<table>
<tr><td>HO CHI MINH UNIVERSITY OF BANKING
INFORMATION – LIBRARY CENTER</td><td>THE SOCIALIST REPUBLIC OF VIETNAM
Independence – Freedom – Happiness</td></tr>
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HO CHI MINH UNIVERSITY OF BANKING INFORMATION – LIBRARY CENTER	THE SOCIALIST REPUBLIC OF VIETNAM Independence – Freedom – Happiness
Số: 16/BC-ĐHNH-TTTV	*Ho Chi Minh City, October 10, 2024*

REPORT ON SURVEY RESULTS

Assessment ofthe Performance Quality of
the Information – Library Center Academic Year 2024 – 2025

1. GENERAL INFORMATION

Purpose: To improve and enhance the quality of library products, services, and utilities to better meet the needs of users of the Information – Library Center (ILC), hereinafter referred to as the Library. At the same time, to maintain the quality system according to ISO and address the recommendations of the external evaluation team.

Participants: Lecturers, officials, employees, and doctoral candidates, master's students, undergraduate students of Ho Chi Minh University of Banking

Survey content: Collect feedback from users on the Library's products, services, and utilities; the service attitude of Library staff; and proposals to improve the quality of activities of ILC.

Survey method: Online survey via Google form application. The Library sends a Notice with the attached link to the "SURVEY FORM" to the emails of lecturers and officials/employees of the University, and simultaneously posts it on the Library's website and fanpage. Survey form link attached: https://forms.gle/jyDK9pP7P4V64djb8

Survey period: From September 08, 2025 to the end of September 30, 2025.

2. SURVEY RESULTS

Total number of survey forms received: 493 forms.

Table 1: Statistics by survey respondent group

TL (percentage), SL (Quantity)

Category	2022		2023		2024		2025	
	SL	**TL**	**SL**	**TL**	**SL**	**TL**	**SL**	**TL**
Lecturers, officials, and employees	37	18%	37	22%	33	11%	40	8%
Students, learners, and doctoral candidates	168	82%	128	78%	264	89%	453	92%
Total	**205**	**100%**	**165**	**100%**	**297**	**100%**	**493**	**100%**

Table 2: Statistics by unit

Unit/Respondent group	TOTAL	GV-VC-NLD		SV-HVCH-NCS	
		SL	TL	SL	TL
Faculty of Banking	59	03	7,5%	56	12,4%
Faculty of Finance	122	07	17,5%	115	25,4%
Faculty of Economic Law	36	04	10%	32	7,1%
Faculty of International Economics	38	00	0%	38	8,4%
Faculty of Foreign Languages	95	10	25%	85	18,8%
Faculty of Management Information Systems	12	01	2.5%	11	2,4%
Faculty of Business Data Science	05	00	0%	05	1,1%
Faculty of Accounting – Auditing	78	05	12,5%	73	16,1%
Faculty of Business Administration	35	04	10%	31	6,8%
Faculty of Social Sciences	00	00	0%	00	0%
Faculty of Physical Education and National Defense Education	00	00	0%	00	0%
Faculty of Graduate Studies	00	00	0%	00	0%
Academic Affairs Department	00	00	0%	00	0%
Institute for International Training	08	01	2,5%	07	1,6%
Institute for Scientific Research and Banking Technology	00	00	0%	00	0%
Center for Distance Education and Technology Transfer Consulting	00	00	0%	00	0%
Center for Foreign Languages and IT Training and Competency Assessment	00	00	0%	00	0%
Student and Business Relations Center	00	00	0%	00	0%
Center for Student Services and Accommodation Management	00	00	0%	00	0%
Inspectorate Department	00	00	0%	00	0%
Admissions and Communications Department	00	00	0%	00	0%
Organization and Personnel Department	01	01	2,5%	00	0%
Office	00	00	0%	00	0%
Accounting Department	00	00	0%	00	0%
Asset Management Department	01	01	2,5%	00	0%
Testing and Quality Assurance Department	01	01	2,5%	00	0%
Information Technology Department	02	02	5%	00	0%
Office of the University Council	00	00	0%	00	0%
Journal of Economics and Asian Banking	00	00	0%	00	0%
Total	**493**	**40**	**100%**	**453**	**100%**

