

Are Students Satisfied?

Case Study on the Quality of Final Project Independent Services at Universitas Surabaya Library

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Abstract: This study examines one of the services available in the library of Universitas Surabaya, known as the Final Project Independent Upload service (Self-service). The purpose of this study is to measure the quality of the Final Project Independent Upload service for the final semester students of Universitas Surabaya. This study assesses the Self-service based on the LibQUAL concept. There are 3 assessment concepts according to LibQUAL: 1) Librarian's Ability, Responsibility and Attitude in Serving (Library Quality Effect of Service), 2) Ease of Access and Guides (Library Quality Information Control), 3) Physical Facilities, Space Utilization, and Place Convenience (Library Quality, Library as Place) The research applied quantitative method by distributing questionnaires to 100 respondents Universitas Surabaya Library visitors, especially students who were currently uploading the Final Projects independently from different faculties. The results show that the quality of the Final Project independent upload services at the Universitas Surabaya Library is based on the concept Library Quality Effect of Service are well-managed due to the users being with the services provided by librarians. Based concept of Library Quality Information Control that discusses the guide on Self-service, the service is sufficient because some users felt that the guidelines provided were still unclear. While the concept of Library Quality, Library as Place scored very low, this is assessed based on the users' comfort when doing Self-service. The quality of the independent final project service at Universitas Surabaya library received a good score. However, there are several aspects that still need to be maximized and maintained by the library.

1 INTRODUCTION

Library users come to the library with a lot of expectations that they wished may be fulfilled by the library services. The user expectations can be anything, it may also be related to the comfort felt by the user towards all the facilities provided by the library and the design of the library itself, the availability of various facilities where the design or layout of the library also serves an important role, this may affect the comfort level of the library users. The service quality provided by this library can affect the level of satisfaction of the users (Ningrum *et al.*, 2014 ; Novianti, 2014 ; Harisanty, 2019). But what frequently happens when visitors come to the library is that their expectations are not fulfilled and they often feel disappointed (Rahmah, 2013). Therefore, this is a "homework" for the library.

Seeing the development of the increasingly sophisticated information and communication technology, libraries should use those aspects to improve the quality of their services (Moore, 2017). Visitors would be satisfied if a library has adequate services and facilities that may fulfill their needs. Libraries should also follow the current development of users. This affects users to think that library is not only a building but also a facility that provides answers for their needs of information.

Facilities and infrastructure, as well as services are important aspects for every library. If a Library does not have facilities and services that are proper for visitors or users, they may feel less satisfied towards the library. This makes a library tend to look less attractive to visitors. One of the lines in Article 14 Chapter V of Law Number 43 of 2007 states that "Every library is required to develop services that are in accordance with the progress of information and

communication technology." By having good service, library will be able to attract users.

The university library can be described as the heart of the learning community, providing a place for students, lecturers, and researchers to conduct research and advance their knowledge (Sahu, 2007). University libraries should continue to strive to provide maximum service to users. Quality library services should satisfy the requests of each user accurately, deeply, and quickly (Kiran, 2010). As the efforts made by the Universitas Surabaya (UBAYA) Library that have Final Project Independent Upload service known as *Layanan Unggah Karya Ilmiah Mandiri* is one of the services available at the Universitas Surabaya Library. Despite being independent, librarians should not forget their task of serving users. Librarians provide guidance in the form of a stand banner and paper attached to a computer desk so that it will be easier for library visitors and users to follow the steps

Given that the wider community could not be separated from technology, it is expected for libraries to provide technology-based services. Nowadays it is common for institutions to provide services independently known as self-service. Self-service tends to be used to facilitate visitors in activities concerned to the library. This service is very useful for visitors because it is more effective for the process. For the circulation section, for example, they can borrow books without having to come to Universitas Surabaya Library directly, it is only required for them to contact the circulation. One of the self-services available is Final Project Independent Upload. Due to the Final Project being a graduation requirement, it is crucial for students. By using self-service to upload their Final Project independently, students are not required to visit the library of Universitas Surabaya to upload their Final Project.

Different from other university libraries, where the libraries are the one that upload final projects of students to repository students, the Universitas Surabaya Library has a service that allow students to upload their final projects independently. This study aims to measure the quality of the services for uploading the independent final projects used by final semester students at the Universitas Surabaya library.

2 LITERATURE REVIEW

"The library is a collection or physical building where books are collected and arranged according to a particular system or user needs." (Lasa, 2007).

