

The Quality Of Library Service At The Balai Diklat Keagamaan Surabaya

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ABSTRACT

This study aims to evaluate the quality of services at the Religious Training Center Library in Surabaya. The method used is a qualitative approach, with data collection through in-depth interviews and direct surveys of library visitors. The results indicate that human resources, particularly the competence of librarians, significantly impact the quality of services provided. Trained and experienced librarians are capable of delivering accurate and relevant information, as well as assisting users in the information search process. Although most users express satisfaction with the services offered, there are several aspects that need improvement, especially regarding the speed of the borrowing and returning processes. Users have noted that long wait times to obtain desired books can diminish satisfaction levels, particularly for those with limited time. This study recommends enhancing training for librarians and developing user education programs to optimize library facility utilization.

Keyword: Service quality, library, librarian, user satisfaction, user education, Surabaya.

INTRODUCTION

The quality of services in libraries is a key factor that determines user satisfaction and the effectiveness of meeting information needs. At the Balai Diklat Keagamaan Library in Surabaya, despite efforts to provide good services, there are still several issues indicating shortcomings in the quality of services offered. One notable phenomenon is user dissatisfaction with the speed and efficiency of services, particularly in the processes of borrowing and information retrieval. Many users report that the time required to obtain the books or information they seek is often longer than expected (Interview 30 september 2024).

Additionally, the lack of training and understanding among users regarding how to optimally utilize library facilities is also a problem. Many training participants who are new to the library find it challenging to use the online catalog system (OPAC) and other services, leading to a less satisfying experience. This indicates that user education services need to be improved so that users can become more independent in searching for and utilizing information (Interview 30 september 2024).

Based on data obtained, the interest of Generation Z and millennials in visiting local libraries was only 54% in 2022 (The Conversation, 2024). This calls for an analysis to determine whether this is influenced by visitor satisfaction with the role of librarians and the facilities and information available at the library. One way librarians can improve visitor satisfaction is through friendly and comprehensive service. When visitors come to the library, they may have a variety of information needs. Library user satisfaction is achieved when the user's perception of the quality of library services meets or exceeds their expectations of library service quality (Rahayuningsih, 2015).

This research was conducted in response to various

challenges faced by the Special Library of the Religious Training Center in Surabaya in its efforts to improve service quality. One of the fundamental issues is the varying levels of visitor satisfaction. Despite offering a range of services, visitor satisfaction remains inconsistent. This may be due to a mismatch between the services provided and the visitors' expectations. Additionally, suboptimal service quality is another significant problem; many libraries still face shortcomings in terms of information provision, physical facilities, and available collections.

A proactive and responsive librarian can help visitors find the information they need quickly and efficiently. According to Soetminah in Pustaka (2014), service is considered good if it is performed in the following ways: (1) quickly, meaning that users do not have to wait a long time to receive service, (2) punctually, meaning that users receive what they need at the right time, and (3) accurately, meaning that librarians assist users in obtaining what they specifically want. Additionally, librarians can provide advice and recommendations regarding reading materials or information sources that are relevant to the visitors' interests or needs. This approach makes visitors feel valued and supported in their search, thereby enhancing their satisfaction with the library experience.

In an effort to understand the quality of services at the Balai Diklat Keagamaan Library in Surabaya, several problem statements need to be identified. First, it is important to determine the factors that influence the quality of services at this library, so that the elements contributing to user experience can be identified. Next, an analysis of user satisfaction with the services provided is necessary, focusing on the speed, efficiency, and relevance of the services they receive. Additionally, the challenges faced by the library in improving service quality also

need to be identified, so that existing obstacles can be addressed. The efforts that the library has made to enhance service quality are also a crucial focus, allowing for the evaluation of the steps taken.

There are five main dimensions of service quality (servqual) according to Parasuraman and Berry as cited in Zeithaml in (Kecepatan et al., 2013), which relate to service quality to focus on the user. These five dimensions of service quality are: (1) tangibles, representing the service physically, (2) reliability, delivering on promises, (3) responsiveness, being willing to help, (4) assurance, inspiring trust and confidence, and (5) empathy, treating customers as individuals.

The Religious Training Center Library plays an important role in supporting education and training within the Ministry of Religious Affairs. As a supporting unit, this library not only provides access to various sources of information but also serves as a center for knowledge development for training participants. Overall, the Religious Training Center Library serves as an important pillar in enhancing the quality of religious education by providing accurate and relevant information to its users. However, there are several challenges faced in the management and provision of information services at the library. One of them is the utilization of technology for providing services in the library, which is not yet optimal. The presence of shortcomings and strengths in the quality of services available in special libraries.

