

## Kualitas layanan perpustakaan Universitas Negeri Jakarta

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### Abstrak

Penelitian ini bertujuan untuk mengetahui kualitas layanan perpustakaan Universitas Negeri Jakarta berdasarkan persepsi dan harapan pemustaka. Responden penelitian sebanyak 100 mahasiswa strata satu (SI) Universitas Negeri Jakarta. Metode pengukuran yang digunakan adalah metode LibQUALI yang terdiri dari empat dimensi, yaitu: Akses Informasi (Access to information), Kemampuan dan Sikap Pustakawan dalam Memberikan Layanan (Affect of Service), Petunjuk dan Sarana Akses (Personal Control), Fasilitas dan Suasana Ruang Perpustakaan (Library as Place). Data dianalisis secara deskriptif dengan mencari nilai rata-rata hasil jawaban responden dan disertai dengan diagram. Hasil penelitian menunjukkan bahwa pemustaka perpustakaan Universitas Negeri Jakarta memiliki harapan yang tinggi terhadap layanan perpustakaan. Secara umum kualitas layanan perpustakaan Universitas Negeri Jakarta belum memuaskan pemustaka yang ditunjukkan dengan nilai Adequacy Gap yang berada di bawah batas toleransi. Analisis setiap dimensi menunjukkan bahwa pemustaka perpustakaan Universitas Negeri Jakarta memiliki harapan yang tinggi terhadap setiap dimensi. Harapan minimum untuk setiap dimensi belum dapat dipenuhi sehingga pemustaka belum merasa puas terhadap layanan dalam dimensi LibQual bahwa tidak ada satu pun harapan minimum dalam setiap butir pernyataan layanan perpustakaan Universitas Negeri Jakarta yang dapat dipenuhi, sehingga menggambarkan bahwa pemustaka belum merasa puas terhadap layanan dalam setiap butir kualitas layanan di Universitas Negeri Jakarta. Sementara dari tingkat kepentingan, diketahui dimensi yang dianggap paling penting oleh pemustaka Universitas Negeri Jakarta adalah dimensi Access to Information (AI), diikuti dengan dimensi Library as Place (LP), Personal Control (PC), dan Affect of Service (AS).

.....This study aims to determine the quality of Jakarta State University library services based on the perceptions and expectations of users. The research respondents were 100 undergraduate students (SI) at the State University of Jakarta. The measurement method used is the LibQUALI method which consists of four dimensions, namely: Access to information, the Ability and Attitude of Librarians in Providing Services (Affect of Service), Instructions and Facilities for Access (Personal Control), Fossils and Atmosphere of the Library Room (Library as Place). The data were analyzed descriptively by looking for the average value of the respondents' answers and accompanied by diagrams. The results showed that the library users of the State University of Jakarta have high expectations of library services. In general, the service quality of the Jakarta State University library has not been satisfactory to the users as indicated by the Adequacy Gap value which is below the tolerance limit. Analysis of each dimension shows that library users at the State University of Jakarta have high expectations for each dimension. The minimum expectations for each dimension have not been met so that the users are not satisfied with the service in the LibQual dimension that there is not a single minimum expectation in each item of the Jakarta State University library service statement that can be met, thus illustrating that the users are not satisfied with the service in each item. service quality at the State University of Jakarta. Meanwhile, from the level of importance, it is known that the dimensions that are considered the most important by users of the Jakarta State University are the Access

to Information (AI) dimension, followed by the Library as Place (LP), Personal Control (PC) and Affect of Service (AS) dimensions.