

ABSTRACT

In the current era of development, society is now beginning to develop a various aspects, one of them is on the aspect of information. It is the development of this information that service providers including libraries are beginning to further improve the quality of their services by increasing the variety of services in libraries. However, library users have different assessment criteria and perceptions on each service provided by the library. Based on the different perceptions on the quality of service is then measured about the quality of various services in the library of Badan Arsip dan Perpustakaan Daerah Provinsi Jawa Tengah. This research uses Gronroos theory which is service quality dimension with purpose to perform service quality measurement. The method used in this research is descriptive quantitative method with sampling technique using purposive sampling technique. In this study, the results obtained in the form of user perceptions of the quality of circulatory services (adult / adolescent and adolescent) indicate that from the overall quality measurement can be seen the general / adult circulation service is superior to youth circulation service. Then the quality of the collection on the reference service has a fairly good value rather than the quality of the collection on the periodical service and deposit services. In addition there is also a relationship between the characteristics of service users with the assessment of user perceptions.

Keywords: User perception, Service quality, Gronroos Theory