

No: 13/BC-ĐHNH-TTTV

Ho Chi Minh City, September 15, 2026

REPORT ON SURVEY RESULTS

Assessment of the Performance Quality of the Information – Library Center Academic Year 2025 – 2026

1. GENERAL INFORMATION

Purpose: To improve and enhance the quality of library products, services, and utilities to better meet the needs of library users, while maintaining the quality management system according to ISO.

Participants: Undergraduate students, master's students, doctoral candidates, officials, and employees throughout Ho Chi Minh University of Banking.

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

Survey method: Online survey via Google Forms. The Information – Library Center sends a Notice with the attached link to the “SURVEY FORM” and simultaneously posts it on the Information – Library Center's website and fanpage. Survey form link: <https://forms.gle/ZayquQR9nPJR2NEWA>

Survey period: From August 04, 2026 to the end of August 31, 2026.

2. SURVEY RESULTS

Total number of survey forms received: 560 forms

Table 1: Statistics by survey respondent group

TL (Percentage %), SL (Quantity)

Category	Year 2023		Year 2024		Year 2025		Year 2026	
	SL	TL	SL	TL	SL	TL	SL	TL
Officials and employees	37	22%	33	11%	40	8%	56	10%
Undergraduate students, master's students, and doctoral candidates	128	78%	264	89%	453	92%	504	90%
Total	165	100%	297	100%	493	100%	560	100%

Bảng 2: Statistics by unit

TL (Percentage %), SL (Quantity)

Unit/Category	TOTAL	VC-NLD		SV-HV	
		SL	TL	SL	TL
Faculty of Banking	152	4	7,1%	148	29,3%
Faculty of Finance	135	3	5,4%	132	26,2%

Faculty of Economic Law	27	19	33,9%	8	1,6%
Faculty of International Economics	8	1	1,8%	7	1,4%
Faculty of Foreign Languages	21	10	17,8%	11	2,2%
Faculty of Management Information Systems	8	1	1,8%	7	1,4%
Faculty of Business Data Science	4	2	3,6%	2	0,4%
Faculty of Accounting – Auditing	89	13	23,2%	76	15,1%
Faculty of Business Administration	110	0	0%	110	21,8%
Faculty of Social Sciences	0	0	0%	0	0%
Faculty of Physical Education and National Defense Education	0	0	0%	0	0%
Faculty of Graduate Studies	0	0	0%	0	0%
Academic Affairs Department	0	0	0%	0	0%
Institute for International Training	0	0	0%	0	0%
Institute for Scientific Research and Banking Technology	0	0	0%	0	0%
Center for Distance Learning and Technology Transfer Consulting	0	0	0%	0	0%
Center for Foreign Languages and IT Training and Competency Assessment	0	0	0%	0	0%
Center for Student Affairs & Corporate Relations	0	0	0%	0	0%
Center for Student Services and Accommodation Management	0	0	0%	0	0%
Inspectorate Department	1	1	1,8%	0	0%
Admissions and Communications Department	0	0	0%	0	0%
Organization and Personnel Department	0	0	0%	0	0%
General Administration Office	0	0	0%	0	0%
Department of Finance and Accounting	3	0	0%	3	0,6%
Asset Management Department	1	1	1,8%	0	0%
Testing and Quality Assurance Department	1	1	1,8%	0	0%
Information Technology Management Department	0	0	0%	0	0%
Asian Journal of Economics and Banking	0	0	0%	0	0%
Total	560	56	100%	504	100%

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

TL (Percentage %), SL (Quantity)

Level	Year 2023		Year 2024		Year 2025		Year 2026	
	SL	TL	SL	TL	SL	TL	SL	TL
Frequently	24	14%	82	27%	121	25%	77	13,7%
Occasionally	133	81%	204	69%	337	68%	436	77,9%

Never used	8	5%	11	4%	35	7%	47	8,4%
Total	165	100%	297	100%	493	100%	560	100%

Bảng 4: Table 4: Statistics on Purposes of Visiting the Information – Library Center
TL (Percentage %), SL (Quantity)

