

## Kualitas layanan perpustakaan menurut dosen: studi kasus di perpustakaan IAIN Sultan Maullana Hasanuddin Banten = Quality of library service based on lecturers' perceived : case study in library of IAIN Sultan Maulan Hasanuddin Banten

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### Abstrak

Penelitian ini bertujuan untuk mengukur kualitas layanan di perpustakaan berdasarkan harapan dan persepsi pengguna. Penelitian dilakukan pada Perpustakaan IAIN Sultan Maulanan Hasanuddin Banten. Responden penelitian terdiri dari 20 dosen di IAIN Sultan Maulana Hasanuddin Banten. Metode pengukuran yang dilakukan adalah Libqual +TM, yaitu metode pengukuran kualitas layanan perpustakaan berdasarkan harapan dan persepsi pengguna. Empat variabel yang diukur dalam penelitian ini, yaitu (1) access to information (2) affect of service, (3) personal control, (4) library as place. Temuan penelitian menunjukkan bahwa layanan Perpustakaan IAIN Sultan Maulana Hasanuddin Banten secara umum belum memuaskan responden. Hal ini terlihat dari kesenjangan (gap) antara harapan minimum dan persepsi responden adalah -1,46 yang menunjukkan bahwa adequacy gap berada dibawah batas toleransi (zone of tolerance). Sedangkan berdasarkan jenis layanan di perpustakaan, layanan sirkulasi memiliki adequacy gap -1.33, layanan internet -1,46 dan layanan referensi memiliki adequacy gap -1,57. Jadi seluruh jenis layanan yang ada di Perpustakaan IAIN Sultan Maulana Hasanuddin Banten belum memuaskan responden. Aspek yang memerlukan perbaikan mendesak diantaranya adalah: (a) Fasilitas fisik perpustakaan, seperti meja, bangku, rak buku, AC dan kesediaan listrik yang memadai, baik untuk layanan referensi, sirkulasi maupun layanan internet (b) Jumlah komputer untuk layanan internet yang kurang memadai (c) Koleksi buku dan majalah yang kurang memadai, terutama koleksi referensi dan buku-buku terbitan terbaru (d) Tidak tersedianya ruang khusus diskusi yang nyaman (e) Kemampuan dan jumlah petugas yang masih terbatas dalam melayani pengguna, terutama dalam hal mengevaluasi informasi dan mencari informasi di internet (f) Kurangnya petunjuk yang memudahkan pengguna untuk menemukan informasi yang dicari.

.....The objective of this research is to measure the quality of library service in library based on expectation and user's perceived. This research was conducted in the Library of IAIN Sultan Maulan Hasanuddin Banten. Libqual +TM method was used that is quality of library service measurement based on user's expectation and user's perceived. There are for measured variables in this research those are (1) access to information (2) affect of service, (3) personal control, (4) library of place. The result shows that the quality of library service of IAIN Sultan Maulan Hasanuddin Banten is not satisfied the users. It shows from there is a gap between minimum expectation and their perceived about -1.46 and it means that adequacy gap is under zone of tolerance. Meanwhile, based on the service category in the library the adequacy gap of circulation service is -1.33, internet services is -1.46 and the adequacy gap of reference service is -1.57. So, for all service categories in the Library of IAIN Sultan Maulan Hasanuddin Banten were not satisfied to the users. From those findings, there are several aspect that still need improvement in meeting the users' demand including (a) library physical facility as table, desk, and bookcase, AC and sufficient electric for all reference services, circulation and internet services, (b) lack of computers in internet services, (c) book and magazine collections particularly for reference collections and the recent publication, (d) there is no

particular comfortable space for discussion, (e) lack of staffs and their ability in giving service to the users, particularly in doing evaluation of the information and information searching on the internet, (f) lack of information direction to the user in searching the information needed.