Table 3: Frequency Statistics of Service Usage at the Information – Library Center, HUB

Level	2022		2023		2024		2025	
	SL	TL	SL	TL	SL	TL	SL	TL
Frequently	20	10%	24	14%	**82**	**27%**	**121**	**25%**
Occasionally	168	82%	133	81%	**204**	**69%**	**337**	**68%**
Never used	17	8%	8	5%	**11**	**4%**	**35**	**7%**
Total	**205**	**100%**	**165**	**100%**	**297**	**100%**	**493**	**100%**

Table 4: Statistics on Purposes of Visiting The Information Library - Center

Purpose	2022		2023		2024		2025	
	SL	TL	SL	TL	SL	TL	SL	TL
Borrowing – Returning materials	148	34%	110	31%	176	25,3%	287	24,5%
Using databases	21	5%	65	18%	103	14,8%	151	12,9%
Using library space	121	27%	80	23%	168	24,1%	296	25,3%
Studying	118	26%	88	25%	216	31,0%	338	28,9%
Entertainment	21	5%	12	3%	20	2,9%	59	5,0%
Using computers	13	3%	Not surveyed					
Never used any products or services of ILC	Not surveyed				08	1,1%	36	3,1%
Others					05	0,8%	03	0,3%
Total	**442**	**100%**	**355**	**100%**	**696**	**100%**	**1170**	**100%**

Table 5: Statistics on Services Used at The Information - Library Center

Purpose	SL	TL
Borrowing – Returning materials	309	40,7%
Using the electronic library	151	19,9%
Requesting additional materials	44	5,8%
Information inquiry	94	12,4%
Participating in exhibitions or introductions of information resources	34	4,5%
Technical support and consulting services	27	3,5%
Never used any products or services of The Information - Library Center	100	13,2%
Total	**759**	**100%**

Table 6: Statistics on Satisfaction Levels with Services Used at The Information - Library Center

Service	Very satisfied		Satisfied		No opinion		Dissatisfied		Very dissatisfied		Never used
	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL	SL
Borrowing – Returning materials	146	34,76%	185	44,05%	79	18,81%	5	1,19%	5	1,19%	73
Using the electronic library	123	29,01%	197	46,46%	83	19,58%	10	2,36%	11	2,59%	69
Requesting additional materials	108	28,72%	149	39,63%	107	28,46%	4	1,06%	8	2,13%	117
Information inquiry	115	28,97%	170	42,82%	98	24,69%	5	1,26%	9	2,27%	96
Attending exhibitions or introductions of information resources	83	22,93%	159	43,92%	114	31,49%	1	0,28%	5	1,38%	131
Technical support and consulting services	107	28,53%	153	40,80%	103	27,47%	5	1,33%	7	1,87%	118

Table 7: Statistics on Satisfaction Levels Regarding the Attitude and Supportiveness of Staff in Charge of Services at The Information - Library Center

Services	Very satisfied		Satisfied		No opinion		Dissatisfied		Very dissatisfied		Never used
	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL	SL
Carrying out borrowing – returning procedures	146	34,27%	182	42,72%	79	18,54%	8	1,88%	11	2,58%	67
Guiding and supporting the use of the electronic library	145	33,11%	189	43,15%	86	19,63%	13	2,97%	5	1,14%	55
Receiving requests for additional materials	115	29,11%	166	42,03%	105	26,58%	4	1,01%	5	1,27%	98
Assisting and guiding in information search skills	139	32,94%	181	42,89%	86	20,38%	8	1,90%	8	1,90%	71

Table 8: Statistics on Satisfaction Levels Regarding Facilities and Equipment of The Information – Library Center

