

DAFTAR ISI

HALAMAN JUDUL DALAM I	i
HALAMAN PERNYATAAN	ii
HALAMAN JUDUL DALAM II	iii
HALAMAN PERSEMBAHAN.....	iv
HALAMAN PERSETUJUAN	vi
HALAMAN PENGESAHAN.....	vii
ABSTRAK	viii
KATA PENGANTAR.....	ix
DAFTAR ISI	x
DAFTAR TABEL	xvii
DAFTAR GAMBAR	xx
BAB I PENDAHULUAN	Bab I-1
1.1. Latar Belakang Masalah	Bab I-1
1.2. Rumusan Masalah	Bab I-8
1.3. Tujuan Penelitian	Bab I-8
1.4. Manfaat Penelitian	Bab I-9
1.4.1. Manfaat Praktis.....	Bab I-9
1.4.2. Manfaat Teoritis.....	Bab I-9
1.5. Tinjauan Pustaka	Bab I-10
1.5.1. Kualitas Layanan	Bab I-10
1.5.2. Dimensi Pengukuran Kualitas Layanan Libqual.....	Bab I-12
1.5.3. Sekolah Inklusi	Bab I-17

1.5.4. Siswa Inklusi.....	Bab I-19
1.6. Perumusan Hipotesis.....	Bab I-26
1.7. Definisi Konseptual	Bab I-27
1.7.1. Kualitas Layanan	Bab I-27
1.7.2. Sekolah Inklusi	Bab I-30
1.7.3. Siswa Inklusi	Bab I-31
1.8. Definisi Operasional	Bab I-31
1.9. Metode dan Prosedur Penelitian	Bab I-35
1.9.1. Metodologi Penelitian	Bab I-35
1.9.2. Lokasi Penelitian	Bab I-36
1.9.3. Populasi Penelitian	Bab I-36
1.9.4. Teknik Pengambilan Sampel	Bab I-37
1.9.5. Instrumen Penelitian	Bab I-38
1.9.6. Teknik Pengambilan Data	Bab I-39
1.9.7. Rancangan Analisis	Bab I-40
1.9.7.1 Teknik Pengolahan Data	Bab I-40
1.9.8. Teknik Analisis Data	Bab I-43
1.9.8.1. Uji Normalitas Data	Bab I-43
1.9.8.2. Uji Independent Sample <i>T-Test</i>	Bab I-44
1.9.8.3. Uji Validitas dan Realibilitas	Bab I-45
 BAB II GAMBARAN UMUM	Bab II-1
II.1.1 Sejarah dan Letak SMPN 29 Surabaya	Bab II-1
II.1.2 Struktur Organisasi Perpustakaan SMPN 29 Surabaya	Bab II-3
II.1.3 Jam Buka Layanan Perpustakaan SMPN 29 Surabaya	Bab II-5
II.1.4 Tata Tertib Perpustakaan SMPN 29 Surabaya	Bab II-5
II.1.5 Pelayanan Perpustakaan SMPN 29 Surabaya	Bab II-6
II.1.5.1 Layanan Sirkulasi.....	Bab II-6
II.1.5.2 Layanan Referensi.....	Bab II-7
II.1.6 Koleksi Perpustakaan SMPN 29 Surabaya	Bab II-7
II.1.7 Fasilitas Perpustakaan SMPN 29 Surabaya	Bab II-10

