

## Perpustakaan Kota Yogyakarta survei layanan pemustaka = Yogyakarta city library survey of user's service

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### Abstrak

[Skripsi ini membahas tentang kepuasan pemustaka terhadap layanan dan pendapat pemustaka terhadap fasilitas di Perpustakaan Kota Yogyakarta. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei. Dalam mengukur kepuasan pemustaka digunakan metode LibQual+TM 3 dimensi yaitu affect of service, information control, & library as place. Teknik pengumpulan data menggunakan kuesioner. Hasil penelitian ini menunjukkan bahwa secara umum pemustaka merasa cukup puas dengan layanan yang diberikan. Perpustakaan telah memberikan layanan prima (service excellence) pada tahapan dasar (basic) yaitu memenuhi kebutuhan dasar pemustaka. Fasilitas perpustakaan dinilai baik oleh pemustaka dimana konsep third place sebagai sarana alternatif rekreasi bagi pemustaka sudah diterapkan. Skripsi ini membahas tentang kepuasan pemustaka terhadap layanan dan pendapat pemustaka terhadap fasilitas di Perpustakaan Kota Yogyakarta. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei. Dalam mengukur kepuasan pemustaka digunakan metode LibQual+TM 3 dimensi yaitu affect of service, information control, & library as place. Teknik pengumpulan data menggunakan kuesioner. Hasil penelitian ini menunjukkan bahwa secara umum pemustaka merasa cukup puas dengan layanan yang diberikan. Perpustakaan telah memberikan layanan prima (service excellence) pada tahapan dasar (basic) yaitu memenuhi kebutuhan dasar pemustaka. Fasilitas perpustakaan dinilai baik oleh pemustaka dimana konsep third place sebagai sarana alternatif rekreasi bagi pemustaka sudah diterapkan. This thesis discusses about user's satisfaction to the library service and the facilities of Yogyakarta City Library from user's perspective. This research used quantitative studies with survey method. In measuring user's satisfaction this research used LibQual + TM method which consists of 3 dimensions are affect of service, information control, and library as place. The results of this study indicate that overall users feel satisfied enough with the services that library given. The library has given service excellence in basic area which is fullfilled user's basic needs. The facilities in library has good score based on user's perspective that third place concept as user's leisure alternative has applied. This thesis discusses about user's satisfaction to the library service and the facilities of Yogyakarta City Library from user's perspective. This research used quantitative studies with survey method. In measuring user's satisfaction this research used LibQual + TM method which consists of 3 dimensions are affect of service, information control, and library as place. The results of this study indicate that overall users feel satisfied enough with the services that library given. The library has given service excellence in basic area which is

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