

ABSTRAK

KUALITAS LAYANAN PERPUSTAKAAN AKADEMI FARMASI INDONESIA YOGYAKARTA DENGAN METODE LIBQUAL

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Penelitian ini bertujuan untuk mengukur kualitas layanan berdasarkan persepsi pemustaka di Perpustakaan Akademi Farmasi Indonesia Yogyakarta dengan menggunakan metode Libqual. Metode Libqual merupakan sebuah survei market total yang efektif untuk penelitian perpustakaan dalam menilai kualitas layanan perpustakaan. Penilaian ini didasarkan pada persepsi, harapan minimum, dan harapan ideal dari pemustakaanya terhadap layanan perpustakaan untuk memberitahu dimana layanan perpustakaan yang perlu diperbaiki. Dimensi yang digunakan dalam Libqual ini meliputi Kemampuan & Sikap Pustakawan Dalam Melayani (*Service Affect - SA*), Fasilitas & Suasana Ruang Perpustakaan (*Library as Place - LP*), Petunjuk & Sarana Akses (*Personal Control - PC*), dan Akses Informasi (*Information Access - IA*). Populasi diambil dari seluruh mahasiswa D3 Farmasi tahun 2013 dengan jumlah sampel 50 responden dengan teknik *accidental sampling*. Metode pengumpulan data menggunakan kuisioner dan studi pustaka. Teknik pengolahan data dan analisis data menggunakan alat bantu SPSS versi 17 dengan teknik analisis korelasi *Person Product Moment*. Dan untuk mengetahui selisih skor antara persepsi, harapan minimum, dan harapan ideal menggunakan rumus *Adequacy Gap* dan *Superiority Gap*. Hasil penelitian menunjukkan bahwa kualitas layanan Perpustakaan Akademi Farmasi Indonesia Yogyakarta belum dapat memenuhi harapan minimum pemustaka. Maksudnya bahwa pemustaka ternyata belum “cukup puas” terhadap layanan yang diterimanya. Berdasarkan analisis *Adequacy Gap (AG)* dan analisis *Superiority Gap (SG)*, maka semua dimensi belum memenuhi harapan dan persepsi pemustaka.

Kata Kunci: Kualitas Layanan, Libqual, Perpustakaan Akademi Farmasi Indonesia Yogyakarta

ABSTRACT

**THE QUALITY OF LIBRARY SERVICE IN AKADEMI FARMASI
INDONESIA YOGYAKARTA BY LIBQUAL METHOD**

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The aim of this research is to measure the quality of service based on customer's perception in Library of Akademi Farmasi Indonesia Yogyakarta using Libqual method. Libqual method is a total market survey that can be an effective method for library research to measure the quality of library service. This measurement is based on customer's perception, minimum expectation, and ideal expectation for library service in order to figure out what can be done for the improvement of library service. The dimension used in Libqual method are Service Affect (SA), Library as Place (LP), Personal Control (PC), and Information Access (IA). Sample population used in this research is the student of D3 Farmasi class 2013 with total sample 50 respondents using accidental sampling method. Data collection method used in this research is questionnaire and literature review. Data processing technique and data analysis used SPSS programme version 17 with Person Product Moment as analytical correlation technique. For determination of the difference value between used Adequacy Gap and Superiority Gap formula. The result of this research showed that the quality of library service in Akademi Farmasi Indonesia Yogyakarta did not meet customer's minimum expectation. It means that the customer was not quite satisfied with the service. Based on Adequacy Gap (AG) and Superiority Gap (SG) analysis, the result showed that all the dimension could not meet customer's perception and expectation.

Keywords: The quality of service, Libqual, Library of Akademi Farmasi Indonesia Yogyakarta