

# Analisis persepsi mahasiswa Universitas Indonesia tentang kualitas pelayanan Perpustakaan Universitas Indonesia = Analysis perception University of Indonesia Student about service quality of Library University of Indonesia

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## Abstrak

Penelitian ini bertujuan untuk mengidentifikasi kualitas pelayanan Perpustakaan Universitas Indonesia berdasarkan persepsi mahasiswa Universitas Indonesia. Penelitian ini menggunakan pendekatan kuantitatif. Teknik pengumpulan data dilakukan dengan cara penyebaran kuisioner dan jenis penelitian deskriptif. Identifikasi kualitas pelayanan didasarkan pada empat dimensi kualitas pelayanan perpustakaan yang terdapat dalam LIBQUAL, yaitu dimensi mengenai sikap dan kemampuan petugas perpustakaan dalam melayani pengguna (Affect of Service), dimensi kemandirian pengguna dalam memanfaatkan perpustakaan (Personal Control), dimensi mengenai kecukupan dan akses terhadap koleksi perpustakaan (Access to Information), dan dimensi perpustakaan dalam pengertian fisik (Library as Place). Hasil penelitian menyimpulkan bahwa persepsi mahasiswa Universitas Indonesia tentang kualitas pelayanan Perpustakaan Universitas Indonesia dinilai kurang baik oleh anggotanya yaitu mahasiswa Universitas Indonesia. Hal ini dapat diketahui dari hasil penelitian pada tiga dari empat dimensi dinilai kurang baik yaitu dimensi Affect of Service, Personal Control dan Access to Information.

.....This research aims to identify the quality of service of the Library of the University of Indonesia based on the perceptions of students of the University of Indonesia. This research uses a quantitative approach. The technique of data collection is carried out by means of dissemination of the questionnaire and the type of descriptive research. Identification of the service quality is based on four dimensions of service quality of the library contained in the LIBQUAL, i.e. the dimension of the attitude and ability of library staff in serving users (Affect of Service), the dimensions of the user's independence in making use of the library (Personal Control), dimensions of the adequacy of and access to the library's collections (Access to Information), and dimension in terms of the physical library (Library as Place). Results of the study concluded that the perception of University of Indonesia student about quality of service of the Library of the University of Indonesia was rated less well by members of student the University of Indonesia. It is known from the research results on three of the four dimensions rated less well the dimensions of Affect of Service, Personal Control and Access to Information.