The Satisfaction of Library Users Services at UPT Balai Informasi Teknologi (Research and Development Division for Technology Information)-LIPI

Kamaludin
Pustakawan Madya at Kepustakaan LIPI Kawasan Bandung
Jl. Sangkuriang Gedung 40, Bandung 40135, Indonesia
kamaludin1961@gmail.com

The big challenge facing the library is how to provide excellent services to meet the users' needs. In facing this challenge, the UPT Balai Informasi Teknologi LIPI library has made improvements in library services. To determine the effectiveness of these improvements, in September 2018, a study was conducted. The research objective was to find out the users' satisfaction in receiving library services; the method used was descriptive research. The number of respondents was 23 people. The research results showed that the services provided were good enough, this can be seen from the respondents' answers that most respondents expressed satisfaction with the quality of the library collection, completeness of the collection, easy access to the collection, service of library staff, and library facilities/infrastructure. However, there were a small number of respondents who stated that they were dissatisfied with the ease of access to the collection and the services of library staff. Therefore, these two service groups should be of particular concern to the UPT Balai Informasi Teknologi LIPI library manager to improve them, so that user satisfaction can be achieved.

Keywords: Library, Library services, User satisfaction, UPT Balai Informasi Teknologi (Research and Development Division for Technology Information)-LIPI.

1. INTRODUCTION

The library is the backbone of the research process and teaching and learning by offering a wide range of services and access to various sources of information in both print and electronic formats for the academic community. The underlying philosophy of the library is to meet the different information needs of the users. Hossain (2014:463) said that libraries play an important role in the transmission of information and knowledge to their users. The key to maintaining intensive competition lies in the provision of high-quality services, which in turn will result in user satisfaction. Therefore, there is a need for libraries to monitor the needs and preferences of users continuously. Shin (2015:923) said that it was crucial for library service providers to conduct activities to measure the level of satisfaction of users because this activity helps librarians in identifying and reforming areas that need improvement, while Mairaj and Naseer (2013:319) said that libraries were an integral part of academic organizations and research, and library users are the main stakeholders who need information. The basic purpose of the library or the centre of information sources is to meet the information needs of users. The needs and expectations of information change continuously in the current era of information and communication technology.

Mohindra & Kumar (2015:54) mentioned that it was necessary to assess the quality of library services provided and user satisfaction because library success depends on how well the service meets the demands expected by the users. User satisfaction and library service quality is the ultimate goal of the library as a service organization. The satisfaction of users is very much related to services that are in accordance with the expectations of users. The satisfaction of users with service means that libraries as service organizations succeed in

providing excellent quality services. Service quality, concept and user satisfaction are closely related and are very important for the success of service organizations such as libraries. Whereas Kwon & Gregory(2007:138) said that library satisfaction was assessed through the responses of the reader to the following four questions: satisfaction with the answers given by librarians, perceptions of the quality of librarians/library staff, willingness to return to the library, and receive positive service library. The library is considered as a service organization that aims to offer documents and information services to users. Library services are intended to meet the information needs of the library community, which must be considered when thinking about services in the library.

Shi, Holahan, & Jurkat (2014:122) said that understand the process of library satisfaction has become an obligation of librarians and researchers in the field of library and information science. Although user satisfaction is not a foreign topic in library science, there is no generally accepted theoretical model that predicts user satisfaction. In another section, Mohindra & Kumar (2015:54) defined the basic philosophy of the library was to meet a variety of information needs of users. Success in providing satisfaction to users is related to matching the services provided with the expectations of the users. The satisfaction of users of services means that libraries as service organizations succeed in providing good quality services.

Dole (2016:749) mentioned that when libraries take a closer look at how well they serve the needs of users, the user satisfaction assessment activities become more important while Kassim (2009:101) stated that librarians must continue to assess operations, service quality, and the impact of services on users. Whereas Kwon and Gregory (2007:141) stated that satisfying the needs of users in the library has become the main purpose of libraries and librarians. Every time the visitors come to the library with different needs and expectations. Besides, new technologies, databases, and more innovative systems for accessing information have made libraries more complicated and challenging for librarians and visitors. User satisfaction has become one of the most commonly used success variables that measure the effectiveness of library services. In another section, Shi, Holahan, and Jurkat (2014:122) mentioned satisfaction theories developed and tested needed to guide the practical aspects of library management. Current research applies a theoretical model of customer satisfaction/dissatisfaction from the marketing field to study the satisfaction process in the library.

