

# User Satisfaction on e-Library Services in the Airlangga University Library

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**Keywords:** e-Library, User Satisfaction, Library Services.

**Abstract:** This study aims to determine the level of user satisfaction with the services of e-library at Airlangga University campus library B. Type descriptive qualitative research. Sources of data in this study are librarians and library visitors. Data was collected through: (1) interview, (2) observation, (3) documentation. Population taken from the number of users a collection of reference service within one month, with a sample of 50% of the visitor's service reference. These results indicate that the collection of e - journal helps users library to find the information needed, demonstrated by 22% answered strongly agree, 52% disagree and 26% answered quite agree.

## 1 INTRODUCTION

Development of information in modern era, this requires an institution especially information providers to be able to improve the service system information quickly and accurately and be able to meet the demands of the entire community will be informed (Suhariono *et al.*, 2022). Therefore, the library as the Institute for service providers are required to be able to improve library services in the service sector as well as educational information. Efforts to achieve a good library service, therefore institute new library information services provider that aims to serve users as library information services provider that should provide the best service system (Dessy, 2016).

Service in the library is the most important element in a library in organizing all activities in the library. Library services have all forms of collections or library materials that are owned and served to users who come to request the information needed (Romadhona, 2022). The library can also help visitors to get information that is fast, precise, and accurate according to their needs (Romadhona, Subagyono and Agustin, 2022). The library has various types of services in accordance with the situation, conditions, capabilities, and development of libraries. With all aspects - the aspects of the needs and desires of the users and understanding how the users are (Romadhona *et al.*, 2022).

Many people in higher education has been familiar with the product revolution of information and communication technology (ICT), such as e-mail, e-library, e-learning, e-repositories, e-book, and e-journal (Sunyowati *et al.*, 2022). However, in Indonesia, the e-journal, which has long been known and widely used by research, not really known by the public. This situation is unfortunate because the number of digital public library has increased rapidly in recent years, along with an increase in ICT services (Subagyono, Chumaida and Romadhona, 2022). Digitizing service is considered more efficient and practical for all parties involved. Thus, the availability of and access to e-journal has become a necessity for these public libraries, especially those located in the higher education institution (Rushd, 2014)

E-Library is a service that provides sources of information in digital form, including: OPAC (Online Public Access Catalogue); ADLN (Airlangga Digital Library Network); Online Journal, among others: ProQuest: Academic Research Library, Journals Psychology, Biology Journals, ABI / INFORM Dateline, ABI / INFORM Global, ABI / INFORM Trade & Industry, Health & Medical Complete; SpringerLink Journal All Collection; Elsevier ScienceDirect: Business, Management and Accounting

Customer satisfaction is the feeling that the expectations have been met or exceeded. According to Joseph (2009: 330) library users can be divided as

follows: First, user groups or communities who have not served in the library world known as potential users (potential users). Secondly, those who have come to the library or library services are already utilizing the services referred to by the actual users (actual users).

Quality of service is a must-have thing in the Airlangga University Library with the good quality of service, so users will be happy because they are noticed, and visitors will often visit the library. Quality is how to fulfil an ideal that will always relate to products, services, or humans, it can also be explained that good quality services in the library are used to measure how well the level of service that has been provided to be able to fulfil the desires or aspirations of the users. With the good quality of service within the library, it will also foster satisfaction in the users. The level of satisfaction of users can be seen from various ways or facilities and infrastructure that have been provided by the library. On the other hand, customer satisfaction is always faced with complaints. There are always complaints about library users such as the absence of training for students for procedures for accessing e-journal.

Campus B UNAIR library measures the level of user satisfaction can be measured by how often users use library services. Here the convenience of users is also noted, if the user is not satisfied with the services provided, the user can talk directly to the library officer or can write a suggestion box provided by the library. Comprehensive services are also taken into account so that users become satisfied in the library, because with the existence of services that satisfy the user, they will feel that the needs they want are fulfilled in one place, and the user will come back again.

Based on research conducted by (Nistantya, Darwiyanto and Hidayati, 2015) from the results of the analysis in this study it can be concluded that to measure the quality of Telkom University digital library based on user perception can be measured using methods WebQual 4.0 consisting of dimension Usability, Information Quality and Service Interaction Quality. Value gaps (gap) between performance and expectations of users on the system are commonly found on Usability dimension with a value of 10.

Based on the research carried out (Nurvia, 2016) the quality of digital library services in the BPS Library of Riau Province already has good quality, this can be seen from the average value for the perception of 3.59 while the average value for minimum expectations is 2.87, so the Gap is positive, namely 1, 04 while the average value for

the idealized expectations is 3.99 so that it still has a negative gap which is equal to -1.15 (Nurvia, 2016).

Based on research conducted by (Batubara, 2009), based on the description of the results of the discussion can be concluded that the quality of service is always noticed and felt by the user, giving rise to a certain attitude of the users towards the library. This user perception should be known by the library for the basic ingredients of an evaluation of the facilities and services carried out. Whether it has been meeting the needs and expectations of users or not. Service quality is influenced by various factors such as the attitude of the officers, communication, physical resources, and material information. (Batubara, 2009).

Based on research conducted by (Adi, Djailani and Ibrahim, 2015). Based on the description of the results of the discussion it can be concluded that in building and managing digital libraries in Banda Aceh 2 High School, there are several obstacles that cause poor utilization of digital libraries namely, development costs and management of school digital libraries and human resources who have the ability to use and utilize information technology (Adi, Djailani and Ibrahim, 2015).