Whereas according to Sumardji "Libraries are collections consisting of written materials, printed or graphics such as films, slides, LPs, tapes, in rooms or buildings that are arranged and organized with certain systems so that they can be used for study, research, reading and so forth" (Sumardji, 1988).

The library is incomplete without its services. Service indicates an activity of serving visitors of an institution, organization, or a community group. In library, this includes circulation services or book borrowing services that oversee registering users who borrow books. Darmono states that the definition of library services is "A service that offers all forms of collections that a library owns to its users and those who request the information they need to said library" (Darmono, 2001). Abdul Rahman Saleh also stated that the application of information technology in the field of libraries and information is becoming increasingly important since technology promises to improve the quality of library services, especially in terms of speed and efficiency of work (Saleh, 2005). The following is Lancaster's statement regarding library services that can be evaluated from various perspectives, one of which is service effectiveness. The effectiveness of library services can be measured by one of the following indicators, namely the level of user satisfaction (Lancaster & Sandore, 2017). The level of user satisfaction is the percentage of needs that can be served and what cannot be.

Measuring the quality of library services can be done in various ways. The following is the most recent way to measure library service quality by the LibQUAL method. LibQUAL is an effective total market survey for the context of library research to assess the quality of library services.

There are three dimensions of service quality in LibQUAL (Cook *et al.*, 2001):

1. Effect of Service which includes empathy, responsiveness, assurance, and reliability.
2. Information Control which includes the ease of access and convenience in providing guidance on how a service works.
3. Library as Place includes the library's physical facilities, space utilization, and place comfort.

The LibQUAL method was applied by the writers to analyze the service quality of the Final Project Independent Upload service in Universitas Surabaya. Many studies have been conducted on library service quality using LibQUAL concept or method, such as the research conducted in the Public Library of Madiun with 100 different respondents. The Effect of Service dimension in the research is still considered low, while the Information Control dimension shows moderate quality, it does not mean that all services are

in accordance with the preferences of the users, however, the Library as Place dimension has fulfilled the users' preferences. Two of the three dimensions that have been analysed came up with different results. It is then concluded that the quality of service in the Madiun Public Library may not be considered as good for users (Ayuningtyas, 2015).

Research in a service quality in Ma Chung Library, Malang also applied the three dimensions concept from LibQUAL. It can be seen that the quality of services in terms of Effect of Service is not well due to the librarians' attitude, ethics, friendliness are less consistent, adding to that the way they provide solutions to the users and visitors, and the skills of the librarians are classified as. In the Information Control dimension, it was found that the instructions in library website are still unclear, and the weakness of the system is the availability of a complete and fast collection in the library. For the last dimension, the Library as Place, it was found that the atmosphere and facilities in the Ma Chung Library were quite good and strategic (PANDAPOTAN, 2015).

The last is a research entitled Perception of Library of Service Quality of Window of the World (WOW) Library of UGM + TM Based on LibQUAL Model. Data is obtained from questionnaires, observation, interviews, and documentation. By taking 100 respondents incidentally. From the dimensions of Effect of Service, the library received the average value of 3.05, which is still relatively good. Then the Information Control dimension scored 3.06, classified as good. As for the dimension of Library as Place the value is 3.13, classified as good. Based on the results above it can be said that the service quality of the Window of The World (WOW) Library of Gadjah Mada University Yogyakarta is good and therefore already adequate (Oktaviela, 2016).

3 RESEARCH METHOD

This research applied quantitative method, which according to Sugiyono is defines as "Research method that is based on the philosophy of positivism, used in researching the sample and research output, sampling techniques are generally done randomly or random sampling, while data collection is done by utilizing the research instruments used, the analysis of the data used is quantitative or can be measured with the aim of testing a predetermined hypothesis " (Sugiyono, 2010). The respondents in this study were 100 people who are in the final semester. The students

are of Universitas Surabaya who visited or were uploading their final projects at the Universitas Surabaya library. The data collection technique used in this research is by distributing questionnaires via the google form containing questions and answers stating, "strongly agree", "agree", "agree less", "disagree", "strongly disagree". Questions in the questionnaire are related to the quality of independent final project upload services and using the LibQual method on the concept of 1) Library Quality Effect of Service which is the ability, responsibility and attitude of librarians, 2) Library Quality Information Control which is the ease of access and ease of guidance obtained, 3) Library Quality as Place which is a physical facility, utilization of space, and comfort of a place.