Services	Very satisfied		Satisfied		No opinion		Dissatisfied		Very dissatisfied		Never used
	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL	SL
Library reading rooms meet requirements for area and seating capacity	134	29,52%	218	48,02%	55	12,11%	32	7,05%	15	3,30%	39
Wi-Fi connection system	110	23,61%	208	44,64%	70	15,02%	54	11,59%	24	5,15%	27
Lighting, fans, and air conditioning system	150	32,19%	228	48,93%	59	12,66%	19	4,08%	10	2,15%	27
Search computers	118	27,63%	201	47,07%	93	21,78%	7	1,64%	8	1,87%	66
Library website (account login, downloading/viewing electronic materials)	143	30,95%	212	45,89%	79	17,10%	15	3,25%	13	2,81%	31
Document search function	136	31,19%	197	45,18%	83	19,04%	11	2,52%	9	2,06%	57
Specialized usage spaces of The Information –Library Center	136	32,23%	185	43,84%	77	18,25%	13	3,08%	11	2,61%	71

Table 9: Statistics on Satisfaction Levels Regarding Information Resources of The Information – Library Center

Services	Very satisfied		Satisfied		No opinion		Dissatisfied		Very dissatisfied		Never used
	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL	SL
Textbook	133	30,30%	207	47,15%	79	18,00%	7	1,59%	13	2,96%	54
Reference/Monograph materials	124	29,38%	190	45,02%	88	20,85%	6	1,42%	14	3,32%	71
Specialized journals	113	29,27%	162	41,97%	95	24,61%	4	1,04%	12	3,11%	107
Electronic journal databases	106	28,27%	157	41,87%	95	25,33%	2	0,53%	15	4,00%	118
Electronic book databases	113	28,68%	162	41,12%	97	24,62%	8	2,03%	14	3,55%	99
Datastream (FiinPro Platform)	103	28,53%	145	40,17%	99	27,42%	3	0,83%	11	3,05%	132

Table 10: Statistics on Satisfaction Levels Regarding the Regulations of The Information – Library Center

Services	Very satisfied		Satisfied		No opinion		Dissatisfied		Very dissatisfied		Never used
	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL	SL
Library usage instructions are clear and complete	152	33,12%	220	47,93%	76	16,56%	3	0,65%	8	1,74%	34
Regulations on borrowing duration are appropriate	142	31,63%	214	47,66%	77	17,15%	5	1,11%	11	2,45%	44
Regulations on the number of borrowed materials are reasonable	139	31,17%	202	45,29%	81	18,16%	13	2,91%	11	2,47%	47
Regulations on library opening/closing hours for users are appropriate	143	31,29%	214	46,83%	77	16,85%	13	2,84%	10	2,19%	36

Table 11: Statistics on Users' Preferred Types of Reading Materials

Type of materials	2022		2023		2024		2025	
	SL	TL	SL	TL	SL	TL	SL	TL
Printed books (hard copies)	182	68%	132	57%	148	41,0%	**240**	**39,2%**
Electronic books	84	32%	98	43%	56	15,5%	**95**	**15,5%**
Both					155	42,9%	**277**	**45,3%**
Others					2	0,6%	**0**	**00%**
Total	**266**	**100%**	**230**	**100%**	**361**	**100%**	**612**	**100%**

❖ **Statistics on Users' Comments and Suggestions:**

387/493 (78,5%): No comments

106/493 (21,5%), including the following contents:

+ Regarding the attitude and supportiveness of library staff: (9 comments)

+ Regarding facilities and equipment of The Information – Library Center: (65 comments)

+ Regarding service hours: (8 comments)

+ Regarding resources of The Information – Library Center: (15 comments)

+ Regarding services of The Information – Library Center: (9 comments)

(Detailed statistics attached)

3. SURVEY CONCLUSION

❖ Based on the data in Table 1, the number of survey responses in 2025 is higher than in 2024. The number of lecturers, officials, and employees responding to the survey remains limited at 40 people, accounting for 8% (Table 1), indicating the low level of attention from units toward Library activities.

