



The Effect of Library Service Quality Management on Increasing Student Visits at SMAN 1 Taliwang Sumbawa Barat

Kasyandi Armansyah¹, Hardiansyah², Lu'luin Najwa³

Administrasi Pendidikan, Universitas Pendidikan Mandalika, Mataram, Indonesia.

Email: kasyandiarmansyah30@gmail.com hardiansyah@undikma.ac.id

lu'luinnajwa@undikma.ac.id

Abstract: This research aims to find out "The influence of managing the quality of library services on increasing student visits at SMAN 1 Taliwang, West Sumbawa." This type of research is quantitative with the variable quality of library services X and interest in visiting students as variable Y. The population and sample of this research are class students X and XI with a total sample of 86 students consisting of class X, 43, and class XI, 43. Data collection methods use questionnaires and documentation methods. Meanwhile, the data analysis method uses descriptive statistical analysis and simple linear regression analysis. From the correlation results with the sig value. $0.01 < 0.05$ between variables The quality of library services does not have a significant effect on increasing student visits at SMAN 1 Taliwang, West Sumbawa. Rejected.

Keywords: Quality of Library Services, Student Visit

Introduction

Undang-Undang Republic of Indonesia Number 43 of 2007 concerning libraries states that library users are library users consisting of individuals, groups of people, communities or institutions that utilize library service facilities. Thus, it is for them that libraries are built and developed according to their demands. Thus, library user satisfaction needs to be continuously pursued with the aim that they continue to utilize the library. The users are the focus of the library. Librarians, especially loyal librarians, must be maintained so that they do not turn to other libraries. Similar to conventional businesses, library users need to be cared for and served as well as possible. The library is one of the technical implementation units that can demonstrate the teaching and learning process. In the field of education and teaching, library materials are sought in accordance with the curriculum to add insight into knowledge, to increase the results and to improve the quality of teaching for teachers. Libraries as public organizations have a strategic role in supporting the intellectual life of the nation.

This change is greatly influenced by the rapid growth of science accompanied by the development of advanced technology, to follow these changes requires quick and precise steps to design well all forms of new information which is then disseminated to the community for the formation of new mindsets and patterns of behavior. The library is a source of information, even as a source of learning. The readiness of the SMA Negeri 1 Taliwang Tengah library to serve users of information services will have to be developed and improved as well as possible, so that it can always meet the needs and satisfaction of visitors, because of the demands of library service users themselves, so the school library can provide the best service possible. In service quality can be measured in various aspects related to visitors and library resources.

From the results of the preliminary study, the researcher carried out the Introduction to School Field Activities (PLP) for 3 months at SMA Negeri 1 Taliwang with B Accreditation. Researchers saw that the library is fairly complete but the low interest in reading of SMA Negeri 1 Taliwang students is not only because people in the area lack



interest in reading. The main factor causing the low literacy is due to the lack of opportunities for students at SMA Negeri 1 Taliwang West Sumbawa to access information in the library. Service quality can be measured in various aspects related to visitors and library resources. Thus, service quality is a benchmark for the success of an agency, company or organization that focuses on customer satisfaction by providing excellent service so that visitors' expectations will be satisfied with the services they receive. Therefore, the researcher wants to examine how the influence of library service quality management on increasing student visits at SMA Negeri 1 Taliwang West Sumbawa.

Methods

The research method used to determine how the influence of library service quality management on increasing student visits at SMA Negeri 1 Taliwang West Sumbawa is quantitative research. The population in this study were students of SMA Negeri 1 Taliwang West Sumbawa consisting of classes X and XI totaling 640 students. While the sample in this study was taken using Proportional Random Sampling by ensuring that each member of the population had the opportunity to become part of the sample, so that the sample in this study amounted to 86 students. The data collection techniques in this study used questionnaires or questionnaires about the quality of library services with independent variables (X) for Service Quality and dependent variables (Y) for visiting interest of students of SMA Negeri 1 Taliwang West Sumbawa assessed by students, as well as documentation to obtain data in the form of school profiles, student data and school library services. After all data were obtained, data analysis tests were carried out, namely through the calculation of validity and reliability tests of research instruments, hypothesis testing and simple regression analysis analyzed using the Statistical Product and Service Solution (SPSS 16) program.