Based on the research conducted by (Halim, 2009), based on the results of clustering analysis on Airlangga Digital Library's access data mining log shows that 92.24% of users access via ADLN services in libraries with long access more than 10 minutes. The analysis also shows that 75.64% of users access more than 10 minutes from 92.24% who access through the ADLN service. While the hours of visiting the ADLN site, most of the user's access at 10.00 WIB until 15.00 WIB. This condition needs to be observed if you want to develop the ADLN as one of the rich file sources in evaluating webometrics ranking. Richt files have indeed contributed large points, but seeing in terms of access to the ADLN shows that the ADLN is less accessible from the internet and more accessible on an intranet basis so that the assessment of webometrics from the accessible side becomes less. (Halim, 2009).

Based on research conducted by (Rumaniati, 2014) According to the research conducted by researchers about the quality of the user on the digital service library, based on the research question has been raised, the researchers were able to conclude the research findings, which concluded that digital library users on the service rated it's good because 60% higher than the rating category less satisfied by 40% (Rumaniati, 2014).

Based on research conducted by (Widayanti, 2015), based on the description of the results of the discussion can be concluded that the digital library is a library that has a technological advantage. And management system has been supported by technology and its collections in the form of digital technology. The existence of digital libraries provides a solution to the user and offer convenience for users to access electronic information resources with a fun tool in a limited time and opportunity. Users are no longer physically bound to the hours of library services where users must visit the library to get information.

## 2 RESEARCH METHOD

This study used descriptive qualitative method. Qualitative research method is research that uses analysis with descriptive nature. Descriptive means that it can be a problem categorized or in other forms such as documents, photographs, and notes during research. In qualitative methods, the subject's perspective is highlighted. The subject of this research is librarians and library visitors. While for the technique of collecting data and getting the perceptions of our users through questionnaires, observation, and documentation. We observe and collect information about libraries as well as suggestions and criticisms for constructive libraries. The results of our study will be written in qualitative reports that can answer the obstacles. Respondents from this study were librarians and library visitors by asking several questions from conclusions.

## 3 RESULTS AND DISCUSSION

### 3.1 Data Processing Results of the Questionnaire

From the results of data processing can demographic data about the origin of the faculty as follows: 5 respondents courses accounting, 3 respondents courses anthropology, 4 respondents courses Islamic economics, 2 respondents course development economics, 4 respondents courses pharmacy, 4 respondents courses international relations, 4 respondents courses library and information studies, 2 respondents program legal studies, first responder communication science courses, one respondent department of political science, 2 respondents course of history, 6 respondents courses social sciences, 6 respondents management courses, 1 respondents

course library, 3 respondents psychology courses and 2 respondents sociology courses. The main purpose of the respondents visited the library is 8 respondents are looking for entertainment,

Questionnaire about the some often do you visit the e-library showed that there were 50 respondents consisting of, 13 respondents answered 1-2 times a week, 30 respondents answered 1-2 times a month and 7 respondents is more than 3 times a week, with goal for 41 respondents look for information to do the task, four respondents seek preferred reading material, 4 respondents answered for entertainment and one respondent answered pastime.

For the most widely used e-library service utilization, 35 respondents answered ProQuest, 5 respondents answered the University Repository and 10 respondents answered Scopus. e-library service is very helpful for respondents to look for information needed where 50 respondents agree on this.

### 3.2 Utilization of e-Library Services Airlangga University Library

Based on research by Zahara Zurni Naidoo titled "The Effect of Service Quality Satisfaction USU Students Using the Library". based on the research data were collected through questionnaires, interviews, observation, and documentation study. Instrument validity was tested by using a test construct validity and reliability of the instrument was tested using Cronbach Alpha. Analysis of the data using descriptive analysis was supported by a survey method, the hypothesis was tested using multiple linear regression with evidence interval 95% ( $\alpha = 5\%$ ). The results showed that the dimensions of reliability, responsiveness, assurance, empathy, and tangibles have a positive effect on student satisfaction by 0.563 with a significant level of 95%. It shows that 56.3% of student satisfaction in using USU Library can be affected by several dimensions such as reliability, responsiveness, assurance, empathy, and tangibles and the remaining 43, 7% is influenced by other independent variables that have not been demonstrated. and it is not under consideration. The most influential dimension in satisfying student in USU Library is using direct dimension tangibles is a standard coefficient of 0.318.

Based on the research of Astri Suryaningsih with title "Behaviour invention Airlangga University Researcher Information Through E-Journal" The approach is quantitative with the type of descriptive. Respondents were 40 people. Samples were taken using purposive sampling. The instrument used was

a questionnaire. The results obtained are researchers doing feature starting, chaining, browsing, differentiating, monitoring, extracting, verifying, and ending. Source e-journal that is most used by researchers is e journal on web sites indexed by the search engine Google Scholar. Barriers experienced by the other researchers were exhausted when reading on a computer screen for too long, lack of time, e -journal article is not available in full text, access to e-journals subscribed Airlangga University Library on the campus, and the speed of Internet access Airlangga University slow.

Library is one of the most important factors in educational institutions should always improve services for the community to provide some support access. E - Library is to support educational activities in access to information for the benefit of the quality of education. E-Library Services Airlangga University library, located on the first floor, often used for students to search for information or references required for the task.

Constraints there are no information or steps to access e-library services so that users have difficulty finding a journal; Internet networks are sometimes slow; e-library service promotion is lacking so students / library users do not know.

#### 4 CONCLUSIONS

E-Library collections such as E-Journal, E-book and others are very helpful in getting the information they need, often using E-Journal, ProQuest, as an ingredient to find information. Students use the E-Library service to look for assignments, besides that in the E-Library room it is also convenient to do assignments, or to find the information needed, the access speed of the Airlangga University e-Journal is also fast. Facilities of physical equipment in the E-Library room such as tables, chairs, computers and so on, including complete and users feel comfortable in the room. Officers at polite E-Library services can communicate well to users.

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