❖ The number of students participating in the survey of The Information – Library Center is distributed across several faculties. The Faculty of Finance has the highest number (115, accounting for 25.4%); followed by the Faculty of Foreign Languages (85, accounting for 18.8%); the Faculty of Accounting – Auditing ranks third (73, accounting for 16.1%); the Faculty of Banking (56, accounting for 12.4%); the Faculty of International Economics (38, accounting for 8.4%); the Faculty of Economic Law (32, accounting for 7.1%); the Faculty of Business Administration (31, accounting for 6.8%); the Faculty of Management Information Systems (11, accounting for 2.4%); the Institute for International Training (7, accounting for 1.6%); and the lowest is the Faculty of Business Data Science (5, accounting for 1.1%).

❖ The frequency of library use is mainly at the "Occasionally" level, accounting for 68% (Table 3), a decrease from 69% in 2024. The "Frequently" level accounts for 25%, down from 27% in 2024. The "Never used" level accounts for 7%, increasing from 4% in 2024.

❖ The purpose of library use in 2025 shows that the highest rate is for studying, accounting for 28.9%, followed by using library space at 25.3%, borrowing and returning materials at 24.5%, and using databases at 12.9%.

❖ Users mainly use the following services (Table 5): Borrowing – Returning materials 40.7%, Using the electronic library 19.9%, and Information inquiry 12.4%. Among them, the rate of users who have never used any library service is relatively high at 13.2%.

❖ The satisfaction level with library services in 2025 (Table 6):

The proportion of satisfied/very satisfied responses increased across all criteria compared with 2024. The largest increases were in Technical support and consulting services, which rose by 19.57% (75.47%/55.90%), and in Requests for additional materials, which rose by 19.60% (71.79%/52.19%). However, the proportion of dissatisfied/very dissatisfied responses remains relatively high, with Technical support and consulting services accounting for 4.95%.

Service	2024		2025		Increase / Decrease	
	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied
Borrowing – Returning materials service	76,42%	2,02%	78,81%	2,38%	2,39%	0,36%
Technical support and consulting service	55,90%	2,09%	75,47%	4,95%	19,57%	2,86%
Using the electronic library	67,68%	2,69%	68,35%	3,19%	0,67%	0,50%
Requesting additional materials	52,19%	2,35%	71,79%	3,53%	19,60%	1,18%
Information inquiry	61,28%	2,36%	66,85%	1,66%	5,57%	-0,70%
Participating in exhibitions or introductions of information resources	49,83%	1,68%	69,33%	3,20%	19,50%	1,52%

❖ Satisfaction with the attitude and supportiveness of library service staff (Table 7):

The proportion of satisfied/very satisfied responses increased across all criteria compared with 2024. The largest increase was in Receiving requests for additional materials, up by 13.56% (71.14%/57.58%), followed by Assisting and guiding in information search skills, up by 9.17% (75.83%/66.66%). However, the proportion of dissatisfied/very dissatisfied responses remains relatively high across several criteria..

Attitude and service spirit	2024		2025		Increase / Decrease	
	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied
Carrying out borrowing – returning procedures	74,75%	2,02 %	77,00%	4,46%	2,25%	2,44%
Guiding and supporting the use of the electronic library	72,39%	3,36%	76,26%	4,11%	3,87%	0,75%
Receiving requests for additional materials	57,58%	2,36%	71,14%	2,28%	13,56%	-0,08%
Assisting and guiding in information search skills	66,66%	3,37%	75,83%	3,79%	9,17%	0,42%

❖ Satisfaction with library facilities and equipment (Table 8):

The proportion of satisfied/very satisfied responses increased across most criteria compared with 2024. However, the proportion of dissatisfied/very dissatisfied responses remains high in some areas, particularly the Library's Wi-Fi system, which accounts for 16.74%, an increase of 7.32% compared with 2024 (16.74%/9.42%); and the reading room system, which accounts for 10.35%

