University of Petra

(Accredited University)

(جامعة معتمدة)

Questionnaire Results for Measuring Performance and Effectiveness of UOP Library Services 2017

The questionnaire was distributed to 635 students of all UOP faculties in proportion to their number of students.

Percent level of satisfaction with assets and services is 83.8%

1- Why did you visit UOP Library?								
Research	Books-Borrowing	Periodicals	Printing	Reading	Internet	Photocopying	Studying	Online Tests
266	243	17	52	103	121	29	359	379

1- Sources 88.4% (Third Rank)	Percentage	Rank
• Faculty of Administrative & Financial Sciences 200	89.6%	4
• Faculty of Arts and Sciences 95	89.7%	3
• Faculty of Information Technology 60	87.1%	6
• Faculty of Architecture & Design 90	88.8%	5
• Faculty of Law 20	80%	7
• Faculty of Mass Communication 50	91.5%	2
• Faculty of Pharmacy & Medical Sciences 120	91.9	1

2- Research and Guidance 91.4% (First Rank)	Percentage	Rank
• Faculty of Administrative & Financial Sciences 200	88.9%	7
• Faculty of Arts and Sciences 95	92.1%	3
• Faculty of Information Technology 60	91.2%	5
• Faculty of Law 20	92.5%	2
• Faculty of Mass Communication 50	89%	6
• Faculty of Architecture & Design 90	91.6%	4
• Faculty of Pharmacy & Medical Sciences 120	94.3%	1

3- Books Borrowing Services 83.5% (Fourth Rank)	Percentage	Rank
• Faculty of Law 20	87.5%	1
• Faculty of Mass Communication 50	82%	5
• Faculty of Administrative & Financial Sciences 200	80.9%	7
• Faculty of Arts and Sciences 95	84.7%	3
• Faculty of Information Technology 60	85%	2
• Faculty of Architecture & Design 90	81.4%	6
• Faculty of Pharmacy & Medical Sciences 120	82.7%	4

4- Internet Services 81.6% (Fifth Rank)	Percentage	Rank
• Faculty of Law 20	87.5%	1
• Faculty of Mass Communication 50	85%	2
• Faculty of Administrative & Financial Sciences 200	80.6%	5
• Faculty of Arts and Sciences 95	83.4%	4
• Faculty of Information Technology 60	78.8%	6
• Faculty of Architecture & Design 90	71.9%	7
• Faculty of Pharmacy & Medical Sciences 120	83.9	3

5- Media Services 73.2% (Seventh Rank)	Percentage	Rank
• Faculty of Law 20	68.8%	6
• Faculty of Mass Communication 50	82%	1
• Faculty of Administrative & Financial Sciences 200	74%	5
• Faculty of Arts and Sciences 95	77.8%	3
• Faculty of Information Technology 60	74.6	4
• Faculty of Architecture & Design 90	56.6%	7
• Faculty of Pharmacy & Medical Sciences 120	78.8%	2

6- Role of teaching staff in using UOP Library effectively 79.2% (Sixth Rank)	Percentage	Rank
• Faculty of Law 20	90.8%	3
• Faculty of Mass Communication 50	95%	1
• Faculty of Administrative & Financial Sciences 200	89.5%	5
• Faculty of Arts and Sciences 95	87.9	6
• Faculty of Information Technology 60	91.7%	2
• Faculty of Architecture & Design 90	81.4%	7
• Faculty of Pharmacy & Medical Sciences 120	90.6%	4

7- Library building and working hours 89.5% (Second Rank)	Percentage	Rank
• Faculty of Administrative & Financial Sciences 200	90.8%	3
• Faculty of Law 20	95%	1
• Faculty of Mass Communication 50	89.5%	5
• Faculty of Arts and Sciences 95	87.9%	6
• Faculty of Information Technology 60	91.7%	2
• Faculty of Architecture & Design 90	81.4%	7
• Faculty of Pharmacy & Medical Sciences 120	90.6%	4