Increasing User Independence to Maximize Library Services, UiTM Puncak Alam

Lika Septi Prihadini[1] and Dian Indriani[2]

[1]*Library Studies, Faculty of Vocational Studies, Airlangga University, Indonesia*
[2]*Faculty of Vocational Studies, Airlangga University, Indonesia*

Keywords: Academic Library, Satisfaction, Self-Service.

Abstract: The purpose of this study is to analyse and evaluate the transition of an independent customer service model in Tun Abdul Razzak Library (PTAR KPA), UiTM Cawangan Pucak Alam. This study observes the customer satisfaction by asking specific questions covering various points of self-service offered by PTAR KPA to its user. Research methodology is by interviewing library staffs and head of the library to get more in-depth information about how the transition affects the entire library system, its policies and procedures, and staffing. The results of this study are intended to show the level of effectiveness using an independent service model in a library institution.

1   INTRODUCTION

Self-service technology (SST) is a technology intermediary that allows consumers to produce their own services without being dependent on employees, for example, automatic teller machines, banking services through the internet (De Leon, Atienza and Susilo, 2020). However, today there are very few visitors or library users in utilizing library services, therefore some service changes and improvements have been carried out by many agencies-information agencies (Hsiao and Tang, 2015; Harisanty, 2019). Service is an effort or treatment of someone or some people to achieve customer satisfaction, besides that service can also be defined as economic and social activities that produce economy (Pakurár *et al.*, 2019).

Self-check System is a Radio Frequency Identification (RFID) technology that allows an item, for example a library book, to be tracked and communicated with by radio waves (Basu and Biswas, 2020). RFID is a broad term for technologies that use radio waves to automatically identify people or objects (Sunyowati *et al.*, 2022). There are several methods of identification, but the most common is to store a serial number that identifies a person or object, and perhaps other information, on a microchip that is attached to an antenna (the chip and the antenna together are called

an RFID transponder or an RFID tag) (Romadhona, Subagyono and Agustin, 2022). The antenna enables the chip to transmit the identification information to a reader (Subagyono, Chumaida and Romadhona, 2022). The reader converts the radio waves reflected from the RFID tag into digital information that can then be passed on to computers that can make use of it (Zhu, 2021).

2   RESEARCH METHOD

This research uses a descriptive approach. To get information related to the research, the researchers conducts a literature review, observes to the library, observes the atmosphere at the research location, and conducts interviews with those who are considered to understand the problem being studied, namely librarians / library staff and visitors, then all the results are recorded as author data.

3   RESULTS AND DISCUSSION

The results of this study describe the results of data collection carried out by means of interviews using interview guidelines where the questions submitted in depth to the resource person so that it can be narrowed or expanded topics related to the

135

implementation and constraints of self service (Romadhona, 2022). The author also observes while doing research to get the data needed. In addition, by analysing journals related to self-service. The results of the research were obtained, as follows: The implementation of Mandiri Services in PTAR which was taken based on the decision to implement a system certainly could not be separated from the circumstances that occur in a library or library needs to improve the quality of its services (Hernoko *et al.*, 2022). Just as the decision to apply RFID to PTAR certainly has its own background. Based on the interview results the background was applied, namely:

(The library must make changes) Changes have already been made by several libraries including the Tun Abdul Razaq library, by having a unique and interesting interior design. In addition, the resource person also explained that the change for the sake of change is not so easy to live because where the library changes from technology, human resources and even the user behaviour is organized or improved. With a lot of support from the information system owned by Tun Abdul Razaq Library, they believe that change can be achieved and have a positive impact on all levels.

(Hardware) Self-service support system or hardware owned by Tun Abdul Razaq Library is a book drop machine that functions to return book lending independently which aims to save time and efficiently if students do not have time to come to the library to be able to perform independent return services beside the library.

(Software) in the Tun Abdul Razaq library there are various types of software that are used both to perform services and processing library materials and are used to support the operating system in the library. In the Library Tun Abdul Razaq itself has a classification system referring to RDA / Indomarc, namely where the system is applied by librarians to manage library materials and control library materials. For web site systems they use LIBSYS to support their processors and devices. While for website display, they use the Jomla application that is not paid, but the weakness is easily attacked by hackers outside.

(Punctuality) this timeliness is related to the time needed to carry out the self-service process whether it is effective and can help students in solving their time problems. With self-service, can it also save time.

(Benefit) with the implementation of this self-service system the benefits felt by librarians both in terms of time efficiency and work effectiveness.

