

## **Analisis layanan perpustakaan Badan Pusat Statistik**

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### **Abstrak**

Skripsi ini mengenai analisis layanan perpustakaan BPS. Pelayanan dianalisis menggunakan metode dimensi kualitas layanan (SERVQUAL) yaitu: penampilan (tangibles), kehandalan (realibility), ketanggapan (responsiveness), kepastian (assurance) dan empati (emphaty). Hasil penelitian ini adalah perpustakaan BPS sudah memiliki kualitas pelayanan yang baik pada penampilan fisik, jaminan dalam penggunaan fasilitas dan layanan serta empati, tetapi kemampuan petugas dalam merespon pengguna dan keandalan petugas masih kurang baik. Penulis menyarankan agar petugas perpustakaan diberi bekal pengetahuan, keterampilan, pengalaman, kemauan dan sikap petugas dalam menghasilkan layanan sebaik mungkin sehingga dapat memenuhi kebutuhan pengguna demi terciptanya layanan yang berkualitas.

.....This thesis is about the library service of BPS. The library service is analyzed using the method of service quality (SERVQUAL) in the scope of tangibles, realibility, responsiveness, assurance and emphaty. Results of this study are the library of BPS already has a good service quality on its dimensions on the tangibles, assurance in the use of facilities, services and the emphaty for the staff. The ability of staff to respond to the user and the reliability of the staff are still poor. The author suggest that the BPS library staff are given the gain necessary knowledge, skills, experience, willingness and attitude to produce the best quality service to meet the needs of users in order the staff to produce services in best quality.