

ABSTRAK

KUALITAS LAYANAN PERPUSTAKAAN PERGURUAN TINGGI NEGERI DENGAN MENGGUNAKAN *LIBRARY SERVICE QUALITY* *ASSESSMENT (LSQA)*

Perpustakaan merupakan lembaga jasa penyedia informasi yang mengedepankan layanan sebagai ujung tombak penilaiannya. Untuk menunjang hal tersebut, maka perpustakaan dituntut untuk selalu mampu memenuhi segala kebutuhan informasi pemustakanya. Guna mencapai hal tersebut, tentu saja dibutuhkan andil pemustaka dalam memberikan suatu penilaian melalui persepsinya sehingga perpustakaan mampu terus membenahi dan meningkatkan kualitas pelayanannya.

Dalam penelitian ini, peneliti ingin mengetahui persepsi pemustaka terhadap kualitas layanan perpustakaan dengan menggunakan skala LSQA yang diliputi oleh dimensi *library environment atau infrastructure, library collection, library staff dan library service*. Penelitian ini difokuskan kepada perpustakaan perguruan tinggi negeri di Surabaya dengan responden yang mencakup hingga 398 mahasiswa S-1 sebagai pengguna aktif perpustakaan di 1 bulan terakhir. Penelitian ini dilakukan dengan pendekatan kuantitatif deskriptif menggunakan teknik *purposive sampling* di Perpustakaan perguruan tinggi negeri ITS, UNAIR, UNESA dan UPN Surabaya.

Dari hasil pengolahan, didapati hasil bahwa capaian tertinggi diperoleh perpustakaan ITS dengan skor mencapai 3,74 dan berada dalam kategori baik. perpustakaan UNAIR dan UNESA masing masing sebesar 3,62 dan 3,53 dimana kedua perpustakaan memiliki kualitas layanan yang tinggi dan berada pada kategori baik. Namun, skor perpustakaan UPN hanya mencapai 3,27 dimana kualitas layanan sedang dan berada dalam kategori cukup baik. Dari angka tersebut diketahui bahwa dimensi terendah pada keempat perpustakaan diperoleh dimensi *library service*, sedangkan dimensi tertinggi diperoleh dimensi *library environment atau infrastructure* untuk perpustakaan ITS, UNAIR dan UPN sedangkan pada perpustakaan UNESA diduduki oleh dimensi *library staff*.

Kata kunci : Perpustakaan perguruan tinggi negeri, skala LSQA, kualitas layanan.

ABSTRACT
**PERCEPTION STUDENT S-1 ON THE QUALITY SERVICE OF HIGH-
EDUCATION LIBRARY USING LSQA SCALE**

The library are the institutions services information providers that puts forward service as the spearhead of this assessment. To support this, so the library are required to have always been able to meet all their needs users information. In order to achieve this goal, of course there is a need for share user in gave a see through our own ingrained perceptions so that the library capable of continue to improve and increase the quality of their services

In this study, researchers want to know perception user on the quality of library services using LSQA scale covered by the library environment or infrastructure, library collection, library staff and library service. This study focused on the high-education library in Surabaya with respondents which includes to 398 students s-1 as active users library at 1 months. This report is written with the quantitative approach descriptive used technique purposive sampling in the high-education library like ITS, UNAIR, UNESA and UPN Surabaya.

Based on data processing, the results showed that the achievement of were found to be highest occupied by ITS library with a score of reached 3,74 and though it be in good category . The library UNAIR and UNESA each as much as 3.62 and 3.53 in which the two library service having the quality of high and is at good category. But, the score the library UPN only reached 3.27 where the quality of services is now being constructed and are in the category of good enough .The lowest on the four dimensions it was discovered that the library occupied by dimensions library service, while dimensions highest occupied by dimensions library environment or infrastructure for the library ITS, UNAIR and UPN while in the library UNESA occupied by dimensions library staff

Keywords: High-education library, LSQA scale, The quality of services.