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Dessy Harisanty

dessy.harisanty@vokasi.unair.ac.id

Aulia Farah Diba

Library Studies, Faculty of Vocational Studies, Universitas Airlangga, auliafarah98@gmail.com

Khoirotun Layyinah

Library Studies, Faculty of Vocational Studies, Universitas Airlangga, khrtlnlina@gmail.com

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The Effectiveness Program of User Education at University of Malaya's Library

ABSTRACT

Introduction: The college library is established to support academic activities including education, research and public services. Then particular services are needed for particular users related to the learning process with the availability of user education. User education acts as literacy of information to users in mastering accessing and evaluating sources of information needed.

Data Collection Method: It uses a quantitative methodology of descriptive research by making direct observation when program user education was held by Bahagian Kemahiran Maklumat.

Results and Discussions. This study found that the implementation of user education resulted in the effectiveness of the program from 4 assessment indicators, namely the accuracy of program targets with highly effective assessments, the effectiveness of program socialization, the effectiveness of program objectives, and program monitoring by ineffective category.

Conclusions. Consistency and sustainability are needed in executing and implementing programs conducted to user education, so those become a form of optimizing objectives of the User Education service to students in accessing needed information as well as supporting indicators of college learning.

Keywords: User Education, College Library, The Effectiveness program

PREFACE

Library has very strategic role in academic life and it educates the nation's life in both developing and developed countries. The library has various functions, not only academic functions but also recreational functions (Junaeti & Arwani, 2016). The existence of a library is one of efforts to fulfill the information needs of its academic community, especially to support the motto of Three College Values, namely education, research, and public service.

Students need credible information which plays an important role in supporting their academic life. They are required to have a critical thinking to information either printed or electronic form. Nowadays is the information age since 2010 and it has been regulated in the constitution UU No. 14 Year 2008, which allows anyone to access all information in the printed or electronic form. The existence of this constitution is very crucial in the community as a basis for its right to obtain information from both private or government institutions with regard to the various implementation particularly state activities (Nurdiansyah, 2016)

However, information age can not avoid from various threats. One of the threats which exist is information disorder or information disruption. Information disorder is disturbances in information which causes not credible information either intentionally or unintentionally spread. Information disorder occurs as media plays a role in spreading and the consumer is incapable of filtering the information which is spread.

To overcome those challenges and phenomena, libraries might act as a source of information that has been trusted for the accuracy in the information age. Library as a source of information provides a variety of information whether printed and electronic. However, information discovery exhibited by library users tends to be less orderly. Many problems have occurred when students access the information in improper way so that plagiarism arises. Plagiarism itself is a follow-up that grows into a habit for someone, so we are required to create new habits to be free from environmental plagiarism (Wahyuni, 2018). The emergence of plagiarism is also triggered because of a strong desire from someone in getting the best value in academic matters without being there. (Jena & Sitohang, 2015).

Plagiarism is not the only threat, there are still many things that are quite extreme. For instance, the availability of many information or sources would make students confused. It might be difficult for them to differentiate the trusted and less trusted. With the availability of the

threats, user education is needed to support their daily information needs in their academic environment. User education must be balanced toward the information literacy to facilitate students in the process of discovering information, selecting information sources, and presenting information which has been obtained. Information literacy itself is the ability to find, to identify, to evaluate, and to utilize information or problems to be faced. Skills in searching and finding information become supporting factors in the library, one of which is through the user education. The program can create literacy based on skills (Hasle-based literacy) (Hasugian, 2008) . Therefore, user education is a prominent component for users who are aware of their information needs.

The Malaya University Library has a user education program that can help its academic community in terms of information retrieval, supporting scientific work and other findings provided to its academic community which supports its academic life specifically for students. The recommended program is the GIG1004 Program Information Proficiency Course and proficiency sessions. The program owned by the University of Malaya Library is a very complex program and must be followed by all students specifically the undergraduate students. This program includes in one of the students' courses. On the other word, user education is part of the curriculum at the University of Malaya specifically for undergraduate students. In addition, the results of joining this program during one semester will become score for students in the transcript of the semester.

From the background above, this research is formulated as follows; How is the effectiveness of user education program for library users at University of Malaya? In the formulation of the problem above, the purpose of this study is to determine the user education program needed for users of the University of Malaya's library. This research was compiled based on qualitative methods with data collection techniques through questionnaires targeting undergraduate students.

