STUDENT STAFF'S PERCEPTION TOWARDS THE LIBRARIAN PROFESSION AS A SERVICE MANAGER IN SANATA DHARMA UNIVERSITY LIBRARY

THESIS

Submitted to the Faculty of Adab and Cultural Sciences
Sunan Kalijaga State Islamic University, Yogyakarta
As a Requirement for Gaining a Bachelor's Degree
Library Science Study Program

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FACULTY OF ADAB AND CULTURAL SCIENCES
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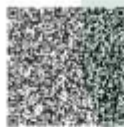Telah diujikan pada : Rabu, 31 Juli 2024
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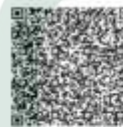
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di atas dapat segera disetujui dan disidangkan dalam *munaqosyah*.

Demikian, atas perhatiannya diucapkan terima kasih.

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MOTTO

Coba tulis ulang lagi yang sejatinya kau cari. Maka sudahilah sedihmu yang

belum sudah, segera mulailah syukurmu yang pasti indah. Berbahagialah.

-FSTVLST-

DEDICATION

With all praise to Allah SWT and with the support and prayers of beloved ones, this thesis can finally be completed properly and on time. Therefore, with a sense of honor and happiness I would like to express my gratefulness and thanks to:

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ABSTRACT

STUDENT STAFF'S PERCEPTION TOWARDS THE LIBRARIAN PROFESSION AS A SERVICE MANAGER IN SANATA DHARMA UNIVERSITY LIBRARY

Sarfa Adelia Safitri (20101040088)

The purpose of this research is to know student staff's perceptions of the librarian profession as a service manager in Sanata Dharma University Library. This type of research is descriptive quantitative with the research subjects are student staff in Sanata Dharma University Library. The object of this research is the student staff's perception towards the librarian profession as a service manager in Sanata Dharma University Library. The population in this research was the student staff of the Sanata Dharma University Library, consisting of 34 students. The sampling technique uses a saturated sample where all members of the population are used as samples. This research uses a single variable, that is the student staff's perception towards the librarian profession as a service manager in Sanata Dharma University Library. The data collection techniques in this research are interviews, questionnaires, observation, and documentation. The measurement used is based on a Likert scale (4-1) with the options of strongly agree, agree, disagree and strongly disagree. The data that has been obtained is processed using SPSS version 27 for Windows. Data analysis was carried out descriptively quantitatively using the mean and grand mean formulas. The results of this research show that student staff's perception towards the librarian profession as a service manager in Sanata Dharma University Library is in the very good category with an average score of 3.51. Based on the results of this research, librarians in Sanata Dharma University Library can improve their abilities and services, especially in the publications section.

Keywords: perception, librarian, student staff, library services

PREFACE

Assalamualaikum Wr. Wb.

Alhamdulillahirabbil'alamin, all praise to Allah SWT, who has bestowed His grace and guidance on researchers. Don't forget to give prayers and greetings to the Prophet Muhammad SAW, whom we always look forward to his intercession on the last day.

With the permission of Allah SWT and help of various parties, finally the researcher was able to complete the thesis entitled "Student Staff Perceptions Towards the Librarian Profession as a Service Manager in Sanata Dharma University Library" well and smoothly. The researcher would like to thank all parties who have helped and provided support to the researcher in preparing this final assignment. On this occasion the researcher would like to thank:

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The researcher relize that there will be mistakes and shortcomings in the preparation of this thesis, but the researcher hopes that this thesis can provide benefits for all groups, both readers and researchers themselves.

Yogyakarta, 16 July 2024

Researcher

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CHAPTER I

INTRODUCTION

1.1 Background of Study

Perception is the process of remembering or identifying certain and taste perceptions, from a person's perception of something and then a response is expected to emerge (Lasa Hs, 2009, p. 283) . In the Cambridge Dictionary, perception is defined as a belief or opinion that is often held by many people based on what is seen. Working part time is a job that requires fewer hours of work per week than working full time (Ellyawati, Sulfikar, Destari, & Rahayu, 2021, p. 2) . With fewer working hours required, many students do part-time work outside of lecture hours. Part-time students are students who carry out other activities outside their duties to study by making efforts that can provide benefits in the form of rewards (Mizriana, 2020, p. 27) . From several theories that have been put forward regarding the definition of part-time students above, researchers are of the opinion that student staff refers to students who work in the role of staff or employees in an educational environment. Based on the definition that has been explained, student staff perception refers to the views or understanding of students who work as employees in the education environment.