Purpose	Year 2023		Year 2024		Year 2025		Year 2026	
	SL	TL	SL	TL	SL	TL	SL	TL
Borrowing – Returning materials	110	31%	176	25,3%	287	24,5%	252	19,5%
Using databases	65	18%	103	14,8%	151	12,9%	292	22,6%
Using library space	80	23%	168	24,1%	296	25,3%	292	22,6%
Studying	88	25%	216	31,0%	338	28,9%	364	28,1%
Entertainment	12	3%	20	2,9%	59	5,0%	49	3,8%
Never used any products or services of the Information – Library Center	Not surveyed		8	1,1%	36	3,1%	40	3,1%
Others			5	0,8%	3	0,3%	4	0,3%
Total	355	100%	696	100%	1170	100%	1293	100%

Table 5: Statistics on Services Used at the Information – Library Center

TL (Percentage %), SL (Quantity)

Services	SL	TL
Borrowing – Returning materials	290	24,3%
Using the electronic library	352	29,4%
Requesting additional materials	68	5,7%
Information inquiry	141	11,8%
Participating in exhibitions or introductions of information resources	48	4%
FiinPro-X database and Turnitin similarity checking	198	16,6%
Technical support and consulting services	36	3%
Never used any products or services of the Information – Library Center	62	5,2%
Total	1195	100%

Bảng 6: Table 6: Statistics on Satisfaction Levels with Services Used at the Information – Library Center

TL (Percentage %), SL (Quantity)

Services	Very satisfied		Satisfied		No opinion		Dissatisfied		Very dissatisfied		Never used	
	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL
Borrowing – Returning materials	190	33,9%	198	35,4%	69	12,3%	6	1,1%	6	1,1%	91	16,2%
Using the electronic library	200	35,7%	210	37,5%	69	12,3%	19	3,4%	15	2,7%	47	8,4%
Requesting	157	28%	182	32,5%	82	14,7%	9	1,6%	9	1,6%	121	21,6%

additional materials												
Information inquiry	191	34,1%	178	31,8%	83	14,8%	4	0,7%	10	1,8%	94	16,8%
Participating in exhibitions or introductions of information resources	162	28,9%	167	29,8%	99	17,7%	5	0,9%	5	0,9%	122	21,8%
FiinPro-X database and Turnitin similarity checking	202	36,1%	184	32,8%	69	12,3%	7	1,3%	9	1,6%	89	15,9%
Technical support and consulting services	182	32,5%	166	29,7%	88	15,7%	6	1,1%	8	1,4%	110	19,6%

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

TL (Percentage %), SL (Quantity)

Services	Very satisfied		Satisfied		No opinion		Dissatisfied		Very dissatisfied		Never used	
	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL
Carrying out borrowing – returning procedures	194	34,6%	183	32,7%	79	14,1%	5	0,9%	10	1,8%	89	15,9%
Guiding and supporting the use of the electronic library	208	37,2%	188	33,6%	87	15,5%	8	1,4%	13	2,3%	56	10%
Receiving requests for additional materials	174	31,1%	171	30,5%	88	15,7%	3	0,5%	12	2,2%	112	20%
Assisting and guiding in information search skills	197	35,2%	185	33%	79	14,1%	8	1,4%	10	1,8%	81	14,5%
Supporting access to the FiinPro-X database and Turnitin similarity checking	188	33,6%	179	32%	83	14,8%	8	1,4%	12	2,2%	90	16%

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

TL (Percentage %), SL (Quantity)

Services	Very satisfied		Satisfied		No opinion		Dissatisfied		Very dissatisfied		Never used	
	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL
Library reading rooms meet requirements for area and seating capacity	165	29,5%	178	31,8%	121	21,6%	29	5,2%	14	2,5%	53	9,4%
Wi-Fi connection system	151	27%	168	30%	125	22,3%	42	7,5%	30	5,3%	44	7,9%
Fan and air-conditioning systems	197	35,2%	170	30,4%	111	19,8%	22	3,9%	15	2,7%	45	8%
Search computers	156	27,9%	180	32,1%	125	22,3%	14	2,5%	11	2%	74	13,2%
Library website (Library account login, viewing electronic materials)	166	29,6%	194	34,6%	112	20%	27	4,8%	22	4%	39	7%
Information content on the Information – Library Center’s website/fanpage	171	30,5%	187	33,4%	135	24,1%	12	2,2%	13	2,3%	42	7,5%
Document search function (OPAC)	170	30,4%	192	34,3%	121	21,6%	19	3,4%	13	2,3%	45	8%
Specialized usage spaces of the Information – Library Center	157	28%	173	30,9%	124	22,1%	20	3,6%	10	1,8%	76	13,6%