II.1.8 Pengguna Perpustakaan SMPN 29 Surabaya.....	Bab II-11
II.2.1 Sejarah dan Letak SMPN 4 Sidoarjo.....	Bab II-12
II.2.2 Struktur Organisasi Perpustakaan SMPN4 Sidoarjo.....	Bab II-13
II.2.3 Jam Buka Layanan Perpustakaan SMPN 4 Sidoarjo	Bab II-14
II.2.4 Standar Operasional Pengunjung Perpustakaan SMPN 4 Sidoarjo.....	Bab II-14
II.2.5 Tata Tertib Perpustakaan SMPN 4 Sidoarjo	Bab II-16
II.2.6 Pelayanan Perpustakaan SMPN 4 Sidoarjo.....	Bab II-17
II.2.6.1 Layanan Sirkulasi.....	Bab II-17
II.2.6.2 Layanan Referensi.....	Bab II-17
II.2.7 Koleksi Perpustakaan SMPN 4 Sidoarjo	Bab II-18
II.2.8 Fasilitas Perpustakaan SMPN 4 Sidoarjo	Bab II-21
II.2.9 Pengguna Perpustakaan SMPN 4 Sidoarjo	Bab II-22
BAB III TEMUAN DAN PENYAJIAN DATA	Bab III-1
III.1 Statistik Deskriptif	Bab III-1
III.1.1 Karakteristik Responden	Bab III-1
III.1.2 Jawaban Responden	Bab III-5
III.1.2.1 Perihal Deskripsi Kualitas Layanan SMPN 29 Surabaya..	Bab III-6
III.1.2.2 Dimensi <i>Affect of Service</i> SMPN 29 Surabaya	Bab III-6
III.1.2.2.1 Deskripsi <i>Empathy</i> SMPN 29 Surabaya	Bab III-6
III.1.2.2.2 Deskripsi <i>Responsiveness</i> SMPN 29 Surabaya	Bab III-9
III.1.2.2.3 Deskripsi <i>Assurance</i> SMPN 29 Surabaya ...	Bab III-11
III.1.2.2.4 Deskripsi <i>Reliability</i> SMPN 29 Surabaya	Bab III-13
III.1.2.3 Dimensi <i>Information Control</i> SMPN 29 Surabaya	Bab III-16
III.1.2.4 Dimensi <i>Library as Place</i> SMPN 29 Surabaya	Bab III-24
III.1.2.4.1 Deskripsi <i>Utilitarian Space</i> SMPN 29 Surabaya.	Bab III-24
III.1.2.4.2 Deskripsi <i>Symbol</i> SMPN 29 Surabaya	Bab III-27
III.1.2.4.3 Deskripsi <i>Refuge</i> SMPN 29 Surabaya	Bab III-28
III.1.3.1 Perihal Deskriptif Kualitas Layanan SMPN 4 Sidoarjo	Bab III-33
III.1.3.2 Dimensi <i>Affect of Service</i> SMPN 4 Sidoarjo	Bab III-33

III.1.3.2.1 .Deskripsi <i>Empathy</i> SMPN 4 Sidoarjo	Bab III-33
III.1.3.2.2 .Deskripsi <i>Responsiveness</i> SMPN 4 Sidoarjo... Bab III-36	
III.1..3.2.3 Deskripsi <i>Assurance</i> SMPN 4 Sidoarjo	Bab III-38
III.1.3.2.4 Deskripsi <i>Reliability</i> SMPN 4 Sidoarjo	Bab III-40
III.1.3.3 Dimensi <i>Information Control</i> SMPN 4 Sidoarjo ... Bab III-43	
III.1.3.4 Dimensi Library as Place SMPN 4 Sidoarjo.....Bab III-51	
III.1.3.4.1 Deskriptif <i>Utilitarian Space</i> SMPN 4 Sidoarjo Bab III-51	
III.1.3.4.2 Deskriptif <i>Symbol</i> SMPN 4 Sidoarjo.....Bab III-54	
III.1.3.4.3 Deskriptif <i>Refuge</i> SMPN 4 Sidoarjo.....Bab III-55	
III.2 Perbandingan Rata-Rata Jawaban SMPN 29 Surabaya dengan SMPN 4 Sidoarjo.....Bab III-60	
III.2.1 Penilaian <i>Affect of Service</i> Indikator <i>Empathy</i> Bab III-61	
III.2.2 Penilaian <i>Affect of Service</i> Indikator <i>Responsiveness</i> Bab III-64	
III.2.3 Penilaian <i>Affect of Service</i> Indikator <i>Assurance</i> Bab III-66	
III.2.4 Penilaian <i>Affect of Service</i> Indikator <i>Reliability</i>Bab III-69	
III.2.5 Penilaian <i>Information Control</i> Bab III-72	
III.2.6 Penilaian <i>Library as Place</i> Indikator <i>Utilitarian Space</i> Bab III-82	
III.2.7 Penilaian <i>Library as Place</i> Indikator <i>Symbol</i> Bab III-85	
III.2.8 Penilaian <i>Library as Place</i> Indikator <i>Refuge</i>Bab III-87	
III.3 Uji Validitas dan ReliabilitasBab III-94	
III.3.1. Uji ValiditasBab III-94	
III.3.2. Uji RealibilitasBab III-98	
III.4 Uji NormalitasBab III-101	
III.5 Pembuktian Hipotesis PenelitianBab III-103	
III.5.1. Uji Beda Kualitas Layanan SMPN 29 Surabaya dan SMPN 4 Sidoarjo.....Bab III-103	
III.5.1.1 Uji Beda <i>Affect of Service</i> Indikator <i>Empathy</i> Bab III-104	
III.5.1.2 Uji Beda <i>Affect of Service</i> Indikator <i>Responsiveness</i> Bab III-105	
III.5.1.3 Uji Beda <i>Affect of Service</i> Indikator <i>Assurance</i> Bab III-106	
III.5.1.4 Uji Beda Uji Beda <i>Affect of Service</i> Indikator <i>Reliability</i> Bab III-107	
III.5.1.5 Uji Beda <i>Information Control</i> Bab III-108	