With the background as mentioned above, the purpose of this study is to find out the satisfaction of users in receiving library services at the UPT Balai Informasi Teknologi LIPI, while the formulation of the problems raised in this study are as follows: (1) How is the quality of collections; (2) How is the complete collection; (3) How easy is access to the collection; (4) How is the service of library service officers; (5) How is the availability of library facilities /infrastructure.

2. METHOD

The method used is descriptive research method. Descriptive research, according to Atmowardoyo (2018:198) a research method used to describe existing phenomena as accurately as possible. He added that the phenomenon was observed descriptively. What researchers do was collect data available through the use of research instruments such as tests, questionnaires, interviews, or even observation. The main purpose of descriptive research is to describe the phenomena that exist in research systematically.

Data were obtained from respondents who visited the library UPT Balai Infomasi Teknologi LIPI. Respondents were asked to answer voluntarily to the questions that had been provided on the computer, which at the same time as the data of the library visitor's records.

To make it easy in analysing of the data provided, then the question groups are divided into five groups, namely: a. questions about the quality of collections; b. complete collection; c. easy access to collection; d. service of library service officers; and e. questions about the availability of library facilities/infrastructure.

3. RESULTS AND DISCUSSION

Sriram & Rajev (2014:140) mentioned library satisfaction plays an important role in library development. Feedback from users regarding library resources, services and facilities must be considered to provide the necessary resources and facilities in the library. Meanwhile, Miller & Hinnant (2016:560) stated that librarians widely use surveys to capture the thoughts and feelings of users efficiently. Well-designed studies offer the benefits of gathering representative data in a way that was more difficult to achieve with focus groups or other forms of feedback. However, many library surveys focus on aspects of library services that are easily identified, often the availability of budgets emphasizes service quality. Sabbagh *et al*. (2017:390) stated that the questionnaire consists of four main parts: the first part considers the demographic factors of the respondents, while the second, third and fourth part asks respondents to assess the level of satisfaction of the users of the quality of library services.

This research was conducted at the UPT Balai Infomasi Teknologi LIPI library, in September 2018. Respondents were library visitors who were asked to answer questions voluntarily on a computer commonly used as a record of visitors' visits. The attendees who attended in September 2018 were twenty-three visitors. From the sex data, it was known that male users numbered seven people, and women numbered sixteen to be seen in full in Table 1.

Table 1 Sex of respondents

No.	Sex	Amount	%
1	Male	7	30,44
2	Female	16	69,56
	Amount	23	100

Sources: data modification

While the position of the users, most of them were students, there were seventeen people and six people were not known the full position can be seen in table 2.

Table 2 Position

No	Position	Amount	%
1	Student	17	73,91
2	Unknown	6	26,09
	Amount	23	100

Sources: data modification

To make it easy in analysing in the study of the satisfaction of visitors to library services at the UPT Balai Infomasi Teknologi LIPI, the discussion was divided into five discussion groups, namely: (1) Collection quality; (2) Collection completeness; (3) Ease access to collection; (4) Library service officers (5) Availability of library facilities /infrastructure. The five groups will be discussed in full below.

3.1 Collection Quality

Subianto, AR, and P (2018:36) stated that excellent and appropriate information in the library would be one way to manage the library correctly. This information can underlie the right decision making in improving library services. Whereas Irianti (2017:49) said that the source of information in the library needs to be managed and utilized in such a way that it was easily rediscovered and useful for users. Therefore, human resources are needed to carry out these activities. Human resources have an important role in every library activity included in achieving goals.