4 RESULTS AND DISCUSSION

User satisfaction is the main goal of the services carried out by the library. If users feel dissatisfied, then library services are not carried out optimally. This research focuses on users' satisfaction, with the users being final semester students who uploaded their final projects independently. There is student from several faculties who became the respondents of this study; Faculty of Engineering are at the top in order of Final Project Independent Uploads users. As many as 27.5% are students from the Faculty of Engineering who have successfully uploaded were. Then the Faculty of Business and Economics followed with a percentage of 25.6%, Faculty of Psychology of 11.8%, Faculty of Pharmacy as much as 14.7%, Faculty of Law with a percentage of 11.8%, Faculty of dentistry at 1% and Polytechnic Faculty of 1%.

Student satisfaction on the Final Project Independent Upload at Universitas Surabaya Library can be described through the LibQUAL concept.

4.1 Effect of Service

In the concept *Effect of Service* there are four assessment criteria: *empathy*, *responsiveness*, *assurance*, and *reliability*. The ability of librarians to assist visitors or students who use the Final Project Independent Uploads is classified as very good, it can be seen from the percentage of answers at "strongly agree" points of 43.1% and "agree" on a percentage of 42.2%. This shows that the librarian's performance ability in helping students or users on self-service upload is classified as very good. The *empathy*, *responsiveness*, *assurance*, and *reliability* of

librarians are also ranked good, it can be seen from the respondents choice on “agree” having the highest percentage of 50%, indicating that librarians are always responsive to students or users who have difficulties in the process of uploading their final project. This assessment on the Effect of Service is in line with the findings of Matthews in the Explanative Study of Quality of Reference Services about Service Encounter Satisfaction; stating that the level of satisfaction or dissatisfaction of user experience is based solely on one specific service transaction or interaction, where in this case, is the Effect of Service. From this point, it is known that all the users who are uploading their works using the Final Project Independent Upload service interact with librarians in the UBAYA Library.

4.2 Information Control

In the Information Control concept, there are two assessment criteria: the ease of access and convenience in providing guidance on how a service works. There are 44.1% respondents who chose “strongly agree”, 39.2% on “agree”, and 16.7% on “agree less.” This shows that there are still many students or users who do not know that the process of independent upload can be done anywhere. There is guidance provided in a standing banner and a piece of paper attached to a computer desk so that it makes it easier for students and users to read. It can be seen from the many respondents who chose “disagree” as much as 48%, compared to “agree” on the percentage of 40.2%. This indicates that many students or users are not certain of think that the guidelines that have been provided are unclear. Unlike the research at the Central Library of Institut Teknologi Bandung (Islamy *et al.*, 2016), information control are considered good by library users. As for Universitas Surabaya Library, in terms of *Information Control*, it is still relatively low, students feel dissatisfied with the information provided by the library at the Final Project Independent Upload service. It can be said that the *Information Control* at Universitas Surabaya Library is still below the average because it does not meet the satisfaction of the users yet.

4.3 Library as Place

This aspect assesses the room used for the Final Project Independent Upload service. There are three assessment criteria: the physical facilities of the library, the use of space, and the convenience of the place. In this aspect, there are 37.9% of students choosing “agree” and there is a percentage of 35.9%

for those who choose “strongly agree.” This shows that the facilities provided in this service are adequate for self-service. However, there are also students who chose “agree less” with the percentage of 43.7% and “disagree” with the percentage of 27.2%. This shows that many respondents are less comfortable with the independent upload service rooms. At certain times, students who visit the room to use the facility exceed the amount of available computer capacity. Regarding the layout of the room and placement of computers, many respondents choose “agree less” with a percentage of 47.6%. While the points “agree” is of 38.8%.

5 CONCLUSIONS

Based on the observation on users’ satisfaction on the Final Project Independent Upload at the Universitas Surabaya library using the LibQUAL concept, there are three aspects that should be taken into consideration. The first aspect is Library Quality Effects of Service; where the ability, responsibility, and responsiveness of librarians to students who are uploading their final projects independently are good. In the second aspect, the Library Quality Information Control, there is several students do not yet understand the guidelines for uploading the final projects provided by the library. In the third aspect, Library Quality Library as Place, relating to the facilities (computers, Wi-fi, etc.) provided, UBAYA library’s independent upload service can be considered as fairly adequate, as for the convenience, many respondents are still less comfortable with the room provided for the service. Regarding the room layout, students admitted that they are not quite comfortable with the layout. Aside from those specific scoring, the quality of the Final Project Independent Upload services at the Universitas Surabaya Library as a whole can be considered as good and adequate, however, it is necessary for the library improve the quality of independent upload service.

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