

## Kajian tentang jasa kesiagaan informasi PDII-LIPI bagi peneliti di Jabotabek

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### Abstrak

#### <b>ABSTRAK</b>

Penelitian ini bertujuan untuk mengetahui efektivitas Jasa Kesiagaan Informasi PDII-LIPI meliputi (1) gambaran kebutuhan majalah ilmiah pelanggan jasa kesiagaan informasi; (2) kepuasan pelanggan dalam memanfaatkan jasa kesiagaan informasi; (3) hubungan antarpeubah penelitian, serta peubah penelitian dan peubah antara; (4) serta permasalahan umum administrasi pengelolaan jasa kesiagaan informasi.

Peubah penelitian meliputi (1) jumlah judul majalah ilmiah; (2) jumlah pelanggan jasa kesiagaan informasi; (3) jumlah permintaan fotokopi artikel ilmiah lengkap; dan (4) kepuasan pelanggan jasa kesiagaan informasi. Peubah antara adalah (1) latar belakang pendidikan pelanggan; (2) rumpun ilmu pelanggan; (3) masa kerja pelanggan; dan (4) tahun langgan majalah ilmiah.

Hipotesis yang diajukan adalah (1) ada hubungan yang signifikan antara kebutuhan majalah ilmiah dan latar belakang rumpun keilmuan pelanggan jasa kesiagaan informasi PDII-LIPI; (2) ada hubungan yang signifikan antara kebutuhan majalah ilmiah dan latar belakang strata pendidikan pelanggan jasa kesiagaan informasi PDII-LIPI; (3) ada hubungan yang signifikan antara masa kerja responden dan kebutuhan terhadap majalah ilmiah; (4) tidak ada perbedaan kebutuhan pelanggan jasa kesiagaan informasi berdasarkan latar belakang pendidikan; (5) tidak ada perbedaan kepuasan pelanggan berdasarkan latar belakang pendidikan terhadap pelayanan jasa kesiagaan informasi PDII-LIPI; (6) tidak ada perbedaan kepuasan pelanggan berdasarkan latar belakang pendidikan terhadap majalah ilmiah yang ditawarkan jasa kesiagaan informasi PDII-LIPI; (7) tidak ada perbedaan kepuasan pelanggan berdasarkan latar belakang pendidikan terhadap administrasi layanan jasa kesiagaan informasi PDII-LIPI; (8) tidak ada perbedaan kepuasan pelanggan berdasarkan latar belakang pendidikan terhadap balikan (pemesanan artikel ilmiah lengkap) dari jasa kesiagaan informasi PDII-LIPI; (9) ada hubungan positif antara jumlah majalah ilmiah yang dilanggan PDII-LIPI dan jumlah pelanggan jasa kesiagaan informasi selama tahun 1984-1995; (10) ada hubungan positif antara jumlah pelanggan jasa kesiagaan informasi PDII-LIPI dan jumlah permintaan artikel ilmiah lengkap; (11) ada hubungan positif antara jumlah majalah ilmiah yang dilanggan PDII-LIPI dan jumlah judul permintaan fotokopi artikel lengkap pelanggan jasa kesiagaan informasi.

Sampel adalah sebanyak 103 orang yang ditarik dari populasi pelanggan jasa kesiagaan informasi yakni para peneliti yang berdomisili di daerah Jakarta, Bogor, Tangerang, dan Bekasi (Jabotabek). Penarikan sampel dilakukan secara acak sederhana. Data dikumpulkan dengan teknik dokumentasi, kuesioner, dan wawancara sebagai data pelengkap.

Untuk menguji hubungan dan perbedaan antarpeubah penelitian dipakai Uji Peringkat Spearman dan

## Analisis Varian Satu Arah Kruskal-Wallis.

Kebutuhan responden terhadap majalah ilmiah cukup bervariasi. Setelah melanggan jasa kesiagaan informasi 25,26% responden masih belum terpenuhi tingkat kebutuhannya terhadap majalah ilmiah dan 43,16% melebihi tingkat kebutuhannya.

