuriatie binti Mohamad (15 November 2005)
5. Cik Siti Iryani binti Ismail (1 Disember 2005)
6. Cik Hanisah binti Hamidi (7 November 2005)

Pembantu Am Rendah (N1)
1. Encik Affiq bin Kuseri (3 Mei 2005)
2. Encik Mohd Riduan Mohd Yunus

Pembantu Am Rendah (N1)(Kontrak)
1. Encik Ahmad Fadhlullah bin Hashim (3 Januari 2005)
2. Encik Mohd Ridzuan bin Md. Yunus (17 Oktober 2005)

Pembantu Tadbir Rendah (Jurutaip-N11)(Kontrak)
1. Cik Deneswari a/p Sukumaran (7 Nov. 2005)

PERKHIDMATAN KONTRAK

Perkhidmatan Puan Noriyah binti Md. Nor selaku Ketua Pustakawan telah disambung mulai 1 Ogos 2005 hingga 1 Ogos 2006 (setahun) setelah bersara wajib pada 27 Julai 2005.

PERSARAAN WAJIB/AWAL

1. Encik Hamid bin Dawi, Pembantu Tadbir (Perkeranian Operasi) (N17) (3 Januari 2005)

2. Encik Mohd Zakaria bin Sari, Pembantu Perpustakaan (S17) (14 April 2005)

3. Puan Ramlah binti Abu Samah, Pembantu Tadbir (Perkeranian/Operasi) (N17) (1 Mei 2005)

4. Encik Ang Kian Huat, Pembantu Tadbir (Perkeranian/Operasi) (N17) (15 Mei 2005)

5. Encik Sakariah bin Otsman, Pembantu Perpustakan (S17) (25 Mei 2005)

6. Encik Dasiran bin Sibor, Pembantu Pemuliharaan (S17) (27 Mei 2005)

7. En. Ahmed Ramly bin Zainal Abidin, Pembantu Perpustakaan (S17) (6 Jul. 2005), mula perkhidmatan kontrak pada 1 Disember 2006

8. Encik Palany a/l Ramasamy, Pembantu Perpustakaan (S17) (2 Ogos 2005)

9. Encik Selvarajah a/l Ramiah, Pembantu Perpustakaan (S17) (9 November 2005)

10. Encik Hamdi bin Ahmad, Pembantu Pemuliharaan (S17) (25 November 2005)

TAMAT PERKHIDMATAN

Encik Nazri bin Zubil, Pembantu Perpustakaan (S17) (3 September 2005)

PERLETAKAN JAWATAN

1. Encik Ahmad Fuad bin Mahmood, Pembantu Perpustakaan (S17) (17 Januari 2005)

2. Encik Hesnul Faznee bin Ahmad Faisal, Pembantu Perpustakaan (S17) (27 Januari 2005)

3. Encik Sivaraman a/l Ramasingam, Pembantu Perpustakaan (S17) (11 April 2005)

4. Encik Halim bin Majid, Penolong Pegawai Perpustakaan (S27) (10 Mei 2005)

5. Encik Ahmad Fairus bin Mohd Taib, Pembantu Perpustakaan (S17) (23 Mei 2005)

6. Puan Aida Rohayu binti Abd. Rahim, Pembantu Tadbir Rendah (Jurutaip- N11) (31 Ogos 2005)

7. Puan Ruzita binti Ramly, Pustakawan (S41) (31 Disember 2005)

PERTUKARAN JABATAN

Encik Ab.Rahman bin Abu Kassim, Pembantu Am Rendah (N1) (14 November 2005)

Puan Lim Gek Neo, Pembantu Tadbir (Perkeranian/Operasi)(N17) (15 November 2005)

Puan Sabariah binti Omar, (15 November 2005)

KENAIKAN PANGKAT

Pustakawan (S52)
1. Puan Che Puteh binti Ismail (9 Disember 2005)

Pustakawan (S44)
1. Cik Pauziaah binti Mohamad (12 Disember 2005)
2. Puan Maziah binti Salleh (12 Disember 2005)
3. Pembantu Perpustakaan Kanan (S22)
4. Encik Jamil bin Pin (12 Disember 2005)
5. Encik Mohd Arnuar bin Mohd Idris (9 Disember 2005)

CUTI BELAJAR

Encik Mohd Zailan bin Endin telah ditawarkan untuk melanjutkan pengajian sarjana dibawah Program Hadiah Latihan Cuti Belajar di University of Liverpool, United Kingdom selama (1) setahun mulai 18 September 2005.

BERITA RINGKAS

Perpustakaan telah menerima beberapa rombongan pelajar ijazah tinggi, kakitangan akademik, pentadbir, penyelidik dan pustakawan daripada institut pengajian tinggi awam (IPTA) tempatan dan universiti luar negeri seperti berikut:

1. Pusat Pengajian Sains Pergigian, Universiti Sains Malaysia, Kubang Kerian, Kelantan Darul Naim - (28 Januari 2005)

2. Universitas Indonesia (18 Februari 2005) University of Social Sciences and Humanities, Vietnam - 15 April 2005

3. Universitas Sumatera Utara - 20 April 2005

4. Universitas Muhammadiyah Sumatera Utara (UMSU) - 20 Mei 2005

5. Universitas Muhammadiyah Sumatera Utara (UMSU) - 20 Mei 2005

6. University Quezon City Philippines - 31 Mei 2005

7. Jabatan Sains Perpustakaan & Maklumat, Universiti Islam Antabangsa Malaysia (UIAM) - 10 Jun 2005

8. Department of Malaysian Studies, Cairo University, Mesir - 29 Ogos 2005

9. Universitas Nasional Indonesia, Indonesia - 2 September 2005

10. Maktab Perguruan Raja Melewar, Seremban - 8 September 2005

11. University of Social Sciences and Humanities, Vietnam - 7 September 2005

12. Central Library Institute of Technology Bandung, Indonesia - 7 September 2005

13. Pustakawan dari California - 21 Oktober 2005

14. Petroliam Nasional Berhad (PETRONAS) - 17 November 2005

ANUGERAH & SIJIL PERKHIDMATAN CEMERLANG TAHUN 2005

Perpustakaan mengucapkan tahniah terhadap staf Perpustakaan yang diberikan penghargaan di atas kecermelangan prestasi masing-masing sempena Majlis Anugerah Perkhidmatan Cemerlang dan Sijil Tahun 2005 oleh Y.Bhg. Dato' Profesor Dr. Hashim bin Yaacob, Naib Canselor, Universiti Malaya pada 22 Ogos 2005. Majlis Anugerah Perkhidmatan Cemerlang 2005 telah diadakan di Dewan Tunku Canselor, Universiti Malaya. Nama staf berkenaan adalah seperti berikut:

Anugerah Perkhidmatan Cemerlang

1. Cik Azizah Md. Yasin
2. Encik Jamil Pin
3. Puan Maznah Md. Yunus
4. Encik Mohd Arnuar Mohd Idris
5. Encik Mohd Faizal Rosli
6. Encik Mohd Shaufi Ahmad
7. Encik Mohd Zailan Endin
8. Cik Molly Chuah
9. Puan Norafidah Md. Zain
10. Cik Norbiah Omar
11. Puan Normah @ Nor Arfah Omar
12. Puan Poziyah Taha
13. Puan Che Puteh Ismail
14. Encik Ramli Hassan
15. Puan Rita A.Hamid @ Mohamed Amin
16. Cik Sutarmi Kasimun
17. Puan Yeoh Seow Choo
18. Encik Zakria Alang Kasim

Sijil Perkhidmatan Cemerlang

1. Puan Noriyah Md. Nor
2. Encik Albohari Mohd Noor
3. Puan Chua Swee Cheng
4. Puan Lisdar Abdul Wahid
5. Encik Muhamad Faizal Abd. Aziz
6. Puan Normadiah Haji Mahmud
7. Encik Rafik Yunos
8. Puan Rohaizah Jaafar
9. Puan Salmah Ahmad
10. Puan Zaharani Abdul Aziz

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Bahagian Perkhidmatan Pelanggan / Client Services Division
 Ketua / Head : 603-79673300
 Meja Rujukan / Reference Desk : 603-79567800
 Kaunter Perkhidmatan / Service Counter : 603-79673373
 Keahlian / Membership : 603-79673300
 Perkhidmatan Mikrofom / Microform Services : 603-79673357
Bahagian Perolehan Bahan Bercetak & Multimedia / Acquisitions Division : Printed & Multimedia
 Ketua / Head : 603-79675294
Bahagian Perolehan Bersiri & Elektronik / Acquisitions Division : Serials & Electronic
 Ketua / Head : 603-79673383
Bahagian Kemahiran Maklumat / Information Skills Division
 Ketua / Head : 603-79673301
Bahagian Sistem Maklumat / Information Systems Division
Ketua / Head : 603-79673296
Bahagian Pengkatalogan & Metadata / Cataloguing & Metadata Division
 Ketua / Head : 603-79673298
Bahagian Perkhidmatan Akademik / Academic Services Division
 Ketua / Head : 603-79677744
Bahagian Pemelliharaan & Pemuliharaan / Conservation & Preservation Division
 Ketua / Head : 603-79677742

Perpustakaan Cawangan / Branch Libraries
Perpustakaan Perubatan T. J. Danaraj/ T. J. Danaraj Medical Library
 Ketua / Head : 603-79674783
Perpustakaan Peringatan Za'ba / Za'ba Memorial Library
 Ketua / Head : 603-79673920
Perpustakaan Undang-undang Tan Sri Profesor Ahmad Ibrahim / Tan Sri Professor Ahmad Ibrahim Law Library
 Ketua / Head : 603-79676515

Perpustakaan Khusus / Special Libraries
Perpustakaan Alam Bina / Built Environment Library, Tel : 603-79676877
Perpustakaan Kampus Kota / City Campus Library, Tel : 603-26173014
Perpustakaan Sains Komputer & Teknologi Maklumat / Computer Science & Information Technology Library, Tel : 603-79676319
Perpustakaan Pergigian / Dental Library, Tel : 603-79677420
Perpustakaan Pengajian Asia Timur / East Asian Studies Library, Tel : 603-79673840
Perpustakaan Ekonomi dan Pentadbiran, Perpustakaan Perniagaan dan Perakaunan / Economics & Administration, Business & Accountancy Library, Tel : 603-79673858
Perpustakaan Pendidikan / Education Library, Tel : 603-79675074
Perpustakaan Kejuruteraan / Engineering Library, 603-7967-5259
Perpustakaan Asasi Sains / Foundation Studies in Science Library, Tel : 603-79675864
Perpustakaan Pengajian India / Indian Studies Library, Tel : 603-79673817
Perpustakaan Pengajian Islam / Islamic Studies Library, Tel : 603-79676116
Perpustakaan Pengajian Islam, Nilam Puri / Islamic Studies Library, Nilam Puri, Tel : 609-7126491
Perpustakaan Bahasa dan Linguistik / Languages and Linguistics Library, Tel : 603-79673092
Perpustakaan Pengajian Melayu / Malay Studies Library, Tel : 603-79677217
Perpustakaan Pengajian Siswazah / Postgraduate Studies Library, Tel : 603-79674635