Mehrad & Tajer (2016:8) reviewed the five rules of library science about collections, namely as follows: (1) Books were to be used; (2) Every reader had his/ her book; (3) Every book had its own readers; (4) Save reader time; (5) Libraries were active and dynamic organisms. All of these rules are related to the components of use and the gratification approach. The responsibility of libraries is to recognize and attract people in meeting the information needs of users as quickly as possible. A user who is satisfied with the library will return to the library, and this process will improve library dynamics.

Arif (2017:157) stated that evaluating library collections was important to assess the level of availability and suitability of users because the quantity and quality of collections also influence the existence of libraries because a good library was a library that was able to provide the information needed by users and could assist scientific activities they did. The results of collection evaluations can be used as a basis for developing library collections. Meanwhile, Subianto *et al*. (2018:37) stated that book lending transactions in libraries could produce information that was useful for improving library services. Such information, for example, finds patterns in the relationship between the borrower's study program and the subject of the borrowed book. The subject of the book is the type of book relating to the title, theme and content of the book. The discovery of patterns can provide knowledge about reading interest behaviour habits, as well as the relevance of borrowers' needs to library collections. Other information that can also be obtained was the pattern of borrowing collections that are often borrowed simultaneously by borrowers in the library. Subianto, AR, and P (2018:39) mentioned the results of the analysis of the subject matter of books and study programs that had been found to show that the habits of students who borrow books in the library are always related to the student's study program.

From the data obtained it was known that the quality of the library collections of the UPT Balai Informasi Teknologi LIPI, no respondents answered that they were very dissatisfied with the library collection; there were 9 people who answered dissatisfied (39.13%); there were 6 people who answered satisfied (26.09%); while those who answered very satisfied there were 8 people (34.78%), completely can be seen in figure 1.
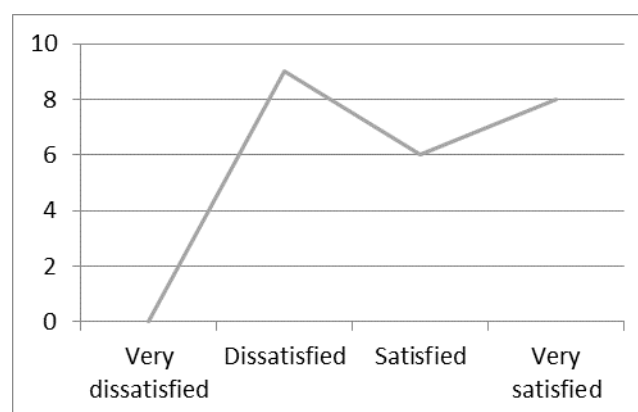

Figure 1: Users Level of Satisfaction to the Collection Quality

3.2 Collection Completeness

In Law number 43 of 2007 concerning the Library (Indonesia, 2007), it is stated that library collections are all information in the form of written works, printed works, and/or recorded works in various media that have educational value, collected, processed, and served. Sungadi (2017:65) stated that the library was an institution that grows and develops in terms of collections and human resources. Meanwhile, Irianti (2017:49) stated that the college library collection includes all scientific field library material held, with development criteria including: relevant, oriented to the needs of the academic community, up-to-date, complete with other fields of support. But Matusiak (2012:134) suggested that the environment in which information seekers have changed dramatically in the past decade. Digital collections and other forms of digital libraries are part of a broader information landscape, often competing for user attention with many alternative information systems. In article 12 of Law Number 43 of 2007, paragraph (1) Library collections are selected, processed, stored, served and developed in accordance with the interests of the user by taking into account the development of information and communication technology. While paragraph (2) of Law number 43 of 2007 states that the development of library collections as referred to in paragraph (1) is carried out in accordance with the national standard library.

