

Layanan prima di Perpustakaan Mahkamah Konstitusi Republik Indonesia = Excellent service in the Constitutional Court Library

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Abstrak

Skripsi ini membahas upaya pustakawan mewujudkan layanan prima di Perpustakaan Mahkamah Konstitusi. Tujuan penelitian ini menjelaskan konsep layanan prima yang ada dipikiran pustakawan melalui tindakan keseharian di perpustakaan. Pustakawan menerapkan layanan prima di perpustakaan adalah untuk menunjang pemustaka memenuhi kebutuhan informasi. Namun, Pustakawan dalam mewujudkan layanan prima terdapat beberapa kendala yang hadir dalam penerapannya dan manfaat-maanfat yang telah tercapai dari layanan prima. Penelitian tentang layanan prima di Perpustakaan Mahkamah Konstitusi adalah penelitian kualitatif cirinya bersifat reflektif.

Hasil penelitian menunjukkan bahwa pustakawan telah berupaya untuk bertindak secara prima dalam melayani. Oleh karena itu, kesehariannya pustakawan telah optimal dalam memberikan layanan yang aktif, inisiatif, dan komunikatif kepada pemustaka. Dalam mewujudkan konsep layanan prima yang pustakawan miliki, maka perlunya dukungan dari atasan dalam memperbaiki fasilitas dan menambah koleksi buku di perpustakaan.

This research discussed about the efforts to create the excellent librarian service at the Library of the Constitutional Court. This research is aimed to explain the concept of excellent service provided by the librarians to its constitutional justice researchers. The purpose of the librarians in applying excellent service is to answer the satisfaction of user in supporting the information needs. However, Librarians in creating the excellent service still face some obstacles in applying that and from the benefits that have been accomplished from this service. The research of excellent service at The Constitutional Court library is a qualitative research in shape of reflective.

The result shows that librarians have sought to achieve a prime service. Because in daily activities librarians have been giving an optimal service as an active, initiative and communicative services to the users. In creating the concept of service excellence that librarians have, there is a need of a support from superiors to improve facilities and to provide more collection of books in the library.