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

TL (Percentage %), SL (Quantity)

Information resources	Very satisfied		Satisfied		No opinion		Dissatisfied		Very dissatisfied		Never used	
	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL
Textbooks	179	32%	233	41,6%	81	14,5%	8	1,4%	10	1,8%	49	8,7%
Reference/ Monograph materials	187	33,4%	230	41,1%	83	14,8%	5	0,9%	10	1,8%	45	8%
Specialized journals	165	29,5%	223	39,8%	90	16%	6	1,1%	9	1,6%	67	12%
Electronic journal databases	174	31,1%	213	38%	90	16%	2	0,4%	10	1,8%	71	12,7%
Electronic book databases	184	32,9%	209	37,3%	88	15,7%	6	1,1%	13	2,3%	60	10,7%

Datastream (FiinPro-X)	174	31,1%	184	32,9%	97	17,3%	4	0,7%	7	1,2%	94	16,8%
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Table 10: Statistics on Satisfaction Levels Regarding the Regulations of the Information – Library Center

TL (Percentage %), SL (Quantity)

Regulations	Very satisfied		Satisfied		No opinion		Dissatisfied		Very dissatisfied		Never used	
	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL	SL	TL
Library usage instructions are clear and complete	197	35,2%	235	42%	80	14,3%	4	0,7%	8	1,4%	36	6,4%
Regulations on borrowing duration are appropriate	195	34,9%	224	40%	79	14,1%	4	0,7%	7	1,2%	51	9,1%
Regulations on the number of borrowed materials are reasonable	195	34,9%	218	38,9%	88	15,7%	2	0,4%	8	1,4%	49	8,7%
Regulations on library opening/closing hours for users are appropriate	193	34,5%	227	40,5%	82	14,6%	5	0,9%	9	1,6%	44	7,9%

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

TL (Percentage %), SL (Quantity)

Type of materials	Year 2023		Year 2024		Year 2025		Year 2026	
	SL	TL	SL	TL	SL	TL	SL	TL
Printed books (hard copies)	132	57%	148	41,0%	240	39,2%	174	25%
Electronic books	98	43%	56	15,5%	95	15,5%	195	28%
Both	Not surveyed		155	42,9%	277	45,3%	324	46,6%
Others			2	0,6%	0	0%	3	0,4%
Total	230	100%	361	100%	612	100%	696	100%

❖ Statistics on Users' Comments and Suggestions Regarding the Information – Library Center

- 379/560 responses (67.7%) did not answer the open-ended question.
- 181/560 responses (32.3%) contained responses to the open-ended question.
- 89 responses did not provide specific comments.
- 7 responses directly expressed positive feedback.
- 85/560 responses (15.2%) provided specific comments and suggestions (see attached Appendix).

3. SURVEY CONCLUSION

- ❖ Based on the data in Table 1, the number of survey responses in 2026 is higher than in 2025. The number of officials and employees responding to the survey remains limited at 56 people, accounting for 10% (Table 1), indicating the limited attention of 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 Banking has the highest number (148, accounting for 29.3%); followed by the Faculty of Finance (132, accounting for 26.2%); the Faculty of Business Administration ranks third (110, accounting for 21.8%); the Faculty of Accounting – Auditing (76, accounting for 15.1%); the Faculty of Foreign Languages (11, accounting for 2.2%); the Faculty of Economic Law (8, accounting for 1.6%); the Faculty of International Economics and the Faculty of Management Information Systems (7 each, accounting for 1.4%); and the lowest is the Faculty of Business Data Science (2, accounting for 0.4%);
- ❖ The frequency of Library use is mainly at the “Occasionally” level, accounting for 77.9% (Table 3), an increase from 68% in 2025. The “Frequently” level accounts for 13.7%, down from 25% in 2025. The “Never used” level accounts for 8.4%, increasing from 7% in 2025;
- ❖ The purposes of Library use in 2026 show that the highest proportion is for studying, accounting for 28.1%, followed by using databases and space at the Information – Library Center at 22.6%, borrowing – returning materials at 19.5%, and entertainment at 3.8%;
- ❖ Users mainly use the following services (Table 5): Using the electronic library accounts for 29.4%; Borrowing – Returning materials accounts for 24.3%; FiinPro-X database and Turnitin similarity checking account for 16.6%; and Information inquiry accounts for 11.8%. The proportion of users who have never used any products or services of the Information – Library Center is relatively low at 5.2%;
- ❖ Satisfaction levels with Library services in 2026 (Table 6):