LITERATURE REVIEW

Effectiveness Program

According to the Indonesian Dictionary (KBBI), word 'effectiveness' comes from the root 'effective' which means the effect. Effectiveness is a condition that occurs because it is intended. Someone does because he is desired to have certain goals so that they can be called effective if

they produce the results which has been planned (Budiani, 2007) . To measure the factors that can influence the progress of a program, it can be conducted by using the following variables (Budiani, 2007) :

a. Accuracy of Program Targets

The extent to which program participants are right on target.

b. Program Socialization

The ability of program implementers to carry out program socialization so that information regarding program implementation can be conveyed

c. Program Objectives

The extent of conformity between the results of the implementation of the program with the program objectives which have been determined previously.

d. Program Monitoring

The activities carried out after the program which is implemented as a form of attention to program participants.

Teaching and user education

Libraries are required to have a forum as information provider that can be utilized by users through improving the quality of programs, one of which is the user education program. This is similar to the numbers of studies at the tertiary level that demand the skills of the academic community, especially students in searching information. The need for teaching and learning process must be adapted to users who can access various media. For instance, audio-visual media as a teaching tool. In 1858, Ralph Waldo Emerson gave a teaching on the use of libraries at Harvard College (Robert, A.F., & Blandy G.S, 1989) Since then, the term use of teaching skills such as user education has existed. According to (Sutarno, 2006), he explains the function of user education as follows:

- Librarians can understand accessing the system in the library
- Library users can utilize the information retrieval tools needed effectively and efficiently
- The library can expand the network's range of collections by users
- As the development of a library image

Implementation of user education can be conducted through three levels. Those are orientation which is usually implemented on new students at the beginning of lectures. Then user

education at certain levels through public lectures or individual/group guidance (non-curriculum). The last is homepage facilities which could be accessed anywhere and anytime by the user library (Musa, 2015). The library is the basis for achieving educational success. In addition, the library is expected to be able to educate its users in utilizing all of their collections to the maximum (Rangkuti, 2014). Providing appropriate services for user education is a support for helping the learning process (Sari, 2015). The main objective in the absence of user education programs is to achieve cognitive and affective aspects in using services in the library.

User Education Program at University of Malaya's Library

The user education program owned by University of Malaysia has name GIG1004. This program began in 2014 to replace the previous user education program, GXEX1401, which has been running since 1998. However, over time the GXEX1401 program is less relevant to the development of science, technology, and also the curriculum of the University of Malaya so that the GXEX1401 program was replaced by a new program called GIG1004.

GIG1004 is a user education program specifically for undergraduate or undergraduate students, namely for students who are undergoing diploma and undergraduate education at University of Malaya. This program is compulsory for all undergraduate students because the program is included in the semester credit system. This program is carried out for one semester with 11 face-to-face sessions and 3 courses through online media which can only be accessed by University of Malaya students. At the end of the program, a final test with a scientific project was held. It must be done by the participants of this program. The value of the project undertaken by the student will be included in the semester transcript.

The topic of the GIG1004 course at the student's first meeting would be addressed by introducing about services, opening hours, and ways to utilize the services available in the University of Malaya's library. In addition, the material provided by librarians also revolves how accurate information sources are and how students find accurate information. Furthermore, the material to be presented is material on scientific writing, good way to quote, and the use of endnote to help students in their academic life. The expectation of the holding of this program is that students recognize how to write good techniques as well as information seeking techniques

and accurate information sources so that students can apply them in their academic life for their daily paperwork or their final work.

RESEARCH METHOD

The method conducted in this research is descriptive quantitative method. Descriptive research is used to describe and to interpret something. The examples are conditions or relationships that exist, opinions that develop, ongoing processes, and the results or effects that occur (Linarwati, Fathoni, & Minarsih, 2016). Descriptive research is used because in this study the overall picture is about the effectiveness of user education towards its target of undergraduate students at University of Malaya.

To assess the effectiveness of user education, the following average formula can be used:

$$\text{Average} = \frac{(f \text{ very agree} \times 4) + (f \text{ agree} \times 3) + (f \text{ disagree} \times 2) + (f \text{ very disagree} \times 1)}{\text{Total of respondents}}$$

Interval (i) = r/k

Information :

f = Frequency

n = Sample size (in this research 100 respondents)

Interval (i) =

Information :

I = Interval level

R = Range (highest scale –lowest scale)

K = Total of class

Interval (i) = 0,75

From the average range, the results obtained are as follows:

Table 1. Range value Effectiveness program

| Range | Information |
|-------------|------------------|
| 1,00 – 1,75 | Very ineffective |
| 1,76 – 2,50 | Ineffective |
| 2,51 – 3,25 | Effective |
| 3,26 – 4,00 | Very effective |

RESULTS AND DISCUSSION

Respondents Characteristics

Table 2. Respondent Characteristics

| | Variabel | Frequency | Percentages |
|-------|---------------|-----------|-------------|
| Age | 18 years | 43 | 43,0 |
| | 19 years | 45 | 45,0 |
| | 20 years | 12 | 12,0 |
| Sex | Male | 46 | 46,0 |
| | Female | 54 | 54,0 |
| Study | Undergraduate | 100 | 100,0 |

The table above shows that of the 100 respondents writer obtained, the majority were 19 years old. The population of female students is more than male students with a total of 54 people.