Result and Discussion

Descriptive analysis is used to provide a descriptive picture of respondents' answers to the management of library service quality has a significant effect on increasing student visits at SMA Negeri 1 Taliwang West Sumbawa, this analysis is an analysis that describes the research data without testing. This analysis is presented in the form of a frequency table. This frequency distribution processing is done by making groups or total score values from respondents' answers. According to Sugiyono (2013) included in descriptive statistics include the presentation of data through tables, graphs, diagrams, circles, pictograms, calculation of mode, median, mean calculation of data distribution and percentage calculation.

Tabel 1. Normality Test

		Unstandardized Residual
N		86
	Mean	0.00E+00
Normal Parameters ^{a,b}	Std. Deviation	3.92041748

	Absolute	0.097
Most Extreme Differences	Positive	0.069
	Negative	-0.097
Kolmogorov-Smirnov Z		0.898
Asymp. Sig. (2-tailed)		0.396

The normality test in the study was carried out using the Kolmogorov-smirnov test. the analysis output shows that the significance level obtained is 0.396. Because the level of significance obtained is greater than 0.05, the decision is that the research data is normally distributed and regression analysis can be continued.

Tabel 2. Regresi Linier Sederhana

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	39.338	5.255		7.485	.000
	Kualitas Layanan Perpustakaan	.377	.108	.357	3.507	.001

Based on Table 2, the t-count value of 3.507 is greater than the t-table value of 1.988, so it can be concluded that there is an effect of managing the quality of library services on increasing student visits at SMA Negeri 1 Taliwang West Sumbawa. The significant value obtained is 0.001 less than 0.05 (Sig. <0.05). It is concluded that there is a significant positive effect of managing the quality of library services on increasing student visits at SMA Negeri 1 Taliwang West Sumbawa. Furthermore, the regression coefficient b is 39.338, and the constant (intercept) a is 0.377. Thus, the form of the regression equation of library service quality (X) on increasing student visits (Y) SMA Negeri 1 Taliwang West Sumbawa is $Y = 39.338 + 0.377X$. This means that, one unit change in perception on the quality of library services is followed by a change in the increase in student visits of SMA Negeri 1 Taliwang West Sumbawa by 39.338 units in the same direction with an intercept of 0.377.

Tabel 3. Management of Library Service Quality towards Increasing Student Visits at SMA Negeri 1 Taliwang

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.357^a	0.128	0.117	3.94368

Based on the table above, the R2 value is 0.128. This means that the management of library service quality has an effect of 12.8% on increasing student visits at SMA Negeri 1 Taliwang, while the rest is influenced by other factors. The results of data analysis used are



statistical methods using a simple linear formula so that it is found that there is a significant effect of managing the quality of library services on increasing student visits at SMA Negeri 1 Taliwang West Sumbawa. The results of the calculation of SPSS 16 Simple Regression Correlation are Sig value. $0.001 < 0.05$, then it is stated that there is a correlation with a correlation level of 0.357 with a weak correlation level. So that there is continuity between the previously discussed theories, namely according to Sukma Rahim with the title “The Effect of Library Service Quality on Student Visits at Dharma Loka Junior High School Pekanbaru”. The results of the study stated that there was a positive influence between the quality of library services on student visits, where the magnitude of the influence of the quality of library services on student visits was 0.557 or 55.7%.

Furthermore, based on the results of the calculation of the SPSS 16 F test, the sig. value in the F table test is $0.238 < 0.05$, it can be concluded that the simultaneous effect of library service quality management has a weak correlation to increasing student visits at SMA Negeri 1 Taliwang West Sumbawa. The results of the calculation of SPSS 16 Hypothesis testing known sig value. library service quality (X) on student interest (Y) is equal to is the value of F Square. $0.001 < 0.05$, then the management of library service quality has a significant effect on increasing student visits at SMA Negeri 1 Taliwang West Sumbawa. From the results of the lowest questionnaire data, namely how to bill the borrower to ask for the return of the borrowed book because it exceeds the borrowing time limit. Thus, from the results of this study it was found that the effect of managing the quality of library services has a positive and significant effect on increasing student visits at SMA Negeri 1 Taliwang West Sumbawa. In other words, the better the quality of library services, the more interest in student visits will increase.

