

Analysis of The Quality of Library Services at The Archives and Public Library Office of Jambi City

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ABSTRACT

The purpose of this study was to find out the quality of library services at the Archives and Public Libraries Office of Jambi City and to find out the supporting and inhibiting factors for the quality of library services at the Jambi City Archives and Public Library Service. This study uses a qualitative descriptive method with a case study type of research. The research subjects were library staff and several library visitors at the Jambi City Archives and Public Library Service. The technique used in this research is purposive sampling. Data collection techniques in this study using the interview method. The data analysis technique used is data reduction, data presentation, and drawing conclusions. Based on the research that has been done, it shows that the indicators in the empathy dimension need to be increased due to the unfriendliness of library staff in providing services to library visitors. Factors supporting library services, namely the existence of tools in the form of online applications that are used to facilitate officers in providing services to library visitors. Inhibiting factors for library services, namely applications that are used as a tool to help service officers cannot be used if the PLN dies and there is no prayer room for visitors or library staff to pray. Based on this research, it is suggested that librarians increase friendliness by applying smiles, greetings and greetings and providing facilities in the form of jemsets so that officers can continue to perform services when the PLN dies and immediately build a prayer room so that visitors and librarians can pray in congregation.



INTRODUCTION

A developed nation is determined by the quality of its human resources. Therefore, efforts to realize a quality Indonesia society can be carried out by increasing the insight of its human resources with reading activities. In this case, the government plays a very important role in supporting and creating good reading activities. One of the efforts to support and create good reading activities is by optimizing the function of city libraries in each region. The library is a work unit that collects, maintains, and creates intellectual property for the purpose of research, education, maintaining information, and recreational

facilities with the aim of educating the nation's life. According to Fatimah (2018) A library in general is a work unit in the form of a building or room that is used to collect, store, and maintain a collection of books and other readings that are arranged so that they are easily accessible and continue to be used as a source of information by users.

The library is a work unit that collects, maintains, and creates intellectual property for the purpose of research, education, maintaining information, and recreational facilities with the aim of educating the nation's life. Currently, the library is not only a work unit that provides useful reading to add insight and knowledge to the community, but the library is part of the learning process. The real essence of the library is service This is related to the fulfillment of the satisfaction of library service users, libraries must implement management requirements and know the needs of users who must be served to support and monitor and support performance. Services are provided by library managers to library service users. The review of library services can be seen from two sides, yes, in terms of quality and quantity.

The quality of library services can be determined from consumers, because consumers are users of library services. Library services will be assessed as quality if they can meet or even exceed the expectations of library service users. And vice versa, libraries will be said to have low quality if they cannot meet the expectations of library service users. Meanwhile, if you look at the quantity of library services, it can be judged from the type and number of services provided both from the library and from the library manager. Library materials must be provided to serve the needs of library service users. This must be understood because service is the provision of services to library users. The availability of various supporting collections will facilitate and improve the quality of the library which will later help improve the quality of human resources in general. Books and non-books, newspapers, magazines, clippings, package books and some of them are collections that must be in the library as a reading source that can help library visitors in finding the information they need. In this reform era, libraries have an important role because apart from being a means of learning, libraries are also believed to be able to shape the life system of mankind that is capable of educating the community.

The Jambi City Archives and Library Service is an institution formed based on Regional Regulation Number 11 of 2008 concerning the establishment of the Jambi City Regional Technician Institution and Jambi Mayor Regulation Number 26 of 2009 concerning the Function of the Agency, Secretariat, Field and Details of Sub-Field Duties and Work Procedures at the Jambi City Library, Archives, and Documentation Agency. As well as the enactment of Law Number 43 of 2007 concerning libraries and it is expected that each library is expected to provide services in accordance with national library standards. The services of the Jambi City Archives and Library Service have basically led to excellent service. With excellent service, it is hoped that it can provide satisfactory service for library service users or the community by maximizing services effectively and efficiently.

Based on the results of observations made at the Jambi City Archives and Library Office, it shows that improving the quality of service in the value still needs to be done, this is based on the observations made which show the lack of friendliness of the officers in providing services and based on complaints and reviews of several visitors to the Jambi

City Archives and Library Service who complained about some existing obstacles. This is one of the factors causing the inhibition of the library service process at the Jambi City Archives and Public Library Office. Based on the above problems, the researcher is very interested in conducting a research entitled "Analysis of the Quality of Library Services at the Jambi City Archives and Public Library." Covering matters related to the quality of library services.

METHODS

The type of research used by the author in the study is qualitative research, Creswell (2013) stated that qualitative research is methods to explore and understand meanings that are considered by a number of individuals or groups of people to come from social or humanitarian problems. This study aims to describe the results of research on the quality of library services at the Jambi City Archives and Public Library Office. The data in this study is in the form of a description text about the quality of library services at the Jambi City Archives and Public Library Service obtained from the results of Interviews and Documentation. Data sources are all things that can provide information related to the research being carried out. In this study, there are two sources of data obtained, namely, primary and secondary data. Primary data is data obtained directly from resource persons, namely library visitors consisting of teachers, students, or school residents, while secondary data is data obtained from written data and documentation data.

FINDINGS AND DISCUSSION

The results and qualitative analysis of each dimension of service can be described with the following explanation:

Tangible Dimensions (Physical Evidence).