The proportion of satisfied/very satisfied responses increased across all criteria compared with 2025. The largest increases were in Information inquiry (up 12.33%) and Using the electronic library (up 11.57%). However, the proportion of dissatisfied/very dissatisfied responses for the electronic library service also increased by 3.44%.

Service	Year 2025		Year 2026		Increase / Decrease	
	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied
Borrowing – Returning materials	78,81%	2,38%	82,73%	2,56%	3,92%	0,18%
Using the electronic library	68,35%	3,19%	79,92%	6,63%	11,57%	3,44%
Requesting additional materials	71,79%	3,53%	77,22%	4,1%	5,43%	0,57%
Information inquiry	66,85%	1,66%	79,18%	3%	12,33%	1,34%
Participating in exhibitions or introductions of information	69,33%	3,2%	75,11%	2,28%	5,78%	-0,92%

resources						
FiinPro-X database and Turnitin similarity checking	Not surveyed		81,95%	3,4%	Not evaluated	
Technical support and consulting services	75,47%	4,95%	77,33%	3,11%	1,86%	-1,84%

- ❖ Satisfaction levels regarding the attitude and supportiveness of staff in charge of services (Table 7):

The proportion of satisfied/very satisfied responses increased across all criteria compared with 2025. The largest increases were in Receiving requests for additional materials (up 5.87%) and Assisting and guiding in information search skills (up 3.92%). However, the proportion of dissatisfied/very dissatisfied responses for Receiving requests for additional materials also increased slightly by 1.07%.

Attitude and Supportiveness of Staff	Year 2025		Year 2026		Increase / Decrease	
	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied
Carrying out borrowing – returning procedures	77%	4,46%	80,04%	3,18%	3,04%	-1,28%
Guiding and supporting the use of the electronic library	76,26%	4,11%	78,57%	4,17%	2,31%	0,06%
Receiving requests for additional materials	71,14%	2,28%	77,01%	3,35%	5,87%	1,07%
Assisting and guiding in information search skills	75,83%	3,79%	79,75%	3,76%	3,92%	-0,03%
Supporting access to the FiinPro-X database and Turnitin similarity checking	Not surveyed		78,09%	4,25%	No increase/decrease	

- ❖ Satisfaction levels regarding Library facilities and equipment (Table 8):

The proportion of satisfied/very satisfied responses decreased across all criteria compared with 2025. The largest decrease was in Library reading rooms meeting requirements for area and seating capacity (down 9.88%), followed by the lighting, fan, and air-conditioning systems (down 9.86%). The proportion of dissatisfied/very dissatisfied responses regarding the Library website (Library account login, viewing electronic materials) increased by 4.81%;

Facilities and Equipment	Year 2025		Year 2026		Increase / Decrease	
	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied
Library reading rooms meet requirements for area and seating capacity	77,53%	10,35%	67,65%	8,48%	-9,88%	-1,87%
Wi-Fi connection system	68,24%	16,74%	61,82%	13,95%	-6,42%	-2,79%

Lighting, fan, and air-conditioning systems	81,12%	6,22%	71,26%	7,18%	-9,86%	0,96%
Search computers	74,71%	3,51%	69,14%	5,14%	-5,57%	1,63%
Library website (Library account login, viewing electronic materials)	76,38%	4,59%	69,1%	9,4%	-7,28%	4,81%
Information content on the Information – Library Center’s website/fanpage	Not surveyed		69,11%	4,83%	No increase/decrease	
Document search function (OPAC)	76,84%	6,06%	70,29%	6,21%	-6,55%	0,15%
Specialized usage spaces of the Information – Library Center	76,07%	5,69%	68,18%	6,2%	-7,89%	0,51%

❖ Satisfaction levels regarding information resources of the Information – Library Center (Table 9):

The proportion of satisfied/very satisfied responses increased across all criteria compared with 2025. The largest increase was in electronic journal databases (up 9.01%), followed by electronic book databases (up 8.8%) and Datastream (FiinPro-X) (up 8.12%). The proportion of dissatisfied/very dissatisfied responses decreased across all criteria compared with 2025, with a notable decrease in electronic journal databases (down 2.08%).

