

## Makna Di Balik Sikap Pustakawan Dalam Berkomunikasi Pada Layanan Sirkulasi Perpustakaan Umum Jakarta Barat = The Meaning Behind The Attitude of Librarians In Communicating In The Circulation Service of The West Jakarta Public Library

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### Abstrak

Penelitian ini membahas tentang makna dari sikap pustakawan dalam berkomunikasi kepada pemustaka pada layanan sirkulasi di Perpustakaan Umum Jakarta Barat. Tujuan dari penelitian ini adalah untuk mengetahui makna di balik sikap pustakawan dalam berkomunikasi di layanan sirkulasi di Kantor Perpustakaan dan Arsip Kota Administrasi Jakarta Barat. Pendekatan penelitian yang digunakan dalam penelitian ini ialah pendekatan kualitatif dengan metodologi dan disain penelitian fenomenologi. Teknik pengumpulan data yang digunakan yaitu teknik observasi, wawancara mendalam, serta dokumentasi. Untuk menguji kebenaran data yang telah didapat dilakukan dengan teknik triangulasi data. Hasil penelitian menunjukkan bahwa ketiga pustakawan yang menjadi objek penelitian ini, mereka memperlihatkan sikap yang berbeda-beda dalam berkomunikasi kepada pemustaka di Perpustakaan Umum Jakarta Barat. Perbedaan dikarenakan adanya kepentingan yaitu mempertahankan kinerja mereka masing-masing, walaupun ada sedikit perbedaan latar belakang motivasi mengapa bersikap seperti itu. Penelitian ini menyarankan agar pihak manajemen perlu memperhatikan sikap pustakawan dalam berkomunikasi yang baik, dilakukan pelatihan khusus tentang bagaimana berkomunikasi kepada pustakawan, serta menempatkan pegawai sesuai dengan kriteria. Selain itu, dari sisi pustakawan juga sebaiknya bersikap proaktif dalam melayani pemustaka.

**Kata Kunci:** Makna, Sikap Pustakawan, Komunikasi, Pelayanan, Sirkulasi, Perpustakaan Umum.

.....This research discusses the meaning of the attitude of librarians in communicating to their users on circulation services at the West Jakarta Public Library. The purpose of this study was to find out the meaning behind the attitude of librarians in communicating in circulation services at the West Jakarta Administration City Library and Archives Office. The research approach used in this study is a qualitative approach with a phenomenological research methodology and design. Data collection techniques used are observation techniques, in-depth interviews, and documentation. To test the correctness of the data that has been obtained, it is done by using data triangulation techniques. The results showed that the three librarians who became the object of this research, they showed different attitudes in communicating to the users at the West Jakarta Public Library. The difference is due to their interest in maintaining their respective performance, even though there is a slight difference in the motivational background of why they behave like that. This study suggests that the management needs to pay attention to the attitude of librarians in good communication, conduct special training on how to communicate to librarians, and place employees according to the criteria. In addition, from the librarian's point of view, they should also be proactive in serving their users.

**Key words:** Meaning, Librarian Attitude, Communication, Service, Circulation, Public Library.