METHOD

In this study, a quantitative approach is used to measure the quality of services at the Library of the Religious Training Center in Surabaya. The research design applied is a survey, which allows for the collection of numerical data that can be

statistically analyzed. The population of the study consists of library users, including training participants, general visitors, and staff. The sample is taken using simple random sampling or stratified sampling techniques, with a minimum sample size of 30 respondents to ensure statistically significant results. The research instrument is a questionnaire designed to measure various aspects of service quality, such as service speed, information availability, librarian competence, and overall user satisfaction. The questionnaire uses a Likert scale (1-5) to measure satisfaction levels, where 1 means very dissatisfied and 5 means very satisfied. Data collection is conducted through the distribution of questionnaires either directly at the library or online using survey platforms, with an explanation of the research purpose to respondents and an emphasis that participation is voluntary. The collected data will be analyzed using statistical software such as SPSS or Excel, with descriptive analysis to describe the characteristics of respondents and satisfaction levels.

The selection of informants in this study was done using purposive sampling. Data collection was conducted in November 2024, followed by data analysis. Data analysis is the process of organizing data, interpreting, and processing it to draw accurate conclusions. The data analysis used in this study involves three stages: data reduction, data display, verification, and conclusion drawing.

First, data reduction involves collecting all data from interviews with respondents and then eliminating irrelevant words to capture the main ideas or core sentences of their responses. The data is then organized into units and categorized according to specific themes. Second, data display involves presenting the data, which can be shown in the form of brief descriptions, charts, diagrams, and relationships between

categories. Finally, verification and conclusion drawing is the last stage of the data collection process, ensuring that the collected data is accurate and valid.

The analysis results will be interpreted to identify areas that need improvement in library services, and the researchers will formulate conclusions and recommendations for service enhancement, librarian training, and collection development. Thus, this quantitative method is expected to provide objective and measurable data regarding the quality of services at the Library of the Religious Training Center in Surabaya.

RESULTS AND DISCUSSION

The results of the research on the quality of services at the Library of the Balai Diklat Keagamaan Surabaya indicate that several factors influence the quality of services provided. First, human resource factors, including the competence of librarians and staff, play a crucial role in determining how well services can be delivered to users. Well-trained and experienced librarians are able to provide accurate and relevant information, as well as assist users in the information search process. In an interview, one librarian stated, "We always strive to understand the needs of users and provide timely information" (Interview with the Surabaya Religious Training Center's Librarian).

Analysis of user satisfaction levels shows that although most users feel satisfied with the services provided, there are several aspects that need improvement. Users expressed that the speed of the borrowing and returning process remains a challenge. Long waiting times to obtain the desired books can reduce user satisfaction, especially for those with limited time during training. One training participant expressed, "I often have to wait too long to borrow the books I need" (Interview with the Surabaya Religious Training Center's Librarian).

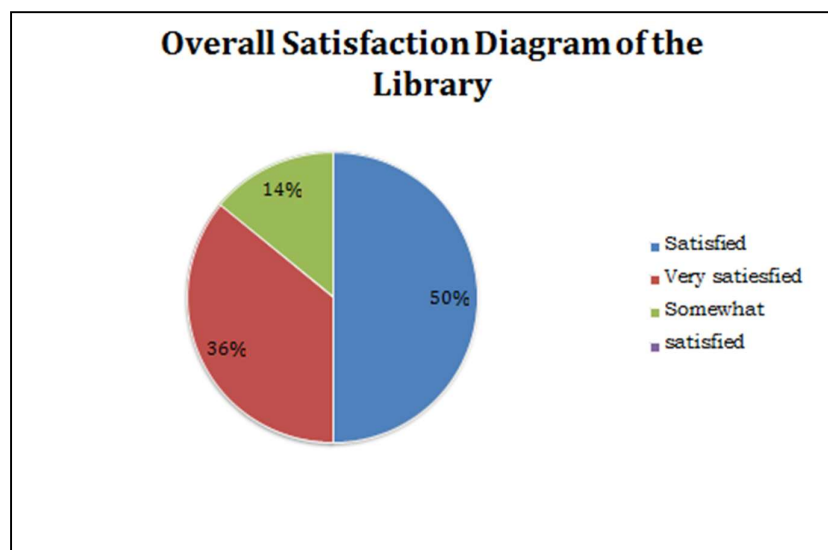
Challenges faced by the library in improving service quality have also been identified. One of the main challenges is the limited utilization of information technology. Although the library has adopted an OPAC system, there is still a need to enhance technological infrastructure so that services can be more efficient and responsive to user needs. Additionally, the lack of a diverse collection of books, particularly related to non-Islamic religious themes, poses a barrier to meeting comprehensive information needs for all users.