Effectiveness of the User Education Program

Table 3. Program Accuracy

| Program Accuracy | Very Agree | Agree | Disagree | Very Disagree | Total | Average |
|--|------------|-------|----------|---------------|-------|---------|
| User education activities are appropriate for me as one of the targets of the user education program | 75 | 25 | 0 | 0 | 100 | 3,75 |
| The material provided is suitable with what I need | 28 | 55 | 17 | 0 | 100 | 3,11 |
| The material provided at each meeting increased my level of knowledge in terms of writing scientific papers and completing my college assignments. | 83 | 17 | 0 | 0 | 100 | 3,83 |

| | | | | | | |
|--|----|----|---|---|-----|-------------|
| The programs implemented support my college assignments. | 23 | 68 | 9 | 0 | 100 | 3,14 |
| Averages | | | | | | 3,46 |

The table above shows the results of the questionnaire calculation statement for program effectiveness assessment on the program accuracy indicators obtained average 3.46. On another word, the results are very effective. In the statement of activities, the material given at each meeting increases the level of knowledge in terms of writing scientific papers and completing the lecture. The highest average value of the 4 statements in the program accuracy indicator is 3.83, meaning that the material presented has a strong influence towards college student assignments.

Program accuracy assesses how precisely the program has been implemented in accordance with users who have been predetermined target objects. The accuracy of the program also measures the suitability of the material provided by librarians to participants. The material given to participants must be adjusted to the needs. The teaching process will not run properly if the material provided is too low or too high for participants, including the amount of material. So, the librarian must be able to provide what is needed by the participants (Hildawati, 2014).

Table 4. Program Socialization

| Program Socialization | Very Agree | Agree | Disagree | Very Disagree | Total | Average |
|---|-------------------|--------------|-----------------|----------------------|--------------|----------------|
| User education program socialization involves me as a student | | 15 | 60 | 25 | 100 | 1,9 |
| User Education socialization utilizes various media (social media, web portals) to reach all levels of students | | 35 | 45 | 10 | 100 | 2,05 |
| The socialization of the user education program encouraged me to develop my literacy | 73 | 27 | 0 | 0 | 100 | 3,73 |
| Averages | | | | | | 2,56 |

The table above shows that the program effectiveness assessment of program socialization indicators with an average value of 2.56 is effective. Program socialization is carried out as a form of developing student interest in information literacy. It is showed by the results of calculating the average value on program socialization indicator in the questionnaire that the socialization of the user education program encouraging students to develop literacy obtain an average value of 3.73 or as many as 73 students answered strongly agree. However, on the aspect of socialization involving students, an average result of 1.6 was obtained, with 60 students selecting disagreement statements, which means the program socialization conducted by librarians did not involve students.

From the results it is expected in the next program to involve students in socializing this program by inviting students to give results or testimonials as a form of positive exposure from this user education program. Socialization is the ability of the program organizers so that information about the program implementation can be conveyed to the community in general and specifically to the program's objectives (Jibril, 2017).

This socialization is the second indicator in measuring the effectiveness of the program. The socialization is also related to how the program is disseminated to students at University of Malaya. Socialization is one form of library effort in introducing University of Malaya's Library. One of the efforts of the library in introducing the library and building a positive image of the library is through user education (Chalukya, 2015). So, the existence of user education at the University Malaya's Library is one of the great advantages for the library in building a positive image as an information center.

Table 5. Program Objectives

| Program Objectives | Very Agree | Agree | Disagree | Very disagree | Total | Average |
|--|------------|-------|----------|---------------|-------|---------|
| By attending user education, I can understand and use various services and facilities at the University of Malaya's library. | 22 | 67 | 11 | 0 | 100 | 3,11 |

| | | | | | | |
|--|----|----|----|---|-----|-------------|
| With the existence of user education, I know the techniques of writing scientific good papers. | 28 | 59 | 13 | 0 | 100 | 3,15 |
| User education activities keep me away from plagiarism. | 28 | 47 | 25 | 0 | 100 | 3,03 |
| Averages | | | | | | 3,09 |

The table above shows that the program effectiveness assessment on program objective indicators obtains average 3.09. It could be stated the implementation of user education activities is in the effective category. User education activities has a positive influence on students. From the research, the results obtained are 3.15 on average with details of 59 students who agrees. It indicates that user education makes students understanding the techniques of writing scientific good papers. The ability of users to utilize the services and facilities owned by the library is an important indicator in measuring the success of a user education program (Alam, 2014).

