

Persepsi pemustaka terhadap layanan rujukan studi kasus di Perpustakaan Sekolah Tinggi Agama Islam Negeri Kediri

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Abstrak

Tesis ini membahas tentang persepsi pemustaka terhadap layanan rujukan yang meliputi persepsi pemustaka terhadap koleksi, pustakawan dan fasilitas layanan rujukan di Perpustakaan STAIN Kediri. Penelitian ini adalah penelitian survai dengan pendekatan kuantitatif. Populasi adalah pemustaka aktif mahasiswa STAIN Kediri, Sampel diambil secara acak sederhana sebanyak 94 responden. Data dikumpulkan dengan menggunakan kuesioner dan wawancara. Analisis data dilakukan dengan menggunakan analisis deskriptif. Hasil penelitian menunjukkan bahwa pemustaka menunjukkan persepsi negatif terhadap layanan rujukan. Peneliti menyarankan bahwa perpustakaan perlu meningkatkan koleksi rujukan baik kualitas maupun kuantitasnya, pengetahuan dan sikap pustakawan, dan fasilitas layanan rujukan.

.....The focus of this study is user's perceptions of reference services that comprises of reference collection, reference librarian, and reference facilities at the Library of State College of Islamic Studies (STAIN) Kediri. This is a survey research with quantitative approach. Population of this research is library active user of undergraduate students of STAIN Kediri. The samples taken are 94 persons of the population by using simple random sampling. The data were collected by means of questionnaire and interview. The data were analysed with descriptive analysis method. The research shows that user's perception of reference service is negatif. The researcher suggests that library should improve reference collection both quantity and quality, librarian knowledge and behaviour, and reference service facilities.