This tangible dimension is related to physical evidence of services including facilities, comfort and discipline of library staff. The facilities, and equipment provided by the library have an important role in improving the quality of services provided by library staff as well as the comfort of the place and the discipline of the officers who provide services.

The results of the researcher's findings show that the facilities provided by the library are very helpful for library officers in providing services to library visitors, in addition to the facilities used by library officers save more time and make it easier for library visitors who are visiting the library and the facilities provided provide a sense of comfort for library visitors. Furthermore, the comfort felt by the library staff has a positive impact on the library visitors with the sense of comfort felt by the library staff will cause a feeling of pleasure when providing services to library visitors so that it will affect the satisfaction of library visitors. The discipline of library officers will have a positive impact on the satisfaction of library visitors, the findings of the researcher show that the officers have been disciplined in carrying out their respective duties.

This is in accordance with the theory of Zeithmil et al. in Hardyansyah (2011) tangible is a dimension related to the attractiveness of physical facilities, equipment and materials used and the appearance of employees.

Reliability Dimension

The Reliability dimension is closely related to the existence of library officers in using library facilities when providing services to library visitors, officers who are reliable in using existing facilities and carrying out services in accordance with existing procedures will make it easier for these officers to provide services to library visitors and the facilities used by library visitors when making visits.

The results of the researcher's findings show that The officers have been reliable in using the available facilities. The adlination of library staff when using library facilities and the facilities provided by library visitors greatly affects the satisfaction of library visitors, the existing facilities are enough to help library visitors in completing the affairs of library visitors.

Further findings shows that the officers have carried out their work carefully to avoid mistakes in providing services to visitors. Officers who are careful in providing services to library visitors will get a positive response from library visitors, this is because library visitors will get satisfaction when visiting the library.

The results of the next findings showed that the library staff had carried out services in accordance with the existing procedures, besides that the library visitors also felt helped by the procedures provided by the library. This is in accordance with the theory of Zeithaml et al. in Hardyansyah (2011) which states that releability is the ability of an agency to provide services in accordance with what has been produced. Performance must be in accordance with consumer expectations which means punctuality, the same service for every visitor without any errors in sympathetic attitude and high accuracy.

Responsiveness Dimension

Responsivnes is a response from library officers in providing services to library visitors. The responsivnes aspect must be provided by library officers in serving library visitors, namely by providing a good, fast and responsive response in responding to every community complaint and providing maximum service when library visitors make a visit. Assessment indicators in the responsivities dimension are: service quickly, being in a position during working hours, and the officer's response in providing service.

The results of the research conducted by the researcher show that The services carried out by library officers are carried out quickly because the officers consider that visitors must be provided with good service, in addition to the existence of tools in the form of applications that make the work of service officers in providing services can be done quickly.

The results of the next findings showed that library officers were always in place during working hours because there was a predetermined schedule. If there are officers who are unable to attend during working hours, they will be replaced by other officers so that visitors can ask if the visitor has complaints when visiting the library. The results of the next findings showed that the officers always responded to the visitors to the library when they needed help by providing an easy-to-understand explanation so that the library visitors did not feel difficulties during the visit.

This is in accordance with the theory of Zeithaml et al. in Hardyansyah (2011) which states that the responsiveness dimension in this dimension is related to the willingness and ability of officers to help visitors and respond to their requests, and then provide services quickly.

Assurance Dimension

This assurance dimension is related to timeliness in providing services, providing services in accordance with existing SOPs and providing a sense of security to library visitors. Based on the results of the research that the researcher has carried out, it shows that the participants show that the library staff performs the services that are completed on time.

The results of the next findings showed that the officers had carried out services in accordance with the procedures that had been provided and the procedures provided provided convenience for library visitors in making visits to the library. The results of the next findings show that the services provided based on the procedures that have been established will provide convenience for library officers in completing their work, besides that the services provided by library officers provide a sense of security in facing the library staff because of the availability of facilities that support this.

This is in accordance with the theory of Zeithaml et al. in Hardyansyah (2011) which states that the assurance dimension is a guarantee to visitors including the ability, politeness and trustworthy attitude possessed by the officers, free from danger or risk of doubt, the behavior of the officers is expected to foster a sense of security for visitors.

Empathy Dimension (empathy).

This dimension is related to the friendliness and concern of library staff and the performance of library staff in providing services to library visitors. Officers who are polite, friendly and treat library visitors well will be one of the supporting factors for library visitors in providing a good assessment of the services provided.

To measure the dimensions in an effort to determine the quality of library services at the Jambi City Archives and Public Library Office, it is carried out through the following indicators: prioritizing the interests of visitors, being polite in providing services. Based on the results of the research that has been carried out, it shows that library officers provide quite good performance, one of which is by prioritizing the interests of library visitors who need services when visiting the library.

The results of the next study showed that there were officers who provided unfriendly services to library visitors during visits to the library. This is not in accordance with the theory of Zeithaml et al. in Hardyansyah (2011) which states that the empathy dimension is to provide a sincere and individual or personal attitude that is given to visitors by trying to meet the needs of visitors.

CONCLUSION

Based on research that has been conducted, it shows that there is a need to improve indicators in the empathy dimension. Attention to the functionality of supporting applications is also required. The goal is for the application to function optimally. It is recommended to improve the quality of service in the hope that visitors will feel more at home and comfortable in the library.

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