Efforts made by the library to improve service quality include

training for librarians and the development of user education programs. This program aims to equip users with knowledge on how to optimally utilize library facilities. However, evaluations of these initiatives indicate that further innovation is needed to attract more users, especially in an increasingly competitive digital era. A trainer added, "We hope the library can provide more relevant and easily accessible information sources" (Interview with the Surabaya Religious Training Center's Librarian).

In this study, we selected 30 respondents who have visited the Balai Diklat Keagamaan Surabaya library. The research results encompass five aspects: physical evidence, reliability, responsiveness, assurance, and empathy, as outlined in the introduction.

Picture Diagram 1. Diagram Respondents



This diagram illustrates the level of user satisfaction with the library's initiatives aimed at enhancing service quality. The results indicate that the majority of respondents are pleased with the various measures implemented by the library. Overall, the findings suggest that the library's efforts to improve service

quality have received a satisfied and positive response from users.

The research results include five aspects: physical evidence, reliability, responsiveness, assurance, and empathy, as mentioned in the introduction.

1. User Satisfaction from the Tangibles Aspect (Physical Evidence)

Tangibles (physical evidence), as defined by Zeithaml et al. in Stocks (2016), refer to tangible elements that significantly influence consumers' decisions to purchase and use the offered service products. The results of interviews conducted with students revealed that according to student NA: "I am immediately satisfied with the cleanliness and tidiness of the space in the Surabaya Religious Training Center library". Based on the physical evidence above, it can be concluded that librarians can maintain the facilities and infrastructure in the library by creating a comfortable environment and providing adequate facilities.

2. User Satisfaction from the Reliability Aspect

The results of interviews conducted with students indicate that RY, as a library service user, stated that according to student DL: "already feel very satisfied with the service or response of the librarian in providing the information I need". From the presentation, it has been proven that the librarian service is quite good regarding reliability indicators (or reliability). The ability of librarians to provide services meets their promises. Librarians offer accurate information about the books being searched for. Visitors who are having trouble finding books to borrow will receive guidance. Library staff also give instructions for returning these books. Thus, librarians have provided suitable, precise, and trustworthy services. The performance of

librarians aligns with what visitors expect from them—providing timely information and consistent service to every visitor while maintaining accuracy in their service delivery.

3. User Satisfaction from the Responsiveness Aspect

Responsiveness refers to the speed of service, which is almost certain to improve over time. It means providing services that prioritize aspects significantly influencing client behavior. According to the research findings, one of the respondents, a student named ESA, stated that: “already felt satisfied when communicating with the librarian, friendly and responsive attitude”. The responsiveness of librarians can influence the quality of the library and the satisfaction of visitors with library services. A librarian with good responsiveness can assist library visitors who are experiencing difficulties. For example, a librarian is willing to help a visitor who is struggling to find the desired book. The role of librarians in enhancing service quality through responsiveness means that librarians are able to provide assistance and information quickly and clearly.

4. User Satisfaction from the Assurance Aspect

Assurance, according to Kotler in Hasdiana (2018), refers to accurate knowledge of the product, employee courtesy in providing services, skills in delivering information, the ability to provide services, and the capacity to instill trust and confidence in customers toward the company. It consists of several components, including communication, credibility, security, competence, and courtesy. According to the research findings, one of the respondents, SN, stated that: “I have been very satisfied with the library staff or librarian for giving me enough attention as a user”. It can be concluded that the abilities of librarians are beyond doubt. Therefore, assurance becomes a key aspect for librarians, which involves maintaining courtesy,

providing information, and enhancing knowledge and skills to increase trust among library visitors.

5. User Satisfaction from the Empathy Aspect

Empathy is the ability to understand what others feel, see things from their perspective, and imagine oneself in their position. Empathy involves giving attention and genuine, personalized care to library visitors. Librarians are expected to understand and address the specific needs of library users. According to the research findings, one of the respondents, RV, stated that: "I am very satisfied with the librarian for the assistance in finding the information I needed, and they were also good at explaining the procedures as a visitor". This highlights the importance of empathy for librarians in understanding and fulfilling the needs of visitors, as it is a key aspect of their role.