The completeness of collection according to the respondent's answer was that no one answered very dissatisfied with the completeness of the collection; those who responded dissatisfied were 7 people (30.43%); who answered satisfied 12 people (52.18%); and 4 people who responded very satisfied (17.39%), can be seen in full in figure 2.
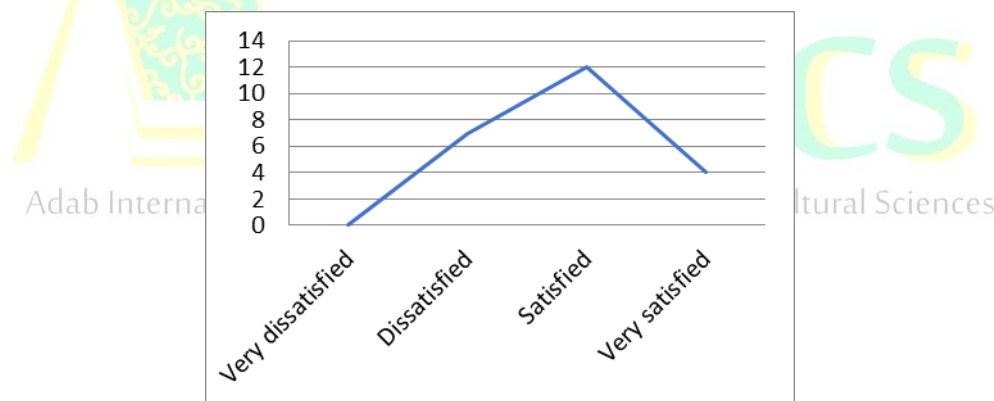

Figure 2: Users Level of Satisfaction to the Collection Completeness

3.3 Ease of Access to Collection

To facilitate access to information, Parker (2016:454) said that supermarkets had developed into a standard form of service in the commercial, retail and government world. Because technology has advanced, supermarkets have begun to push into the world of libraries, as can be seen in library exhibitions and conferences. To facilitate access to information, Wijaya (2016:12) mentioned the need to design a database which was very important in library services.

Maryatun (2016:43) stated that good library service quality was the hope of every user in utilizing information resources available in the library. All users have the same rights to access information in the library.

Data obtained from the ease of access to collection was: there were 3 people (13.05%) respondents who said they are very dissatisfied with the ease of access to information collection; 4 people (17.39%) stated that they were dissatisfied; 7 people (30.43%) expressed

satisfied; and 9 people (39.13%) respondents said they were very satisfied, could be seen in full in figure 3.
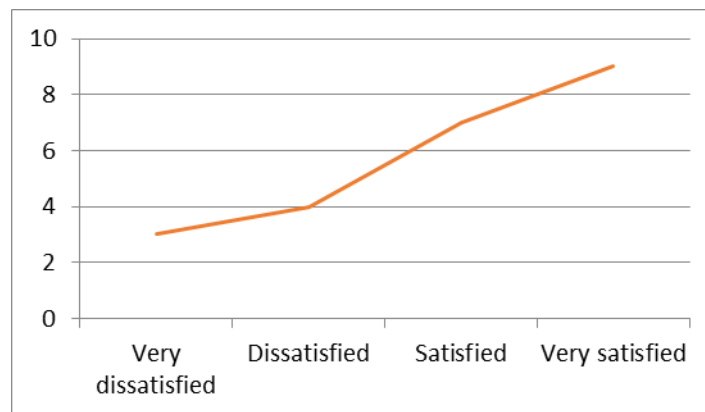

Figure 3: Users level of Satisfaction to the Ease of Access to Collection

3.4 Library Service Officers

According to Law number 43 of 2007 (Indonesia, 2007) Library services are conducted in a prime and oriented to the interests of users. Meanwhile, Shafique (2012) stated that library and information service providers in the new millennium were increasingly interested in understanding and meeting the changing needs of users. Resource optimization had become an essential area for libraries to maintain awareness and could change according to user needs. Besides, libraries that understand the needs of users, not only can they worked better to meet those needs, but also could market their services more effectively.

In Article 1 paragraph 8 of Law 43 of 2007 (Indonesia, 2007) it is stated that librarians are persons who have competencies obtained through librarianship education and /or training and have the duties and responsibilities to carry out library management and services. While Sungadi (2017:65) stated that the role of libraries would be beneficial depending on the performance of librarians and other human resources, the existence of librarians as a functional staff was no different from other non-functional employees who would in time experience retirement.

