

ABSTRAK

Nama : Jajang Burhanudin
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Tesis ini membahas tentang pendapat pemustaka terhadap kinerja pegawai di bagian sirkulasi dan referensi Perpustakaan UIN Sunan Gunung Djati Bandung. Penelitian ini adalah penelitian survai dengan pendekatan kuantitatif. Populasi adalah pemustaka aktif mahasiswa Program Magister UIN Sunan Gunung Djati Bandung. Sampel diambil menggunakan *purposive sampling* sebanyak 21 responden. Data dikumpulkan dengan menggunakan kuesioner dan wawancara. Analisis data dilakukan dengan menggunakan analisis deskriptif. Hasil penelitian menunjukkan bahwa kinerja pegawai perpustakaan cukup baik. Peneliti menyarankan agar perpustakaan hendaknya terus meningkatkan pengetahuan dan sikap pegawai.

Kata kunci:

Kinerja Pegawai, Layanan Sirkulasi, Layanan rujukan.

ABSTRACT

Name : Jajang Burhanudin
Study Program : Library Science
Title : Users' perception of librarian performance: a case study at
Library of State Islamic University Sunan Gunung Djati
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The focus of this study is users' perceptions of librarian performance with concentrate on circulation division and reference division at the Library of State Islamic University Sunan Gunung Djati Bandung. This is a survey research with quantitative approach. Population of this research is library active users of Master students of State Islamic University Sunan Gunung Djati Bandung. The samples taken are 21 persons of the population by using purposive sampling. The data were collected by questionnaire and interview. The data were analyzed with descriptive analytical method. The research results show good in services. The researcher suggests that library should improve librarian knowledge and behavior.

Key words:

Librarian Performance, reference service