Studi Perbedaan Kualitas Layanan Antara Pusat Jasa Perpustakaan Dan Informasi Dengan Pusat Deposit Bahan Pustaka Di Perpustakaan Nasional RI

Abstrak:

Quality is a core of the survival of an organization or institution. To the library as a non-profit organization engaged in the field of services must be responsive to developments in the external environment and adapt quickly to using strategies - strategies and activities that support in order to meet what is desired by the user, as well as in accordance with the objectives the library itself. This study focuses on the quality of service at the National Library. The research was conducted at the Center for Library and Information Services and the Center for Deposit of Library Material. This research is quantitative. Research using questionnaires to the respondents deployment techniques to obtain primary data. The results of this study are, there are significant differences in service quality between the Library and Information Services Center at Central Deposit of Library Material. Where the services of Library and Information Center to get a higher yield from those of Central Deposit of Library Material. Quality of service seen by users include tangible indicators, reliability, responsiveness, competence, courtesy, credibility, security, wireless access, communication, understanding the customer differ significantly..

Keyword:

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