Self-service has had a very positive impact on visitors and librarians can be seen in terms of the intensity of the use of self-service (Romadhona *et al.*, 2022). In addition, the resources for librarians can be saved more by the existence of this independent service, the Library of Tun Abdul Razaq saves funds for human resources and librarians can also do other work that can take advantage of their time (Romadhona, 2020). In addition, with the implementation of an independent service system based on RFID collections, it is safer. The direct review results that most users use independent services because they are very time efficient and do not need to queue to get a service.

4 CONCLUSIONS

Information services in information, information that is relevant to people who interact can be the best way to get attention and users. In this way the information agencies can also implement live chat services or relevant information for questions that have been submitted by users for the library, this method can also be an option that allows users and become one of the chosen institutions. To get a good response also need reciprocal assistance from two directions so verbal communication is also needed in order to attract users' interest in using the library.

REFERENCES

Basu, A. and Biswas, A. (2020) 'Circulation Desk-less Library Management System Using Radio-Frequency Identification(RFID) Technology and Computer Vision', in, pp. 349–361. doi:10.1007/978-981-15-2188-1_28.

Harisanty, D. (2019) 'Special libraries' services for governmental institutions in Indonesia', *Library Philosophy and Practice*, 2019. Available at: https://www.scopus.com/inward/record.uri?eid=2-s2.0-85072860414&partnerID=40&md5=18fffcfcbc7cebd005849f91e12229bd.

Hernoko, A.Y. *et al.* (2022) 'Urgensi Pemahaman Perancangan Kontrak dalam Pengembangan dan Pengelolaan Obyek Wisata di Desa Kare, Kabupaten Madiun', *Jurnal Dedikasi Hukum*, 2(3), pp. 231–244.

Hsiao, C.-H. and Tang, K.-Y. (2015) 'Investigating factors affecting the acceptance of self-service technology in libraries', *Library Hi Tech*, 33(1), pp. 114–133. doi:10.1108/LHT-09-2014-0087.

De Leon, M. V., Atienza, R.P. and Susilo, D. (2020) 'Influence of self-service technology (SST) service quality dimensions as a second-order factor on

perceived value and customer satisfaction in a mobile banking application', *Cogent Business & Management*. Edited by L.T. Wright, 7(1), p. 1794241. doi:10.1080/23311975.2020.1794241.

Pakurár, M. *et al.* (2019) 'The Service Quality Dimensions that Affect Customer Satisfaction in the Jordanian Banking Sector', *Sustainability*, 11(4), p. 1113. doi:10.3390/su11041113.

Romadhona, M.K. (2020) *Pengaruh Keterlibatan Kerja Dan Keterikatan Kerja Terhadap Tingkat Intensi Turnover Serta Dampak Pada Organizational Citizenship Behavior Karyawan Engineer (Studi Pasca PHK Massal pada Karyawan PT. Tjiwi Kimia Tbk. Sidoarjo)*. UNIVERSITAS AIRLANGGA.

Romadhona, M.K. (2022) 'Does the Pandemic Affect Unemployment Rate in East Java? (A Study of Pre and Post COVID-19 Pandemic in 2016 to 2021)', *The Journal of Indonesia Sustainable Development Planning*, 3(2 SE-Policy Paper), pp. 164–176. doi:10.46456/jisdep.v3i2.308.

Romadhona, M.K. *et al.* (2022) 'IMPROVING DIGITAL PLATFORM AS TOURISM DEVELOPMENT: A ECONOMIC BENEFICIAL FOR UMBUL PONGGOK COMMUNITY, KLATEN, CENTRAL JAVA', *Jurnal Pendidikan Sosiologi Undiksha*, 4(3), pp. 102–114.

Romadhona, M.K., Subagyono, B.S.A. and Agustin, D. (2022) 'Examining Sustainability Dimension in Corporate Social Responsibility of ExxonMobil Cepu: An Overview of Socio-Cultural and Economic Aspects', *Journal of Social Development Studies*, 3(2), p. 130.

Subagyono, B.S.A., Chumaida, Z.V. and Romadhona, M.K. (2022) 'Enforcement of Consumer Rights Through Dispute Settlement Resolution Agency to Improve the Consumer Satisfaction Index In Indonesia', *Yuridika*, 37(3 SE-Civil Law), pp. 673–696. doi:10.20473/ydk.v37i3.34943.

Sunyowati, D. *et al.* (2022) 'Can Big Data Achieve Environmental Justice?', *Indonesian Journal of International Law*, 19(3), p. 6.

Zhu, X. (2021) 'Complex event detection for commodity distribution Internet of Things model incorporating radio frequency identification and Wireless Sensor Network', *Future Generation Computer Systems*, 125, pp. 100–111. doi:10.1016/j.future.2021.06.024.