The findings align with the statement that librarians' services significantly impact increasing user satisfaction (Arumugam, 2019). The comfort experienced by visitors can have a positive impact on the library, such as an increase in library visitors or users and a boost in reading interest to visit the library. The information obtained from these interviews regarding librarians' services provides valuable insights into the differences in aspects, challenges, and innovations in library services across various institutions.

Information technology plays a crucial role in enhancing the efficiency and effectiveness of services at the Surabaya Religious Training Center Library. The implementation of technology-based systems not only facilitates the work of librarians but also enhances the library user experience. One significant application of technology, as mentioned earlier, is the implementation of the Self-Service Information System. (SLIM). SLIM has several

benefits as follows:

1. Visit Recording: This system allows the library to accurately record and track user visit history. This helps in the preparation of monthly reports and analysis of library usage trends.
2. Loan Management: SLIM facilitates the recording of book loans, providing a clear overview of the library's collection circulation.
3. Late Return Notifications: Although not yet activated due to the currently low loan rate, SLIM has a feature to send automatic notifications to borrowers who are late in returning books.
4. Collection Control: This system helps in monitoring the status of the collection, including the number of books borrowed, overdue, or lost.

"The utilization is really noticeable, with SLIM we can record the history of people who visit here." So every month we have a record like that. Then, the borrowing of books, whatever they are. Then we can do this in SLIM, if there is a delay, there will be a notification sent to the borrower. Because our borrowing system here is still not very crowded, we haven't used that feature yet". (Interview 30 september 2024).

The ideal information service in an information institution is not limited to the provision of information source collections. There are various supporting activities that facilitate users in finding, accessing, and utilizing information effectively, including the quality of services in the library. The quality of library services itself is influenced by several factors, including:

1. Availability of information

Libraries need to provide a complete and diverse collection of information sources to meet users' needs.

2. Ease of access to information

The presence of good search facilities, such as an online catalog (OPAC), makes it easier for users to obtain the information they need.

3. Accuracy of information

The use of precise and accurate indexes and terms in search facilities ensures the relevance of the information found by users.

4. Completeness of information

Libraries need to provide comprehensive information from various sources and types of library materials to support thorough research.

5. Suitability of information sources

Library collections must consist of relevant, reliable, and up-to-date information sources to ensure the quality of the references used.

6. Timeliness

The information search process must be efficient so that users can find the information they need quickly and accurately.

The information services at the BDK Surabaya Library demonstrate several strengths as well as areas that require further development. The main strength of the Religious Training Center Library in Surabaya lies in its user-centered approach. Librarians actively tailor services based on the specific needs of users, whether they are training participants, instructors, or staff. They provide comprehensive guidance from membership registration to information retrieval, demonstrating a commitment to user education.

The flexibility of the services is also evident in their willingness to assist with additional needs such as document printing to support training. From a technological standpoint, the library has adopted modern information systems such as OPAC and is developing a digital repository. This shows efforts to improve accessibility and service efficiency.

The use of SLIM for circulation management and visitor statistics enables better collection management and library usage analysis.

However, some aspects still require attention. The international collection is still limited, which can hinder access to global knowledge. Limited service hours (until 4:00 PM) may not fully accommodate the needs of trainees residing in the dormitory.

CONCLUSION

The Library of the Balai Diklat Keagamaan Surabaya's service quality study identifies a number of important variables that affect how well library services work. The competence of librarians and staff is identified as a critical element in delivering quality services. Experienced and well-trained librarians are able to answer questions accurately and help patrons get the information they need. One librarian backed this up with a remark that highlighted their dedication to comprehending user demands and delivering timely information.

The study highlights the shift in perspective from one that is library- centric to one that is customer-centric, where customers ultimately decide the level of service quality. This is supported by outcomes of a broader body of research on the caliber of library services, which show that meeting patron expectations is essential to their satisfaction. Programs for library employees' training and development are crucial to improving their competencies. According to this study, librarians can enhance overall service delivery and better respond to user inquiries by engaging in ongoing professional development. The SERVQUAL model, which lists attributes like responsiveness, assurance, tangibility, empathy, and reliability as essential for evaluating service quality in libraries, may also be reflected in this study.

RECOMENDATIONS

Conclusively, the Balai Diklat Keagamaan Surabaya needs to improve the quality of its library services by focusing on developing human resource capabilities, embracing a user-centric strategy, and putting in place efficient staff training programs. In order to meet customer expectations and guarantee high levels of patron satisfaction, several actions are essential.

Improvement of Digital Services, expanding the digital repository with more content and resources that can be accessed online. This will help users obtain information more quickly and efficiently, without being bound by library operating hours.

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