ABSTRACT

Airlangga University is a multinational institute that has many students including domestic and foreign students. There are 280 foreign students that study in Airlangga University through any majors concentration. In this research is explaining about the analysis of service quality of Airlangga University Library in Foreign student community.

This research is using descriptive qualitative methods, there are 6 dimensions to evaluate the services quality in Airlangga University Library, that is Affect Of Service, Reliability, Ubiquity and Ease Access, Comprehensive Collection, Self Reliance, and Library As Place. The population are all of foreign students that visited library with 65 respondent with purposive sampling technique.

The responds of Airlangga University library users about it service quality have the different result. 1) Affect Of Service dimensions show the result that service quality of Airlangga University library has a good operational system, performance and attitude. 2) Reliability dimensions show the result that Airlangga University Library has a professional librarians. 3) Ubiquity and ease Access dimensions show the result that Airlangga University has an information accessibility. 4) Comprehensive collection dimensions show the result that Airlangga University Library still has not complete and up to date collections. 5) Self reliance dimensions show the result Airlangga University library has an instruction to accessing it service. 6) Library As place dimensions show the result that Airlangga University Library is a comfortable place to do any activity and the reputation in education institution including the building and room physics conditions is good

Keywords: Service Quality, Library, Foreign students.