

Kualitas layanan Perpustakaan Pusdiklat Kementerian Perdagangan menurut pengguna berdasarkan Libqual+? = The quality of library services in The Ministry Of Trade Education And Training Center according to users based Libqual+?

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Abstrak

Skripsi ini membahas tentang kualitas layanan perpustakaan di Pusdiklat Kementerian Perdagangan menurut pengguna berdasarkan metode Libqual+?. Tujuan penelitian adalah untuk menggambarkan kualitas layanan perpustakaan Pusdiklat Kementerian Perdagangan berdasarkan kesenjangan antara tingkat harapan dan kenyataan yang diterima oleh pengguna dengan menggunakan metode Libqual+? yang terdiri dari tiga dimensi, yaitu Affect of Service, Information Control, dan Library as Place. Penelitian ini adalah penelitian kuantitatif dengan menggunakan metode survei.

Hasil penelitian menunjukkan bahwa kualitas layanan perpustakaan Pusdiklat Kementerian Perdagangan berada dalam zone of tolerance. Kualitas layanan perpustakaan sudah memenuhi harapan minimum dari responden, tetapi belum memenuhi harapan yang diinginkan oleh responden.

This thesis discusses about the quality of library in The Ministry of Trade Education and Training Centre according to the users based on the method Libqual+?. The goal is to describe the quality of library services in The Ministry of Trade Education and Training Center based on the gap between expectation and reality levels received by the user by using Libqual+? that comprised of three dimensions, which Affect of Service, Information Control, and Library as Place. This research is quantitative research with survey method.

The results showed that the quality of library services in The Ministry of Trade Training Centre is in the zone of tolerance. The quality of library services already meet the minimum expectations of the respondents, but has not met expectations desired by the respondents.