

Analisis kualitas layanan buku wajib di resource learning center (RLC) FEUI ditelaah dari harapan dan persepsi pemustaka

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Abstrak

Penelitian ini bertujuan untuk mengetahui kualitas layanan buku wajib di RLC FEUI yang ditelaah dari harapan dan persepsi pemustaka. Responden penelitian ini adalah anggota RLC FEUI Program Sarjana Strata Satu terdiri dari mahasiswa program S1 Reguler, S1 Ekstensi, dan S1 Kelas Internasional. Pengukuran kualitas layanan buku wajib ini menggunakan model LibQUAL+ berdasarkan empat dimensi yaitu Access to Information, Affect of Service, Personal Control, Library As a Place. Responden diminta untuk menilai harapan minimum, harapan sesungguhnya, dan persepsi terhadap 20 pernyataan mengenai layanan buku wajib RLC FEUI. Nilai kualitas layanan diperoleh dari selisih antara nilai harapan dan persepsi. Hasil penelitian menunjukkan bahwa secara umum layanan buku wajib di RLC FEUI dinilai cukup baik oleh pemustaka karena berada dalam zona toleransi atau zone of tolerance dengan nilai AG postif sebesar 0,50. Dimensi yang mendapat nilai kepuasan terendah adalah dimensi Access to Information. Secara umum, aspek yang belum memuaskan pemustaka sehingga perlu mendapat perhatian lebih adalah (1) Ketersediaan jumlah buku wajib dari tiap judul dan (2) Kebaruan (up to date) edisi koleksi buku wajib.

This research's goal is to find out the reserve book service's quality in RLC FEUI studied from user's expectation and perception. Respondent of this research is members of RLC FEUI whose are Graduate Program Student consist of Regular Graduate Program, Extention Graduate Program, and International Class Graduate Program. The measurement of reserve book service's quality is using LibQUAL+ model based on four dimension these are Access of Information, Affect of Service, Personnel Control, and Library As a Place. Respondent ask to give their assessment about their minimum expectation, desired expectation, and perception to 20 statement about reserve book service in RLC FEUI. The value of service quality acquired from calculation of perception and expectation value. The finding shows that reserve book service in RLC FEUI generally considered quite good according to user because the research result is still in the zone of tolerance with AG value 0,50. Dimension which get lowest value of satisfaction is of Access to Information. Generally, the aspects which make users unsatisfied is (1) availability of reserve book's amount and (2) up to date of reserve book's edition.