Analisis kualitas pelayanan Perpustakaan DPR RI

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Abstrak

The House of representative's library is one supporting component of the performance of the House of Representatives' member and its lines. With the changing of time, the library is demanded to provide a prompt and precise information services. Five dimensions of Servqual namely reliability, assurance, tangibles, empathy and responsiveness become the starting point to study about quality of the House of Representatives' library.

This research is to indentify the service quality of the House of representative's library and to find out position the service quality of the House of Representatives' library on Diagram Kartesius.

Descriptive-quantitative method is being use on this research. Data gathered consist of primary data and secondary data. Questionnaires are the primary data while secondary data gathered through documentation assessments and library studies. Questionnaire on this research is Servqual Questionnaire that is designed based on Liked scale. Service quality scoring is calculated by the gab due to different score of expectation and perception of service quality performance accepted by the user. While the overall score of quality services is based on calculation of average score of all five Servqual dimensions. And sum scale is used to calculate the importance of each dimension.

The research samples were 116 visitor of the House of Representative' library visiting from 1 October to 30 November 2004 and only were considered respondent using the Simple Random Sampling technique.

The research shows that the service quality of the House of Representatives' library in general is fair it is 73% of the maximum service. Services' attributes need to have priority improvement are physical facilities are visually appealing, promises to do something by a certain times and shows a sincere interest in solving library user.*