The table above also shows that as many as 67 students can utilize services and facilities at University of Malaya's Library. This shows the success of the program conducted by the University of Malaya's Library. The crucial one is the purpose of this program could already be felt by students, that is to make students avoid plagiarism behavior, which is showed by the statement of agreement from 47 students. Indeed, someone commits plagiarism because they do not recognize how to quote in right way. With this program, students are taught to quote appropriately from reliable sources so that at least it changes the behavior of students in terms of plagiarism.

Another objectives of the program relate to its extent is successfully carried out in accordance with the objectives previously planned. This goal determines the indicators of program success which have been designed at the beginning. The effectiveness of a program can be recognized by comparing the program objectives with the results obtained (Budiani, 2007). According to (Permata Ganggi, 2017) with the existance of user education program, users will utilize information ethically so that plagiarism could be avoided. Keeping visitors away, especially University of Malaya's library users who have followed the user education program from plagiarism behavior, is one of the goals of user education program conducted at the University of Malaya's Library.

Table 6. Program Monitoring

| Program Monitoring | Very Agree | Agree | Disagree | Very Disagree | Total | Average | |
|---|------------|-------|----------|---------------|-------|---------|------|
| Librarian monitors me at the beginning of user education activities | | 20 | 58 | 11 | 11 | 100 | 1,87 |
| Librarians always monitor the progress of participants from the beginning until the end of the user education program | | 0 | 51 | 33 | 28 | 100 | 2,47 |
| Monitoring from the librarian is useful for me to develop myself | | 0 | 46 | 31 | 23 | 100 | 2,23 |
| Rata-rata | | | | | | | 2,19 |

The table above shows that the effectiveness assessment program of monitoring indicators with the result 2.19 on average is ineffective. The librarian's statement monitoring participants at the beginning of user education activities was 1.87. At the time the User Education program took place, we researchers who were in the field and made direct observations saw that there was no monitoring at the beginning of the User Education activities. Monitoring as a process of collecting and analyzing information based on indicators systematically determined is ongoing so that evaluation material can be taken for further activities to be better than before (Mardiani, 2013) .

Tabel 5. Hasil indikator program

| Indicator Program | Average |
|-----------------------|---------|
| Program Accuracy | 3,47 |
| Program Socialization | 2,56 |
| Program Objectives | 3,09 |
| Program Monitoring | 2,19 |
| Average | 2,8 |

The table above shows the overall outputs of 2,82 average with the range 2,51 – 3,25 is effective. Each indicator of value including program accuracy is 3.47 in average. Program accuracy shows quite high results because this user education program is exactly what college students need as target. In addition, material addressed in every meeting of this program is according to the student's academic needs, so the results of this program can be applied immediately to the daily academic life.

Program socialization has 2.56 on average. Program socialization is extremely needed by students. Due to the availability of it, it makes information from user education program spread comprehensively to students particularly the undergraduated students.

The objectives program is 3.09 on average. This number of program assessment suggests that the purpose of this program has been achieved. It can be proved by the research results about benefits which students can experience in writing and avoiding from plagiarism behavior.

And the last one is monitoring program with 2.19 on average, the assessments of monitoring programs are fairly lower than to the last one. It is because students still feel the lack of monitoring when the program goes on by the library.

E. CONCLUSION

Based on studies conducted in regard to the effectiveness of the user education program at University of Malaya, researchers obtained results from 4 indicator by measuring their effectiveness. The first indicator is accuracy program, which is very effective. The next one is on the socialization program indicators, which is effective as well. The third is objectives program indicators and the last is monitoring program indicators, all of which are effective as well.

Some suggestions regarding the effectiveness of the user education program at University of Malaya including the accuracy of the program needs to be maintained in its implementation because it has been very effective with the intended target. Program socialization still needs to be improved in disseminating the implementation of the user education program, so that the elements of students obtain information related to the implementation of the user education program. The last is the need for increased monitoring of the program before, during and after the implementation of ongoing User Education so that monitoring of the program becomes a manifestation of the effectiveness of the User Education program implementation and provides direct benefits in its implementation.

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