Problems with student staff perceptions initially arose because there were still many trivial opinions regarding the librarian profession among the general public. Based on research conducted by Fagan et al. (2020, p. 65) students' perceptions of librarians, namely old, quiet, looking official, as if they know more things, and as someone whose job is to check books in and out. Students still underestimate the

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education and salaries earned by librarians (Fagan, Ostermiller, Price, & Sapp, 2021, p. 171) . According to Nasrullah (2022, p. 4) the majority of library science students do not make the library science major their first choice when entering the selection for new student admissions, the library science major is used as their second or third major. There are still many students who think that a librarian is someone whose job is only to organize books in the library, but quite a few students also have a good view of librarians. Some students have the view that having a librarian is very helpful in providing services and searching for information in the library. Based on observations made by the author at the Sanata Dharma University Library, the problems with student staff occur because the students who join as student staff do not come from the library science study program or have basic knowledge about libraries and librarians. In reality, there are still many student staff who still make a lot of mistakes when carrying out activities in the library, such as shelving collections. This is the basis for the author to raise the theme regarding student staff perceptions.

According to the Big Indonesian Dictionary (KBBI online), a profession is a field of work that is based on certain educational skills (skills, vocations, etc.). According to the Big Indonesian Dictionary (KBBI online), a librarian means a person who works in the library sector or is a library expert. In the Meriam Webster Dictionary, a librarian is defined as an expert in library maintenance or management. From several theories that have been explained, the librarian profession is a job that has the role of maintaining and providing access to information to meet the needs of library users.

Problems regarding the librarian profession often arise because the librarian profession is not as popular as other professions. According to Hermawan & Zen (2006, p. 45) since 1988 the Indonesian government has recognized and determined that the librarian profession is a functional position. According to (Abban & Reuben, 2021, p. 2) the librarian profession is still difficult for the general public to recognize because it is not as popular as other professions, such as in the fields of medicine, law and accounting. The differences between the librarian profession and other professions have caused the librarian profession to be less well known and receive less attention, so it is often considered a strange profession. Among Indonesian society, the librarian profession is often known by the other terms "library keeper" or "book keeper", although not all people call librarians that way, but most people are still used to this title. In society's view, the librarian profession is just a profession whose work is only monotonous, such as arranging books, serving users who borrow and return books, and maintaining the library (Nasrullah, 2022, p. 3) . Based on research conducted by Artana and Wardana (2018, p. 1), there are still many Indonesian people who do not know and understand the librarian profession. These people believe that the librarian profession does not have clear prospects and only works as a book keeper. From the research results above, it can be seen that society still views the librarian profession as old-fashioned and a trivial job that anyone can do.

Library services are one of the library's technical activities whose implementation requires planning and implementation (Rahmah, 2018, p. 2) . According to Rahayu (2015, p. 13) library services are about how to provide all

forms of library materials according to what the community needs appropriately and accurately as well as providing a means of searching or retrieving information. Based on existing theory, library services can be said to be an activity or service provided by a library to meet the needs of library users.

In carrying out service activities in the library, several problems often occur. According to research conducted by Shadrina (2019, p. 6), problems that often arise in library services are disrupted networks causing system damage and power outages which disrupt the facility service process, thus hampering the service system for users. From research conducted by Moralita & Putra (2019, p. 59) some of the problems often faced by circulation services in libraries are the high percentage of delays in book returns by users and the causes of delays in book returns are not yet known so the right solution cannot be decided to reduce the number of delays.

Based on the description of the problem that has been described previously, librarians have a problem in public perception for a long time, the librarian profession is still considered trivial compared to other professions. From the results of observations made by researchers, Sanata Dharma University Library has provided the services needed by students so that their needs can be filled, but there are also student who complain about the service, which creates a bad perception towards the librarian profession as a service manager. Researchers chose the Sanata Dharma University Library as a research site because the Sanata Dharma University Library has the most significant number of student staff in Yogyakarta. With the large number of student staff, the research results can be valid. Therefore, the

researcher set the research title "Student Staff's Perception Towards the Librarian Profession as a Service Manager in Sanata Dharma University Library".

