

Assignment 3: Analyzing Research

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LIS 6271: Research Methods in Library and Information Science

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June 23, 2025

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Title of Post

Kaba, Aburezeq, Dweikat, & ElRefae (2025). The impact of users' experience and satisfaction on users' intention to use digital library resources.

Citation

Kaba, A., Aburezeq, I. M., Dweikat, F., & ElRefae, G. A. (2025). The impact of users' experience and satisfaction on users' intention to use digital library resources. *Performance Measurement and Metrics*, 26(1), 1–16.
<https://doi.org/10.1108/PMM-09-2024-0042>

Article review

This study examined how user experience and satisfaction influence continued use of digital library resources (Kaba, et al, 2025). It also aimed to see how well user expectations and satisfaction could predict continued use of digital library resources.

The researchers used a self-administered survey and applied a random sampling technique to select participants. From the total population of around 200 faculty and 5,000 students, 100 faculty members and 300 students were randomly selected and invited to participate in the survey. In the end, 111 students and 53 faculty members were selected. Then, the ages of the participants were split into below 34 and over 34. The survey instrument used was a structured questionnaire. Because many students spoke Arabic and/or English, it was designed in both languages to accommodate. Furthermore, the distribution method was digital, through

Google Forms. The survey was divided into four sections: Demographics, user experience, user satisfaction, and continued intention to use the digital library services. Moreover, a 5-point scale (1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree) was used.

There were some weaknesses in the research design. Specifically, those outlined in the limitations. One was the low response rate, and perhaps it would've been better if the researchers had invited more participants. Because survey questions were not required, some responses were incomplete, leading to missing data. Another weakness was the lack of qualitative data that could've given better insights. Moreover, dividing participants into only two age groups (under 34 and over 34) may have been too simplistic.

Despite the weaknesses, the research design also had its strengths. The quantitative approach made it possible to find patterns and correlations across groups. Moreover, the random sampling, if done correctly, provides internal validity. The questionnaire itself was well put together. It was well structured and the use of the 5-point scale makes both answering questions and analyzing results easier. Lastly, I like that they accommodated their specific population by including Arabic options.

References

- Kaba, A., Aburezeq, I. M., Dweikat, F., & ElRefae, G. A. (2025). The impact of users' experience and satisfaction on users' intention to use digital library resources. *Performance Measurement and Metrics*, 26(1), 1–16.
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