

Improving Library Service Quality in Local City of Indonesia

Authors : Prima Fithri, Afri Adnan, Verra Syahmer

Abstract : Library as a public service should be able to provide excellent and quality service. The criteria that should be available in the library is having the collection which relevant, actual and reliable, qualified and professional employee, delivery system that prompt and appropriate as well as supported by proper infrastructure. The aim of this study is to show the performance as an effort to provide quality of services that appropriate with the needs and desires of user. Then, in this research has been carried out the calculation of the gap between the perceptions and expectations of user about the services of the library. The Sevqual and QFD methods are used in this study. Servqual method for measuring the value of the gap that occurs in the dimensions of service quality and QFD method for determine priority repairment that need to be done to improve the quality of services that occur in the dimensions of service quality. From 97 questionnaires, shows that value of the gap that occurs in the dimensions of service quality using by Servqual is 27.7% dimensions of responsiveness. It show how much user expectations are not met by the quality of existing services. Construction of the library and standard library becomes priority improvements that need to be done to improve the quality of service that occurs in the dimensions of service quality using the QFD.

Keywords : library, service quality, service quality, QFD

Conference Title : ICIME 2015 : International Conference on Industrial and Management Engineering

Conference Location : Tokyo, Japan

Conference Dates : May 28-29, 2015