Information resources	Year 2025		Year 2026		Increase / Decrease	
	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied
Textbooks	77,45%	4,56%	80,63%	3,52%	3,18%	-1,04%
Reference/Monograph materials	74,41%	4,74%	80,97%	2,91%	6,56%	-1,83%
Specialized journals	71,24%	4,15%	78,7%	3,04%	7,46%	-1,11%
Electronic journal databases	70,13%	4,53%	79,14%	2,45%	9,01%	-2,08%
Electronic book databases	69,8%	5,58%	78,6%	3,8%	8,8%	-1,78%
Datastream (FiinPro-X)	68,7%	3,88%	76,82%	2,36%	8,12%	-1,52%

❖ Satisfaction levels regarding the regulations of the Information – Library Center (Table 10):

The proportion of satisfied/very satisfied responses increased across all criteria compared with 2025. The largest increase was in Regulations on the number of borrowed materials are reasonable (up 4.36%), followed by Regulations on library opening/closing hours for users are appropriate (up 3.28%). The proportion of

dissatisfied/very dissatisfied responses decreased across all criteria compared with 2025, with a notable decrease in Regulations on the number of borrowed materials are reasonable (down 3.42%).

Regulations	Year 2025		Year 2026		Increase / Decrease	
	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied	Very / Satisfied	Very / Dissatisfied
Library usage instructions are clear and complete	81,05%	2,4%	82,44%	2,29%	1,39%	-0,11%
Regulations on borrowing duration are appropriate	79,29%	3,56%	82,32%	2,16%	3,03%	-1,4%
Regulations on the number of borrowed materials are reasonable	76,46%	5,38%	80,82%	1,96%	4,36%	-3,42%
Regulations on library opening/closing hours for users are appropriate	78,12%	5,03%	81,4%	2,71%	3,28%	-2,32%

** **Note:** When analyzing statistical data from Tables 6 to 10 on satisfaction levels, responses marked “**Never used**” are excluded.*

❖ Regarding the preferred types of materials used:

- ◆ 46,75% of respondents prefer using both printed and electronic formats
- ◆ 25,11% prefer printed materials
- ◆ 28,14% prefer electronic materials

This shows that the demand for electronic books is now higher than that for printed books.

IV. PROPOSED SOLUTIONS FOR IMPROVING LIBRARY SERVICE QUALITY

Based on the survey results and users’ feedback and suggestions, the Information – Library Center will implement the following improvement measures to enhance its operations:

- (1) Develop staff capacity and improve communication skills and service culture; reinforce a supportive attitude and flexibility in handling incidents.
- (2) Strengthen coordination between the Information – Library Center and the units responsible for information technology and facilities management in addressing issues related to Wi-Fi, computers, equipment, air conditioning, and library spaces.
- (3) Review service processes subject to resource limitations, particularly borrowing – returning materials, FiinPro, Turnitin, and access rights to digital materials, toward greater transparency and convenience.
- (4) Develop information resources aligned with academic programs and strengthen specialized electronic databases to meet teaching and research needs.

(5) Enhance the operational capacity of the Library website, apply AI, avoid system maintenance during peak periods (examination preparation periods, thesis completion periods, etc.), and improve utilities and user experience.

(6) Effectively implement the Information – Library Center’s work plan for the 2026–2027 academic year and carry out continuous improvement throughout its operations.

Recipients:

- Board of Rectors (for reporting);
- All officials and employees of the Information – Library Center (for implementation);
- Library website;
- Archive: Information – Library Center.

**FOR THE DIRECTOR
DEPUTY DIRECTOR**

Le Van Toan