Data obtained from the services of library service officers were: there are 3 people (13.06%) respondents who said they were very dissatisfied with the services of library service officers; 2 people (8.69%) stated that they were dissatisfied; 4 people (17.39%) expressed satisfied; and 14 people (60.86%) respondents said they were very satisfied, can be seen completely in figure 4.

Figure 4: Users Level of Satisfaction to the Library Service Officers

3.5 Library Facilities/Infrastructure

According to Mairaj & Naseer (2013:319), a library was needed not only to improve collections, services, and facilities in response to changing needs of users in a rapidly evolving information age but also must continue to take their feedback to find the effectiveness of resources and services offered. Meanwhile, Irianti (2017:49) stated that the main facilities of a library include at least: collections, human resources (HR), information services, information and communication technology, facilities and infrastructure, and budget.

In Law number 43 of 2007 Chapter, I General Provisions, Article 1 paragraph 15 (Indonesia, 2007) library resources are all personnel, facilities and infrastructure, as well as funds owned and /or controlled by the library. Whereas in Chapter IX Facilities and infrastructures, Article 38 paragraph (1) Each library organizer provides facilities and infrastructure in accordance with the national standards of the library. While in paragraph (2) the facilities and infrastructure as referred to in paragraph (1) are utilized and developed in accordance with the progress of information and communication technology. In Chapter VI, Formation, implementation, and management and development of libraries, First Section, Formation of Libraries, Article 15 Formation of libraries as referred to in paragraph (2) at least fulfils the requirements: a. have a library collection; b. have library staff; c. have library facilities and infrastructure; d. have funding sources; and e. notify their existence to the National Library.

According to Sriram & Rajev (2014:140), academic libraries needed to provide various services and facilities to visitors to motivate them to use the library. Developing countries were currently concentrating more on providing various facilities and services, in turn, which would assist countries in scientific development and research. The main purpose of providing such facilities will be to allow users to use library services to greater potential.

Data obtained on library facilities/infrastructure were: there were 1 person (4.36%) respondents who said they were very dissatisfied with the library facilities/infrastructure; 5 people (21.73%) stated that they were dissatisfied; 10 people (43.48%) expressed satisfied; and 7 people (30.43%) respondents said they were very satisfied, can be seen in full in figure 5.
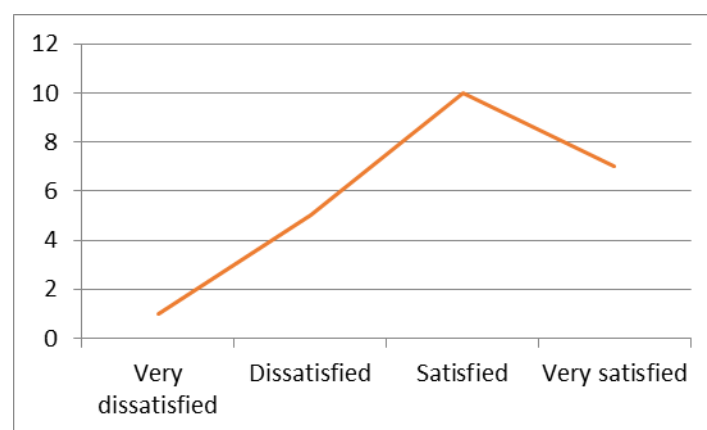

Figure 5: Users Level of Satisfaction to the Library Facilities/Infrastructure

4. CONCLUSION

UPT Bandung Information Teknologi LIPI library in providing library services according to research conducted in September 2018, was relatively good enough. This can be concluded from the respondent's answer, and almost all respondents expressed satisfaction with: quality of library collections; collection completeness; and library

facilities/infrastructure. However, there were a small number of respondents who said they were dissatisfied with: easy access to the collection; and library service officers. Therefore these two groups of services must be of particular concern to the civitas of the UPT Balai Informasi Teknologi LIPI: librarians and management of UPT Balai Informasi Teknologi LIPI, so that the satisfaction of the library users, which is the main goal of the library, can be achieved in the future.

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