Kepuasan Pengguna Layanan Referensi Menurut Keputusan MENPAN 63/KEP/M.PAN/7/2003 (Studi Deskriptif Tentang Layanan Referensi Pada Badan Perpustakaan Dan Kearsipan Propinsi Jawa Timur)

Abstrak:

Library reference service is a service that has a collection of more specialized and often referred to the reference collection. With the reference services at the Library and Archives of East Java Province researchers wanted to know how much the level of satisfaction of reference services at the Library and Archives of East Java Province. In this study using decision MENPAN 63/KEP/M.PAN/7/2003 pemustaka to measure the level of satisfaction. Sampling techniques using non probability sampling using purposive sampling and sampling methods used descriptive quantitative method. Pemustaka satisfaction measured by 14 indicators that some service procedures, conditions of service, clarity of service personnel, service personnel discipline, responsibility of service personnel, service personnel capabilities, speed of service, justice get service, courtesy and friendliness of staff, currency collection, collection certainty to the process teaching and learning, service assurance, environmental comfort and security environment. In addition, the opinion of some experts on the satisfaction of the bulk pemustaka pemustaka say that satisfaction can be influenced by socio-demographic characteristics such as age and education. From the results of cross-table between satisfaction and sex turned pemustaka visible difference. Similarly, the level of education. It can be concluded that satisfaction pemustaka on reference services at the Library and Archives of East Java Province Meets Satisfaction pemustaka 64% higher than the ratings categories are not satisfied by 36%.

Keyword:

Daftar Pustaka:

Budianto, Herman Buku Panduan Layanan Perpustakaan Badan Perpustakaan Propinsi Jawa timur 2002 Surabaya
Sugiyono Metode Penelitian kuantitatif dan Kualitatif dan R&D Alfabeta 2008 Bandung