

ABSTRAK

FAKULTAS ILMU SOSIAL DAN ILMU POLITIK PROGRAM STUDI ILMU
ADMINISTRASI PUBLIK
Skripsi, Juli 2024

ERLINA NUR AZIZAH

ANALISIS KUALITAS PELAYANAN PERPUSTAKAAN DAERAH DI KOTA
DEPOK

xvii+ 76 Halaman+ 1 Tabel+ 25 Gambar+ 4 Lampiran

Indeks minat baca di Indonesia dalam survey *UNESCO* masih dikatakan sangat rendah, sehingga perlu adanya dukungan dari berbagai unsur. Salah satunya adalah sarana dan prasana perpustakaan untuk mendukung dan meningkatkan minat baca masyarakat, seperti adanya perpustakaan yang berkualitas. Sehingga perlu adanya analisa kualitas pelayanan perpustakaan. Penelitian ini bertujuan untuk mengetahui kualitas pelayanan perpustakaan daerah di Kota Depok. Penelitian ini menggunakan jenis penelitian deskriptif dengan menggunakan pendekatan kualitatif. Fokus penelitian ini berpacu pada fokus penelitian yang digunakan BPS untuk mengevaluasi kualitas pelayanan setiap tahun. Terdapat lima dimensi dari teori Prasarman yang menjadi fokus penelitian, yaitu dimensi *Responsiveness* (daya tanggap), *Assurance* (jaminan), *Tangible* (fisik), *Empathy* (empati), dan *Reliability* (Kehandalan). Teknik pengumpulan yang dilakukan melalui tiga tahap, yaitu observasi, wawancara dan dokumentasi. Hasil penelitian menunjukkan bahwa perpustakaan telah berhasil memberikan pelayanan yang akurat, tepat waktu, dan konsisten sesuai dengan SOP yang ketat dan evaluasi rutin, mencerminkan kehandalan yang tinggi. Dalam hal ketanggapan, perpustakaan responsif terhadap kebutuhan pengunjung melalui layanan perpustakaan keliling, layanan digital, dan pengelolaan keluhan yang efisien. Jaminan terhadap kualitas layanan diwujudkan melalui pelatihan rutin bagi pegawai dan sikap ramah petugas, menciptakan lingkungan yang terpercaya dan nyaman. Empati ditunjukkan melalui pendekatan yang disesuaikan dengan kebutuhan individu pengunjung, memberikan perhatian personal yang membuat pengunjung merasa dihargai. Pada dimensi tampilan fisik perpustakaan telah berupaya memberikan pelayanan yang memadai meskipun terdapat keterbatasan dalam sarana dan prasarana seperti fasilitas bagi penyandang disabilitas, terutama tuna netra dan tuna rungu.

Kata Kunci : Kualitas; Pelayanan; Perpustakaan
Daftar Pustaka : 17 Buku + 10 Jurnal + 6 Website

ABSTRACT

*FACULTY OF SOCIAL AND POLITICAL SCIENCES PUBLIC
ADMINISTRATION STUDY PROGRAM
Thesis, July 2024*

ERLINA NUR AZIZAH

*ANALYSIS OF THE QUALITY OF LIBRARY SERVICES IN DEPOK CITY
xvii+ 76 Pages+1 Tables+ 25 Figures+ 4 Appendices*

The reading interest index in Indonesia in the UNESCO survey is still said to be very low, so there needs to be support from various elements. One of them is library facilities and infrastructure to support and increase public interest in reading, such as the existence of quality libraries. So there needs to be an analysis of the quality of library services. This study aims to determine the quality of regional library services in Depok City. This study uses a descriptive research type using a qualitative approach. The focus of this study is based on the research focus used by BPS to evaluate the quality of service every year. There are five dimensions of Prasurarman's theory that are the focus of the study, namely the dimensions of Responsiveness (responsiveness), Assurance (guarantee), Tangible (physical), Empathy (empathy), and Reliability (reliability). The collection technique is carried out through three stages, namely observation, interviews and documentation. The results of the study indicate that the library has succeeded in providing accurate, timely, and consistent services in accordance with strict SOPs and routine evaluations, reflecting high reliability. In terms of responsiveness, the library is responsive to visitors' needs through mobile library services, digital services, and efficient complaint management. Assurance of service quality is realized through regular training for staff and friendly attitudes of officers, creating a trusted and comfortable environment. Empathy is shown through an approach that is tailored to the needs of individual visitors, providing personal attention that makes visitors feel appreciated. In terms of physical appearance, the library has attempted to provide adequate services despite limitations in facilities and infrastructure such as facilities for people with disabilities, especially the blind and deaf.

Keywords : Quality; Service; Library

Bibliography : 17 Books + 10 Journals + 6 Websites