

ABSTRAK

Perpustakaan Universitas Atma Jaya Yogyakarta adalah sebagai perpustakaan Perguruan Tinggi Swasta. Perpustakaan UAJY sungguh-sungguh berperan penting dalam memberikan layanan *online* terhadap pemustaka dalam hal ini seluruh sivitas akademika untuk membantu akan ketersediaan kebutuhan informasi yang dibutuhkan di masa pandemi *covid-19*. Kualitas layanan *online* dan kepuasan pemustaka merupakan dua konsep berbeda namun demikian saling berkaitan artinya layanan *online* dinilai baik tentunya melalui persepsi pemustaka yang menerima layanan. Sehingga dalam tesis ini membahas tentang “**Kualitas Layanan Online Perpustakaan Universitas Atma Jaya Yogyakarta Di Masa Pandemi Covid-19**”. Pengukuran melalui metode LibQualTM untuk melihat persepsi, harapan pemustaka. Pembahasan dalam tesis ini khusus untuk dimensi kualitas informasi dan akses informasi/*Information Control* dalam metode/sistem LibQualTM pada indikator Cakupan konten koleksi *digital/Scope of Content (SC)*. Kenyamanan akses informasi/*Convenience(C)*. Kemudahan navigasi/*Ease of Navigation(EN)*. Ketepatan waktu akses/*Timeliness(T)*. Fasilitas dalam *website/(Equipment(E)*. Kemandirian akses informasi/*Self Reliance(SR)*.

Tujuan dari pada penelitian tesis ini yaitu 1). Untuk mengukur tingkat kualitas layanan *online* dimensi kualitas informasi dan akses informasi/*Information Control* dalam metode LibQualTM pada Perpustakaan Universitas Atma Jaya Yogyakarta di masa pandemi *covid-19*. 2). Untuk mengetahui efektifitas kualitas layanan *online* dimensi kualitas informasi dan akses informasi/*Information Control* dalam metode LibQualTM pada Perpustakaan Universitas Atma Jaya Yogyakarta di masa pandemi *covid-19*.

Penelitian tesis ini dengan menggunakan pendekatan kuantitatif deskriptif melalui metode survey. Pengambilan responden/sampel dengan teknik *purposive sampling* dengan jumlah sampel 100 orang responden. Teknik analisis data dengan *mean difference T-Test* dan *software SPSS for windows versi 25*.

Hasil dari pada penelitian secara umum menampilkan bahwa anggota perpustakaan belum memenuhi harapan minimum artinya belum merasa puas terhadap layanan yang diterima. Sehingga berlandaskan lewat telaah *Adequacy Gap (AG)* indikator yang paling efektif atau yang mendekati harapan pemustaka yaitu indikator *Convenience* sebesar 0,06. Sedangkan hasil analisis *Superiority Gap (SG)* pada indikator *Timeliness(T)* sebesar -0,70,

Kata Kunci: *Kualitas, Layanan Online, Perpustakaan Atma Jaya Yogyakarta, Covid-19, Metode LibQualTM, Dimensi Information Control.*

ABSTRACT

Atma Jaya Yogyakarta Library is one of the University libraries. UAJY Library has an important role in providing online services to librarians in this case all academic community to help the need of information availability during Covid-19 pandemic. Online services quality and librarians satisfaction are two different things but correlated which means that online services is deemed good through librarians' perceptions receiving the services. Therefore, this thesis discusses **"Online Services Quality of Atma Jaya University Yogyakarta Library during Covid-19 Pandemic"**. The measurement used LibQualTM method to see the librarians' perceptions and expectations. The discussion in this thesis is specific on Information Control dimension (information quality and information access) in LibQualTM method on the collection content Scope indicator of digital/Scope of Content (SC). Information access convenience (C). Ease of Navigation (EN). Timeliness (T). Facility in website /Equipment (E). Information access Independence/Self-Reliance (SR).

The purpose of this thesis research 1). Measure the online services quality level of Information Control dimension (information quality and information access) in LibQualTM method during Covid-19 pandemic. 2). Investigate the online service quality effectiveness on Information Control dimension (information quality and information access) in LibQualTM method at Universitas Atma Jaya Yogyakarta Library during Covid-19 pandemic.

This thesis research uses a descriptive quantitative approach through the survey method. The sampling was by purposive sampling technique with 100 respondents as samples. The data analysis technique was with mean difference T-Test and SPSS for windows version 25 software.

The result in general showed that librarians have yet met the minimum expectation meaning that they were not satisfied with the services provided. Therefore, based on Adequacy Gap (AG) analysis an effective indicator or close to the librarians' expectation was Convenience indicator as much as 0.06. Meanwhile, the result of Superiority Gap (SG) analysis on Timeliness (T) indicator was -0.70.

Keywords: *Quality, Online Services, Atma Jaya Yogyakarta Library,*

Covid-19, LibQualTM Method, Information Control Dimension.