

ABSTRAK

Dalam penelitian ini, peneliti melakukan penelitian mengenai persepsi pemustaka pada layanan perpustakaan perguruan tinggi negeri di Surabaya yaitu UNAIR, UPN, UNESA, UINSA, ITS, PENS, dan PPNS. Tujuan penelitian ini adalah untuk mengetahui persepsi pemustaka pada perpustakaan perguruan tinggi negeri di Surabaya. Penilaian persepsi didasarkan pada proses kejadian yang meliputi proses kealaman, proses fisiologis, proses psikologis, dan proses umpan balik yang mana Keempat proses tersebut diukur melalui panca indera penglihatan dan pendengaran. Dalam penelitian ini, peneliti menggunakan metodologi kuantitatif deskriptif di mana purposive sampling digunakan sebagai teknik pengambilan sampel. Jumlah sampel yang digunakan dalam penelitian ini adalah 371 responden dengan kriteria responden sebagai mahasiswa aktif di perpustakaan dan pernah menggunakan layanan perpustakaan setidaknya 2 kali pada 1 bulan terakhir. Dengan kata lain, masing-masing dari ketujuh perpustakaan universitas negeri di Surabaya terdiri dari 53 responden. Penilaian data persepsi keseluruhan menunjukkan bahwa skor persepsi rata-rata tertinggi milik perpustakaan PPNS yaitu 3,54 atau kategorinya cenderung tinggi. Sebaliknya, skor persepsi rata-rata terendah milik perpustakaan UPN yaitu 2,60 atau kategorinya cenderung rendah. Rata-rata skor persepsi perpustakaan ITS, UNAIR, PENS, UNESA, dan UINSA masing-masing adalah 3,49 (cenderung tinggi), 3,46 (cenderung tinggi), 3,45 (cenderung tinggi), 3,25 (cenderung sedang), dan 2,65 (cenderung sedang).

Kata Kunci : Perpustakaan Perguruan Tinggi Negeri, Persepsi, Layanan Perpustakaan

ABSTRACT

In this study, the researcher conducted a study of the perceptions of users of state university library services in Surabaya, namely UNAIR, UPN, UNESA, UINSA, ITS, PENS, and PPNS. The purpose of this research is to figure out the perception of the visitors in the library of state universities in Surabaya. the assessment of perception is based on the process of events that include natural processes, physiological processes, psychological processes, and feedback processes in which the four processes are measured through the five senses of sight and hearing. In this study, researchers used a descriptive quantitative methodology in which purposive sampling was used as a sampling technique. The number of samples used in this study were 371 respondents with the criteria of respondents as active students in the library and had used library services at least 2 times in the last 1 month. In other words, each of the seven public university libraries in Surabaya consists of 53 respondents. The overall perception data assessment shows that the highest average perception score belongs to the PPNS library which is 3.54 or the category tends to be high. In contrast, the lowest average perception score belongs to the UPN library which is 2.60 or the category tends to be low. The average perception scores of ITS, UNAIR, PENS, UNESA, and UINSA libraries are 3.49 (tend to be high), 3.46 (tend to be high), 3.45 (tend to be high), 3.25 (tend to be medium), and 2.65 (tend to be medium), respectively.

Keywords: State Universities Library, Perception, Library Services