Analisis kepuasan pemustaka terhadap kualitas layanan perpustkaan di perguruan tinggi vokasi dengan metode servqual dan importance performance analysis

Renanda Nia Rachmadita, author

Deskripsi Lengkap: https://lib.ui.ac.id/detail?id=20498178&lokasi=lokal

----

Abstrak

\ABSTRAK\\

Library in Vocational Higher Education is required to provide the best services in facilities, learning environmentbased on the characteristics of vocational education. This study aims to measure the level of satisfaction of library services in vocational colleges. Data Collection Method. The questionnaires were distributed to 150 respondents including students and lecturersbased on five dimensions of Servqual. Data Analysis. The analysis was conducted by identifying the gap between perception and expectation using Importance Performance Analysis method. Results and Discussions. Overall, the analysis if the gap for all Servqual dimensions was negative. Some services needto be improved to meet user expectations. By using Importance Performance Analysis, itwas found that the attribute P10 (Library needs to provide an adequate online catalog) should be prioritized.Conclusions. It is expected that the library can improve the services based on the users needs.