Library Service Quality for Children With Special Needs In SDN Klampis Ngasem I No. 246 Surabaya

Abstract

Service quality is reflected by the whole responses of customers toward delivery of services, including successful and unsuccessful service experiences. This research will observe the quality of service in a school library for children with special needs at SDN Klampis Ngasem I No. 246 Surabaya.

SDN Klampis Ngasem I is an inclusive school, where the normal students and the students with special needs learn together. This research uses LibQual theory to evaluate the quality of library service. LibQual theory evaluate the quality of service by 3 aspects: Affect Of Service, Information Control and Library As Place.

This research uses Quantitative Descriptive method with Purposive Sampling technique. It takes 43 students with special needs as the samples. Most of respondents feels satisfied with the quality of service at the library.

Keyword: Service Quality, school library, student with special needs, SDN Klampis Ngasem I No. 246 Surabaya