Facilities and equipment	2024		2025		Increase / Decrease	
	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied
Library reading rooms meet requirements for area and seating capacity	72,05%	7,74%	77,53%	10,35%	5,48%	2,61%
Wi-Fi system	70,71%	9,42%	68,24%	16,74%	-2,47%	7,32%
Electrical, fan, and air-conditioning systems…	79,12%	5,05%	81,12%	6,22%	2,00%	1,17%
Search computers	66,66%	2,35%	74,71%	3,51%	8,05%	1,16%
Library catalog software (OPAC)	71,72%	2,02%	76,84%	6,06%	5,12%	4,04%
Library website	73,74%	3,7%	76,38%	4,59%	2,64%	0,89%
Specialized usage spaces	68,05%	2,69%	76,07%	5,69%	8,02%	3,00%

❖ Satisfaction with information resources of The Information – Library Center (Table 9):

The proportion of satisfied/very satisfied responses increased across all criteria compared with 2024, with an increase ranging from 8.08% to 19.54%. The proportion of dissatisfied/very dissatisfied responses also increased across all criteria, with the largest increase observed in electronic book databases, up by 2.22% (5.58%/3.36%).

Information resources	Năm 2024		Năm 2025		Increase / Decrease	
	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied
Textbooks	66,67%	4,38%	77,45%	4,56%	10,78%	0,18%
Reference/Monograph materials	66,33%	3,37%	74,41%	4,74%	8,08%	1,37%
Specialized journals	56,23%	2,70%	71,24%	4,15%	15,01%	1,45%
Electronic journal databases	56,23%	3,03%	70,13%	4,53%	13,90%	1,50%
Electronic book databases	57,92%	3,36%	69,80%	5,58%	11,88%	2,22%
Datastream/FiinPro	49,16%	2,70%	68,70%	3,88%	19,54%	1,18%

❖ Satisfaction with the regulations of The Information – Library Center (Table 10):

The proportion of satisfied/very satisfied responses increased across all criteria compared with 2024, reaching relatively high levels from 76.46% to 81.05%. The proportion of dissatisfied/very dissatisfied responses shows that library users are most concerned about the number of materials allowed for borrowing (5.38%) and the library's opening hours (5.03%).

Content	Năm 2024		Năm 2025		Tăng /giảm	
	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied
Library usage instructions are clear and complete	80,47%	1,68%	81,05%	2,40%	0,58%	0,72%
Regulations on borrowing duration are appropriate	77,44%	2,35%	79,29%	3,56%	1,85%	1,21%

Regulations on the number of borrowed materials are reasonable	73,07%	4,04%	76,46%	5,38%	3,39%	1,34%
Regulations on opening/closing hours are appropriate	75,08%	6,06%	78,12%	5,03%	3,04%	-1,03%

*__Note__: When analyzing statistical data from Tables 6 to 10 on satisfaction levels, exclude responses marked **"have not used, therefore not evaluated".***

❖ Regarding the preferred types of materials used:

45.3% of respondents prefer using both printed and electronic formats.

39.2% prefer traditional printed materials.

15.5% prefer electronic materials.

This shows that, at present, the use of printed books remains higher than that of electronic books.

4. PROPOSED SOLUTIONS FOR IMPROVING LIBRARY SERVICE QUALITY

Based on the survey results and users' feedback and suggestions, several improvement measures should be implemented to enhance the operations of The Information – Library Center, as follows:

(1) Develop an action plan to address and improve each limitation identified through the survey results presented in Tables 6, 7, 8, 9, and 10, particularly the feedback and areas where users rated "very dissatisfied," which have increased compared to 2024.

(2) Continue coordinating with the Asset Management Department to implement and complete the renovation project for the Library space at C Lecture Hall.

(3) Continue working with relevant functional units to implement the procurement package for digital library software and execute the project "Building the Digital Library," as well as upgrade the Library's Wi-Fi system.

(4) Effectively implement the work plan for the 2025–2026 academic year, including activities related to information resource development, digitization, communication, and other core operations.

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Recipients:
- Board of Rectors (for reporting);
- Officials and employees of The Information – Library Center (for implementation);
- Library website;
- Archive: The Information – Library Center.

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DIRECTOR

(Signed)

Tran Vinh Nguyen

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