III.5.1.6 Uji Beda <i>Library as Place</i> Indikator <i>Utilitarian Space</i> .	Bab III-109
III.5.1.7 Uji Beda <i>Library as Place</i> Indikator <i>Symbol</i>	Bab III-110
III.5.1.8 Uji Beda <i>Library as Place</i> Indikator <i>Refuge</i>	Bab III-111
BAB IV INTERPRETASI DAN DISKUSI TEORITIK	Bab IV-1
IV.1 <i>Affect Of Service</i>	Bab IV-1
IV.1.1 <i>Affect of Service</i> Indikator <i>Empathy</i>	Bab IV-2
IV.1.2 <i>Affect of Service</i> Indikator <i>Responsiveness</i>	Bab IV-4
IV.1.3 <i>Affect of Service</i> Indikator <i>Assurance</i>	Bab IV-6
IV.1.4 <i>Affect of Service</i> Indikator <i>Reliability</i>.....	Bab IV-8
IV.2 <i>Information Control</i>.....	Bab IV-12
IV.2.1 <i>Information Control</i>.....	Bab IV-12
IV.3 <i>Library as Place</i>	Bab IV-14
IV.3.1 <i>Library as Place</i> Indikator <i>Utilitarian Space</i>	Bab IV-15
IV.3.2 <i>Library as Place</i> Indikator <i>Symbol</i>	Bab IV-18
IV.3.3 <i>Library as Place</i> Indikator <i>Refuge</i>	Bab IV-20
BAB V PENUTUP	Bab V-1
V.1 Kesimpulan	Bab V-1
V.5 Saran	Bab V-5
DAFTAR PUSTAKA	
LAMPIRAN-LAMPIRAN	

DAFTAR TABEL

Tabel 1.1	Klasifikasi Skoring	I-38
Tabel 1.2	Kode Jenis Kelamin	I-41
Tabel 1.3	Kode Siswa Berkebutuhan Khusus	I-41
Tabel 1.4	Kode Kelas Pendidikan Siswa	I-42
Tabel 1.5	Kode Kriteria Jawaban.....	I-42
Tabel 1.6	Mean dari Skor Interval (Karakteristik Penilaian Kualitas Layanan).....	I-47
Tabel II.1	Daftar Inventaris Ruangan SMPN 29 Surabaya	II-10
Tabel II.2	Daftar Inventaris Ruangan SMPN 4 Sidoarjo.....	II-21
Tabel III.1	Karakteristik Responden Berdasarkan Jenis Kelamin.....	III-2
Tabel III.2	Karakteristik Responden Berdasarkan Kelas Pendidikan.....	III-3
Tabel III.3	Karakteristik Responden Berdasarkan Jenis Kelainan Responden.....	III-4
Tabel III.4	Interval Kategori Rata-Rata Jawaban Responden.....	III-5
Tabel III.5	Dimensi Affect of Service Indikator Empathy SMPN 29 Surabaya.....	III-6
Tabel III.6	Dimensi Affect of Service Indikator Responsiveness SMPN 29 Surabaya	III-9
Tabel III.7	Dimensi Affect of Service Indikator Assurance SMPN 29 Surabaya.....	III-11
Tabel III.8	Dimensi Affect of Service Indikator Reliability SMPN 29 Surabaya.....	III-13
Tabel III.9	Dimensi Information Control SMPN 29 Surabaya.....	III-16
Tabel III.10	Dimensi Library as Place Indikator Utilitarian Space SMPN 29 Surabaya.....	III-24

