

INTISARI

Strategi peningkatan kualitas perpustakaan dapat diberikan dengan melihat hasil dari pengukuran terhadap tingkat harapan pemustaka. Tingkat kualitas layanan perpustakaan dapat diketahui dengan melakukan pengukuran tingkat harapan subyek yakni pemustaka. Pengukuran terhadap kualitas pada layanan perpustakaan dapat menggunakan metode LibQUALTM.

Tujuan dari penelitian ini ialah untuk mendapatkan strategi peningkatan kualitas perpustakaan melalui hasil pengukuran tingkat persepsi dan harapan pemustaka pada Unit Pelayanan Terpadu (UPT) perpustakaan pusat Universitas Flores yang dilihat dari dimensi kinerja petugas dalam pelayanan, kualitas informasi dan akses informasi dan sarana prasarana. Tingkat persepsi dan harapan pemustaka diperoleh dari analisis kesenjangan antara *Adequacy Gap* (AG) dan *Superiority Gap* (SG).

Penelitian ini merupakan *mix method*. Subjek pada penelitian ini adalah pemustaka yang sejumlah 126 responden. Subjek sendiri diperoleh secara *accidental*. Sebanyak 4 orang subjek dipilih sebagai informan untuk perolehan data kualitatif. Uji coba instrumen dalam penelitian ini menggunakan *SPSS for Windows* versi 16, sedangkan analisis data penelitian menggunakan *Microsoft excel*.

Berdasarkan hasil yang diperoleh menggunakan metode LibQUALTM, tingkat harapan pemustaka secara umum di UPT Perpustakaan pusat Universitas Flores adalah telah memenuhi harapan minimum dari kualitas layanan perpustakaan. Lebih lanjut dari dimensi Kinerja Petugas dalam Pelayanan adalah “memenuhi harapan minimum” dan “dalam batas toleransi (*zone of tolerance*); tingkat harapan pemustaka secara umum di UPT Perpustakaan pusat Universitas Flores dari dimensi *Information Control* (Kualitas Informasi dan Akses Informasi) dan *Library as Place* (Sarana Perpustakaan) adalah “belum memenuhi harapan minimum”; Strategi kemudian diberikan untuk peningkatan kualitas perpustakaan untuk dimensi *Information Control* (Kualitas Informasi dan Akses Informasi) dan *Library as Place* (Sarana Perpustakaan) seperti peningkatan koleksi digital serta konsep perpustakaan *hybrid*.

Kata kunci: Kualitas Layanan Perpustakaan, LibQUALTM, Strategi Peningkatan Kualitas Perpustakaan

ABSTRACT

Library quality improvement strategies can be provided by looking at the results of measuring the level of user perceptions. The quality level of library services can be identified by measuring the perceptions of the subject, namely the user. Measurement of the quality of library services can use the LibQUAL+TM method.

This study aims to obtain a strategy for improving the quality of the library through the results of measuring the level of perceptions of users at the UPT of the central library of the University of Flores which is studied from the dimensions of effect of Service (Performance of Officers in Services), Information Control (Quality of Information and Access to Information) and Library as Place (Means Infrastructure). The level of user expectations is measured using a gap analysis between perceptions, Adequacy Gap (AG) and Superiority Gap (SG).

This study uses a combination of quantitative research methods and qualitative research methods that measure in parallel. The research population was users who visited the UPT Central Library at the University of Flores. The sample is determined based on the calculation of the Slovin formula of 126 respondents. Sampling was done by accidental technique. Informants for qualitative data were determined by as many as 4 people. The analysis of the test results of the instrument used SPSS for Windows version 16, while the analysis of research data used Microsoft Excel.

After being studied using this study's conclusions indicate that users' general satisfaction level of users at the UPT Central Library of the University of Flores has met the minimum expectations of the quality of library services. Furthermore, the effect of the service dimension (Performance of Officers in Services) is "meeting minimum expectations" and "within the zone of tolerance"; the general perceptions and expectation level of users at the UPT Central Library of the University of Flores from the dimensions of Information Control (Quality of Information and Access to Information) and Library as Place (Library Facilities) is "not meeting minimum expectations"; Strategies are given to improve library quality for the dimensions of information control (Quality of Information and Access to Information) and Library as Place (Library Facilities) such as increasing digital collections and the concept of a hybrid library.

Keywords: *Library User Satisfaction, LibQUAL^{+TM}, Library Quality Improvement Strategy*