1.2 Formulation of the problem

The problem formulation is a statement that is closely related to the research questions and objectives (Darmalaksana, 2020, p. 15) . A problem formulation is a question whose answer will be sought through data collection (Danuri & Maisaroh, 2019, p. 35) . Based on the background of the problem that has been described above, the problem formulation in this research is how the student staff's perception towards the librarian profession as a service manager in Sanata Dharma University Library?

1.3 Research Objectives and Benefits

1.3.1 Research purposes

Research objectives are an important part of research implementation, researchers have the task of ensuring that research implementation reaches the planned goals (Darmalaksana, 2020, p. 12) . The aim of research is to obtain new information, develop, explain, explain, predict and control changes (Danuri & Maisaroh, 2019, p. 12) . Based on the problem formulation described above, the purpose of this research is to describe the student staff's perception towards the librarian profession as a service manager in Sanata Dharma University Library.

1.3.2 Benefits of research

The benefits of research are the extent to which the results of the research conducted are able to solve the problems faced (Tohardi, 2019, p. 205) . The benefits of research can also be called the usefulness of research results. According

to (Veroica et al., 2022, p. 64) the usefulness of research results is the impact produced when the research objectives are successfully achieved. The expected benefits from the results of this research are:

1. Theoretically

Theoretical benefits are the benefits from research that serve to test the truth or relevance of theory to reality, find new theories, or to develop existing theories (Tohardi, 2019, p. 205) . The theoretical benefit in this research is to increase insight and knowledge about student staff's perceptions towards the librarian profession as a service manager in Sanata Dharma University Library.

2. Practically

The practical benefits of this research are to solve problems faced by researchers, as well as problems that exist in society, institutions, and so on directly in the field (Tohardi, 2019, p. 205) .

a) For the researcher, providing new knowledge and experience related to student staff

b) For library, this research can be used by libraries and librarians as a source of knowledge

c) For scientific purposes, this research is expected to be taken into consideration for further similar research and can be useful to increasing knowledge and insight regarding student staff.

1.4 Writing structure

This research consists of several chapters which are arranged systematically and each chapter has a different discussion, but the substance of the discussion is interrelated.

CHAPTER I INTRODUCTION, discusses the introduction which consists of the background of the problem to be researched, the problem formulation, the objectives and benefits of the research carried out, and the systematics of writing.

CHAPTER II LITERATURE REVIEW, discusses the literature review of the results of previous research that have similar research aspects to find out the differences between this research and the theoretical basis that is used as a guide during the research process according to the research title.

CHAPTER III RESEARCH METHODS, discusses the research methods used during the research process which consist of the type of research, research subjects and objects, time and place used for research, data collection methods, and data analysis methods.

CHAPTER IV RESULTS AND DISCUSSION, the results of this research discussion are described after the data was collected, the researcher carried out data analysis guided by the data analysis method and theoretical framework used.

CHAPTER V CLOSING, discusses conclusions of the research results and relevant suggestions as a reflection material for future research.

CHAPTER V

CLOSING

5.1 Conclusion

Based on the results of the data analysis that has been carried out, it can be concluded that the perception of student staff towards the librarian profession as a service manager in Sanata Dharma University library is included in the very good category with a total average score of 3.51. These results consist of seven sub-variables, namely fundamental knowledge has an average value of 3.6, including in the very good category, interpersonal skills has an average value of 3.46, including in the very good category, leadership management with an average value of 3, 52 are included in the very good category, collection development has an average value of 3.51, which is in the very good category, information literacy with an average value of 3.55 is included in the very good category, research & contributions to the profession has an average value of 3 .22 is included in the good category, and the last sub variable information technology skills with an average value of 3.71 is included in the very good category. The highest average value was obtained from the information technology skills sub-variable of 3.71. Meanwhile, the lowest average value was obtained from the research & contributions to the profession sub-variable of 3.22.

5.2 Suggestion

Based on the research results, there are several suggestions that need to be conveyed by researchers which can be considered by libraries and future researchers. Some suggestions that can be given are as follows:

1) Based on the research results on the sub-variable research & contributions to the profession, it is included in the good category, but the average results obtained is the lowest. Librarians need to improve their abilities, especially in the publications section and be more active in committee activities.

2) Researchers hope that further research can continue to develop in accordance with developments of library services in the future.

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