Tabel III.11	Dimensi Library as Place Indikator <i>Symbol</i> SMPN 29 Surabaya.....	III-27
Tabel III.12	Dimensi Library as Place Indikator <i>Refuge</i> SMPN 29 Suraba.....	III-28
Tabel III.13	Dimensi Affect of Service Indikator Empathy SMPN 4 Sidoarjo..	III-33
Tabel III.14	Dimensi Affect of Service Indikator Responsiveness SMPN 4 Sidoarjo.....	III-36
Tabel III.15	Dimensi Affect of Service Indikator Assurance SMPN 4 Sidoarjo.....	III-38
Tabel III.16	Dimensi Affect of Service Indikator Reliability SMPN 4 Sidoarjo.....	III-40
Tabel III.17	Dimensi Information Control SMPN 4 Sidoarjo.....	III-43
Tabel III.18	Dimensi Library as Place Indikator Utilitarian Space SMPN 4 Sidoarjo.....	III-51
Tabel III.19	Dimensi Library as Place Indikator Stmbol SMPN 4 Sidoarjo.....	III-54
Tabel III.20	Dimensi Library as Place Indikator Refuge SMPN 4 Sidoarjo.....	III-55
Tabel III.21	Penilaian SMPN 29 Surabaya Dengan SMPN 4 Sidoarjo dimensi <i>affect of service</i> indikator <i>empathy</i>	III-60
Tabel III.22	Penilaian SMPN 29 Surabaya dengan SMPN 4 Sidoarjo dimensi <i>affect of service</i> indikator <i>responsiveness</i>	III-63
Tabel III.23	Penilaian SMPN 29 Surabaya dengan SMPN 4 Sidoarjo dimensi <i>affect of service</i> indikator <i>assurance</i>	III-66
Tabel III.24	Penilaian SMPN 29 Surabaya dengan SMPN 4 Sidoarjo dimensi <i>affect of service</i> indikator <i>reliability</i>	III-69
Tabel III.25	Penilaian SMPN 29 Surabaya dengan SMPN 4 Sidoarjo dimensi <i>information control</i>	III-72
Tabel III.26	Penilaian SMPN 29 Surabaya dengan SMPN 4 Sidoarjo dimensi <i>library as place</i> indikator <i>utilitarian space</i>	III-82

Tabel III.27	Penilaian SMPN 29 Surabaya dengan SMPN 4 Sidoarjo dimensi <i>library as place</i> indikator <i>symbol</i>	III-85
Tabel III.28	Penilaian SMPN 29 Surabaya dengan SMPN 4 Sidoarjo dimensi <i>library as place</i> indikator <i>refuge</i>	III-87
Tabel III.29	Hasil Uji Validitas Kualitas Layanan SMPN 29 Surabaya...III-94	
Tabel III.30	Hasil Uji Validitas Kualitas Layanan SMPN 4 Sidoarjo.....	III-96
Tabel III.31	Hasil Uji Reliabilitas Kualitas Layanan SMPN 29 Surabaya.III-99	
Tabel III.32	Hasil Uji Reliabilitas Kualitas Layanan SMPN 4 Sidoarjo....III-100	
Tabel III.33	Hasil Uji Normalitas Data.....	III-101
Tabel III.34	Tabel Hasil Uji <i>Independent Sample T-Test</i> dimensi <i>affect of service</i> indikator <i>empathy</i>	III-104
Tabel III.35	Tabel Hasil Uji <i>Independent Sample T-Test</i> dimensi <i>affect of service</i> indikator <i>Responsiveness</i>	III-105
Tabel III.36	Tabel Hasil Uji <i>Independent Sample T-Test</i> dimensi <i>affect of service</i> indikator <i>Assurance</i>	III-106
Tabel III.37	Tabel Hasil Uji <i>Independent Sample T-Test</i> dimensi <i>affect of service</i> indikator <i>Reliability</i>	III-107
Tabel III.38	Tabel Hasil Uji <i>Independent Sample T-Test</i> dimensi <i>Information Control</i>	III-108
Tabel III.39	Tabel Hasil Uji <i>Independent Sample T-Test</i> dimensi <i>library as place</i> indikator <i>utilitarian space</i>	III-109
Tabel III.40	Tabel Hasil Uji <i>Independent Sample T-Test</i> dimensi <i>library as place</i> indikator <i>symbol</i>	III-110
Tabel III.41	Tabel Hasil Uji <i>Independent Sample T-Test</i> dimensi <i>library as place</i> indikator <i>refuge</i>	III-111

DAFTAR GAMBAR

Gambar II.1 Struktur Organisasi Perpustakaan Sekolah SMPN 29 Surabaya..... II-3

Gambar II.2 Struktur Organisasi Perpustakaan Sekolah SMPN 4 Sidoarjo..... II-28

