

Kualitas layanan Perpustakaan Universitas Negeri Jakarta

Siregar, Umami Mukminati, author

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Abstrak

Penelitian ini bertujuan untuk mengetahui kualitas layanan perpustakaan Universitas Negeri Jakarta berdasarkan persepsi dan harapan pengunjung. Responden penelitian sebanyak 100 mahasiswa strata satu (S1) Universitas Negeri Jakarta. Metode pengukuran yang digunakan adalah metode LibQUAL+TM yang terdiri dari empat dimensi, yaitu: akses informasi (Access to Information), kemampuan dan sikap pustakawan dalam memberikan layanan (Affect of Service), petunjuk dan sarana akses (Personal Control), dan fasilitas dan suasana ruangan perpustakaan (Library as Place). Data dianalisis secara deskriptif dengan mencari nilai rata-rata hasil jawaban responden dan disertai dengan diagram diagram.

Hasil penelitian menunjukkan bahwa pemustaka perpustakaan Universitas Negeri Jakarta memiliki harapan yang tinggi terhadap layanan perpustakaan. Secara umum kualitas layanan perpustakaan Universitas Negeri Jakarta belum memuaskan pemustaka yang ditunjukkan dengan nilai Adequacy Gap yang berada di bawah batas toleransi. Analisis setiap dimensi menunjukkan bahwa pemustaka perpustakaan Universitas Negeri Jakarta memiliki harapan yang tinggi terhadap setiap dimensi. Harapan minimum untuk setiap dimensi belum dapat dipenuhi sehingga pemustaka belum merasa puas terhadap layanan dalam dimensi LibQual+TM di Universitas Negeri Jakarta.

Analisis setiap butir menunjukkan bahwa tidak ada satupun harapan minimum dalam setiap butir pernyataan layanan perpustakaan Universitas Negeri Jakarta yang dapat dipenuhi, sehingga menggambarkan bahwa pemustaka belum merasa puas terhadap layanan dalam setiap butir kualitas layanan di Universitas Negeri Jakarta. Sementara dari tingkat kepentingan, diketahui dimensi yang dianggap paling penting oleh pemustaka Universitas Negeri Jakarta adalah dimensi Access to Information (AI), diikuti dengan dimensi Library as Place (LP), Personal Control (PC) dan Affect of Service (AS).

.....The aim of this research is trying to identify the service quality of library in State University of Jakarta based on user's perception and expectation. Respondents in this research are about 100 undergraduate students (S1) in State University of Jakarta. The method that applied in this research is LibQUAL+TM which consisted of four dimensions, that is: Access to Information, affect of service, personal control and library as place. The data was analyzed descriptively with distinguish the average result of respondent's responds together with diagrams.

The result of this research shows that the user of library in State University of Jakarta has high expectation to library service. In general, the quality of library service in State University of Jakarta based on the users conveys dissatisfaction which showed by the value of Adequacy Gap below tolerance level. The analysis of every dimension indicates that user's in library of State University of Jakarta has high expectation in every dimension. A minimum expectation of every dimension is not high, so users not satisfied in service dimension on State University of Jakarta based on LibQual+TM method.

Analysis every item indicates that there is no one minimum expectation in every item stated in the expression of users which can be fulfilled, this illustrates that users not satisfied with the service in every item of quality of service in State University of Jakarta. While from level of importance, it is known that the

most important thing by users in State University of Jakarta are dimension in Access to Information (AI), followed with dimension Library as Place (LP), Personal Control (PC) and Affect of Service (AS). Based on the finding, The library of State University of Jakarta must make an effort to increase its quality of service from various aspects. The effort to increase can refer to the dimension which comes to the most important by users, that is Access to Information, so the availability of collection when required, collection of library, recent collection, and availability of journal, newspaper and magazine must be increase to the maximum level. Another dimensions like Library as Place, Personal Control and Affect of Service also must be re-arranged. Besides, there should be another research in quantitative approach to see other factors which influencing the satisfaction of users to quality of library service in State University of Jakarta, to strengthen and explore information as effort to improve the quality of library quality in State University of Jakarta.