Hipotesis (1), (4), (5), (7), (8), (9), (10), (11) diterima, dan hipotesis (2), (3), (6) ditolak. Dengan demikian berarti (1) ada hubungan yang signifikan antara kebutuhan majalah ilmiah dan latar belakang rumpun keilmuan pelanggan jasa kesiagaan informasi PDII-LIPI; (2) tidak ada hubungan yang signifikan antara kebutuhan majalah ilmiah dan latar belakang strata pendidikan pelanggan jasa kesiagaan informasi PDII-LIPI; (3) tidak ada hubungan yang signifikan antara masa kerja responden dan kebutuhan terhadap majalah ilmiah; (4) ada perbedaan kebutuhan pelanggan jasa kesiagaan informasi berdasarkan latar belakang pendidikan; (5) tidak ada perbedaan kepuasan pelanggan berdasarkan latar belakang pendidikan terhadap pelayanan jasa kesiagaan informasi PDII-LIPI; (6) ada perbedaan kepuasan pelanggan berdasarkan latar belakang pendidikan terhadap majalah ilmiah yang ditawarkan jasa kesiagaan informasi PDII-LIPI; (7) tidak ada perbedaan kepuasan pelanggan berdasarkan latar belakang pendidikan terhadap administrasi layanan jasa kesiagaan informasi PDII-LIPI; (8) tidak ada perbedaan kepuasan pelanggan berdasarkan latar belakang pendidikan terhadap pemesanan artikel ilmiah lengkap dari jasa kesiagaan informasi PDII-LIPI; (9) ada hubungan positif antara jumlah majalah ilmiah yang dilanggan PDII-LIPI dan jumlah pelanggan jasa kesiagaan informasi selama tahun 1984-1995; (10) ada hubungan positif antara jumlah pelanggan jasa kesiagaan informasi PDII-LIPI dan jumlah permintaan artikel ilmiah lengkap; (11) ada hubungan positif antara jumlah majalah ilmiah yang dilanggan PDII-LIPI dan jumlah judul permintaan fotokopi artikel lengkap pelanggan jasa kesiagaan informasi.

*The research is to evaluate the effectiveness of the Current Awareness Service provided by the PDII-LIPI\_ Which in particular, the objectives of research are (1) to identify the users' need for scientific journals; (2) the users' satisfaction in using the service; (3) to determine correlation among factors affecting the current awareness service, and (4) to identify administrative matters concerning the service.*

The main variables of this research include: (1) number of the titles of the scientific magazine offered; (2) number of the users; (3) number of the requests/orders for whole-article photocopies; (4) users' satisfaction in taking advantages of the service. The research studies also the following variables: (1) educational backgrounds of the users; (2) disciplines of knowledge the users come from; (3) users' working period (how long they have been working); (4) subscription years of the magazines.

There are 11 hypothesis proposed for the research, namely: (1) there is significant correlation between a user's knowledge background and his need for scientific journals; (2) there is significant correlation between a user's educational attainment and his need for definite subjects of scientific journals; (3) there is significant correlation between a respondent's working experience and his need scientific journals; (4) no significant correlation exist between a respondent's educational background and his need for scientific journals; (5) no different in satisfaction between users' in different educational background on the services; (6) no different in satisfaction between users' in different educational background on the scientific journals; (7) no different in satisfaction, based on the user educational background, on administration of the services; (8) no different

in satisfaction based on the user educational on photocopies of articles; (9) there is significant correlation between the number of scientific journals subscribed by the PDII-LIPI and the number of the users for 1984-1995 period; (10) there is significant correlation between the number of scientific journals subscribed by the service and the number of the titles of the whole-articles photocopy requested; and (11) there is significant correlation between the number of the users and the number of completed orders.

One hundred and three samples of users locating in Jakarta, Bogor, Tangerang, and Bekasi (Jabotabek) selected using simple random method. The data is gathered by means of documentation and questionnaire techniques. Interview technique is used when additional data is needed.

The Spearman Hierarchical Grade Test and the Kruskal-Wallis One-Way Variant Analysis are applied to test the correlations and difference among variables.

Respondents' need for scientific magazines proved varying from one to the others. By subscribing the Current Awareness Service, 25, 26% of the responders feel that their needs are not yet fulfilled, while 43, 16% feel that the service provides more than what they need.

The results also show that the  $H_0$  are accepted for hypothesis number (1), (4), (5), (7), (8), (9), (10), and (11). It means that: there is significant correlation between a user's knowledge background and his need for scientific journals; no significant correlation exist between a respondent's educational background and his need for scientific journals; no different in satisfaction between users' in different educational background on the services; no different in satisfaction, based on the user educational background, on administration of the services; no different in satisfaction based on the user educational on photocopies of articles; there is significant correlation between the number of scientific journals subscribed by the PDII-LIPI and the number of the users for 1984-1995 period; there is significant correlation between the number of scientific journals subscribed by the service and the number of the titles of the whole-articles photocopy requested; and there is significant correlation between the number of the users and the number of completed orders.

Hypothesis number (2), (3) and (6), the  $H_0$  are rejected. It means that: there is significant correlation between a user's educational attainment and his need for definite subjects of scientific journals; there is significant correlation between a respondent's working experience and his need scientific journals; there is different in satisfaction between users' in different educational background on the scientific journals.