Conclusion

Based on the results of data analysis, it shows that there is an effect of service quality on student interest in visiting, the results of service quality variables have a significant effect on student interest in visiting. The results of the calculation of SPSS 16 hypothesis testing showed that the significance value of library service quality (X) on student interest (Y) was F Square value. $0.001 < 0.05$ This shows that the variable quality of library services consisting of member registration, borrowing, returning extensions, billing, giving sanctions, and large administration, is an important point that must be considered in the implementation of library service quality in order to increase interest in student visits at SMA Negeri 1 Taliwang West Sumbawa.

References

- Aini Nur Oktavia. 20215. *Rukiyah dan Lydia Christiani, “Pengaruh Sikap Pustakawan Terhadap Tingkat Kunjung Pemustaka di Perpustakaan SMA Negeri 1 Wonosari Klaten”*, Jurnal Ilmu Perpustakaan, (Vol. 4, No. 3, Tahun 2015).
- Arikunto S.2022. *Prosedur Penelitian Ilmiah, Suatu Pendekatan Peraktek*. Jakarta: Rineka Cipta.
- Darmono. 2001. *Manajemen dan Tata Kerja Perpustakaan Sekolah*, Jakarta: Gramedia Widia Sarana Indonesia.
- F. Rahayuningsih, *Pengelolaan Perpustakaan*, (Yogyakarta : Graha Ilmu, 2007), hlm: 85-103.
- Fransisca Rahayuningsih, *Mengukur Kepuasan Pemustaka*, (Yogyakarta: Graha Ilmu, 2015), hlm: 16 dan memakai koleksi referensi.



- Gloria K.Q Agyapong, Cape Coast.2011. *The Effect of Service Quality on Customer Satisfaction in the Utility Industry – A Case of Vodafone Ghana*. International Journal of Business and Management Vol. 6, No. 5, 2011
- Istiana Purwani.2014. *Layanan Perpustakaan*, Yogyakarta : Penerbit Ombak, 2014.
- Kamaliyah Athiyah dan Sri Rumani, 2015. “*Pengaruh Pemindahan Perpustakaan Umum Kabupaten Rembang ke Lokasi Pariwisata Pantai Kartini Terhadap Minat Kunjung Pemustaka*”, Jurnal Berkala Ilmu Perpustakaan dan Informasi, (Vol. 11, No.2, tahun 2015.
- Kolter, Philip Dan Kevin Lan Keller. 2008. *Manajemen Pemasaran*, Bandung : Erlangga, 2008.
- Naryawan. 2011. *Analisis Pengaruh Kualitas Pelayanan Terhadap Kepuasan Mahasiswa Pengguna Jasa Perpustakaan Referensi Fe UNDIP Tahun 2011*, 2011.
- Nurfitriana, Wirda, 2016. *Pengaruh Kualitas Layanan Perpustakaan Terhadap Minat Baca Mahasiswa UIN Walisongo Semarang*, 2016.
- Rahim Sukma. 2022. *Pengaruh Kualitas Pelayanan Perpustakaan Terhadap Kunjungan Siswa Di Smp Dharma Loka Pekanbaru*. (Doctoral dissertation, Universtas Islam Negeri Sultan Syarif Kasim Riau).
- Sari Nurkumala dan Tri Wahyu Hari Murtiningsih.2013. “*Pelaksanaan Fungsi Rekreatif Pada Layanan Ruang Belajar Modern dalam Meningkatkan Minat Kunjung Pemustaka di Perpustakaan Provinsi Jawa Tengah*”, Jurnal Ilmu Perpustakaan, (Vol. 2, No. 4, Tahun 2013).
- Sugijanto, dan yuni indarti.2009. *Cara praktis mengelola perpustakaan*, Surakarta : Era Adicitra Intermedia, 2009
- Sugiyono. 2010. *Metode Penelitian Pendidikan (Pendekatan Kuantitatif, Kualitatif, dan R&D)*. Bandung : Alfabeta.
- Suwarno, Wiji.2007. *Dasar-Dasar Ilmu Pengatahuan sebuah Pendekatan Praktis*. Yogyakarta: Ar-Ruzz Media, 2007.