

Efektivitas pelayanan rujukan: kasus pada jasa penelusuran, di Pusat Perpustakaan Pertanian dan Komunikasi Penelitian (Pustaka) Bogor = The effectivity of reference service: case study in searching service, at the Centre of Agriculture Library and Research Communication (Pustaka) Bogor

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Abstrak

Tujuan penelitian ini adalah (1)mengetahui pelaksanaan jasa penelusuran di Pustaka Bogor, (2) mengetahui metode kerja pustakawan dalam memberikan pelayanan jasa penelusuran, (3) menghitung hasil dari kegiatan jasa penelusuran informasi yang berupa hasil temuan, ketepatan informasi, dan waktu pelayanan yang diberikan, (4) mengetahui efektivitas jasa penelusuran melalui hasil pelayanan yang diberikan pada periode Januari-Juli 1995, di Pustaka, Bogor secara objektif dan subjektif.

Subjek penelitian berupa surat hasil penelusuran yang sekaligus memuat nama pemakai yang kalak menjadi responden. Objek penelitiannya ialah efektivitas pelayanan jasa penelusuran.

Sampel diambil secara acak sederhana dengan jumlah sampel sebanyak 87 responden. Berdasarkan jumlah tersebut, responden yang mengembalikan kuesioner sejumlah 69 ( $\pm 80\%$ ).

Hipotesis penelitian terdiri dari: (1) ada hubungan antara hasil temuan dan kepuasan pemakai, (2) ada hubungan antara ketepatan informasi yang diterima pemakai dan kepuasan pemakai, (3) ada hubungan antara waktu pelayanan yang diberikan dan kepuasan pemakai, dibuktikan dengan uji korelasi product moment.

*This research's purpose are (1) to investigate how reference services being performed and operated in Pustaka Bogor, (2) to investigate how librarians doing that service according to fulfill a request, (3) to calculate outputs from searching services about recall, precision, and time of services, (4) to account the effectiveness of searching services from January until July 1995.*

The letters received from user who use that service become as subject of this research. The object of research is effectiveness of searching services.

The number of sample are 87 respondents and sample is taken by simple sampling method. From 87 questionnaire that had been sent, about 80 percent are received.

Hypotheses test by Pearson's product moment proved that (1) there is positive correlation between recalls and user's satisfaction, (2) there is positive correlation between information precision and user's satisfaction, and (3) there is negative correlation between time of services and user's satisfaction.