Research Article

Analysis of The Influence of Library Service Quality on User Satisfaction

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Abstract: One of the main elements affecting patron happiness, particularly in educational settings, is the caliber of library services. For students, the library serves as an essential information source. The expectations of users and the actual services offered, however, frequently diverge. Prior research has demonstrated that high-quality services can boost students' enthusiasm for reading and their contentment with library resources. This study's methodology is quantitative and survey-based. The author selected 57 individuals from the population, all of whom were library patrons. Data collecting methods, including questionnaires and documentation, were employed to get the information required for this investigation. The data analysis's findings demonstrated that the library offered its patrons quite good services. The majority of respondents (22, or 38.6%) selected "Satisfied," indicating that they were happy with the facilities and services offered, particularly with regard to staff services and book collections. The lowest, "Not Satisfied," was reported by as many as two individuals, or 3.5%.

Keywords: Educational Library; Service Quality; User Satisfaction

1. Introduction

One of the main elements affecting patron happiness, particularly in educational settings, is the caliber of library services. Libraries need to be able to adjust and enhance the quality of their services to satisfy the expectations of their patrons in the current digital era, where information is readily accessible through a variety of channels. In order to encourage reading and boost library usage, user pleasure becomes the primary objective while delivering information services. For students, the library is an essential source of information. The expectations of users and the actual services offered, however, frequently diverge. Prior studies have demonstrated that high-quality services can boost students' enthusiasm for reading and their contentment with library resources.

Additionally, as information technology advances, libraries must offer more creative and adaptable services to satisfy patron demands. This involves utilizing effective and user-friendly library information technologies, which have the power to affect patrons' opinions about the caliber of services offered. Given this context, the purpose of this study is to investigate and evaluate how library service quality affects patron satisfaction and offer suggestions for future service enhancements.
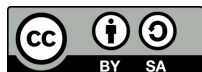
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2. Literature Review

2.1. Definition of Library Services

Since a library offers its patrons library materials or information sources, the collection and information sources are tailored to the community's needs. It would be really unfortunate if people did not make use of the several information sources that are offered. According to Himayah (2002), it becomes crucial to make the most of the information it offers.

The demands of the customers to be serviced are thus the basis for the expansion or acquisition of library collections. The technical services department then handles the processing following the acquisition of library materials. The books are shown to the users after the processing is finished. The library user service activities provide a summary of the presentation of the collection. In order to maximize the use of the collection, this service activity is essential. To ensure customer pleasure, a library must plan its library service activities as effectively as feasible. The library works to give its patrons the greatest experience possible (Huradju, Saleh, & Bahsoan, 2020).

The concept of library services is presented in a variety of stores with varying viewpoints. Giving pupils extra help or making an effort unrelated to the teaching and learning process in the classroom is considered service. However, the school offers it to its students expressly so that they can perform the learning process more effectively. With a variety of resources available, such as a library with its wide range of books, learning will be more creative (Suharti, 2020).

Accurately providing library items and information sources, as well as offering a range of services and support to patrons based on their requirements, are all considered library services. arranging library resources and information sources based to user preferences, which implies that librarians must listen to patrons' needs and solicit their feedback when providing library services.

The primary function of library services, according to Hidayah, Widodo, and Hasanah (2024), is to inform patrons about the following: The availability of library resources that patrons require; The presence of information retrieval tools that patrons can use to look for information both inside and outside the library. Meanwhile, the goal of library services is to satisfy the information demands of library patrons in addition to making sure that the collection may be utilized to its fullest potential. In the meanwhile, library services serve as a conduit between patrons in need of library materials and those resources. Among the services provided by libraries are the following: research and informational, recreational, cultural, educational, deposit, and preservation of library items (Yuliana & Mardiyana, 2021).

2.2 User Satisfaction in Libraries

The Great Dictionary of the Indonesian Language defines "satisfaction" as the state of being satisfied, pleasure, and relief, while "satisfied" indicates feeling glad (relieved, joyous, etc.) because one's desires have been realized (Asmawardah, 2018). When a person compares

their perception of a product's performance (or outcome) to their expectations, they can determine whether they are satisfied or disappointed. Expectations and perceptions of performance influence satisfaction. Customers are not happy when performance falls short of their expectations. Customers are happy when performance lives up to expectations. Customers are extremely happy or satisfied when performance surpasses expectations. Strong consumer satisfaction fosters a sense of brand loyalty. High levels of client loyalty are the outcome (Gultom, Arif, & Muhammad Fahmi, 2020).

The most important factor in marketing and consumer research thought is consumer satisfaction. Theoretically, customers who are pleased with a brand, product, or service are more likely to keep buying it and tell others about their positive experiences (Lokapitasari Belluano, Indrawati, Harlinda, Tuasamu, & Lantara, 2019). Customers are likely to complain to product producers, retailers, and other customers, or switch brands or items if they are not satisfied (Ramadani, Cikusin, & WulanS, 2019).

3. Method

This study employs a survey-based, quantitative methodology. The area of generalization of the study findings is known as the population. It is made up of items or subjects that the researcher has chosen to examine and from which conclusions will be made. On the other hand, the sample is a subset or representative of the population under investigation. The users or visitors to the library that the researcher comes into contact with while conducting this research serve as the sample. Based on that population, the author selected 57 individuals, all of whom were library patrons. The following methods were employed to gather the data required for this study:

    a.   Questionnaire, which entails giving out a survey to field respondents.

    b.   Documentation aimed at obtaining additional information about library services.

In this study, a Likert scale is used in the questionnaire. Alternative responses include "very good," "good," "sufficient," and "dissatisfied."

4. Results and Discussion

Based on the analysis of data from 57 respondents that have been obtained, it can be explained as Are the library facilities such as follow:

Table 1

Statistics

		Are the library facilities such as How often do you visit the library?	How do you assess the success and comfort of the library space?	Do the library staff provide friendly and helpful service?	Is the collection of books available in the library already in line with the students' needs?	reading tables, fans, and internet adequate?	Are you satisfied with the library services overall?
N	Valid	57	57	57	57	57	57
	Missing	0	0	0	0	0	0

4.1. Frequency Table :

Table 2

How often do you visit the library?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than a week	8	14.0	14.0	14.0
	Once a week	13	22.8	22.8	36.8
	2-3 times a week	32	56.1	56.1	93.0
	everyday	4	7.0	7.0	100.0
	Total	57	100.0	100.0	

a.   Where the respondents most frequently answered (2-3 times a week), which amounted to 32 people or 56.1%.

b.   Meanwhile, the lowest is (every day) 4 people or 7.0%.

4.2. How do you assess the success and comfort of the library space?

Table 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	enough	7	12.3	12.3	12.3
	Good	39	68.4	68.4	80.7
	Very good	11	19.3	19.3	100.0
	Total	57	100.0	100.0	

Where the respondents most frequently answered (Yes), which amounted to 52 people or 91.2%. Meanwhile, the lowest is (No) with 5 people or 8.8%.

4.3. Are the library facilities such as reading tables, fans, and internet adequate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Minus	2	3.5	3.5	3.5
	Good	27	47.4	47.4	50.9
	Enough	28	49.1	49.1	100.0
	Total	57	100.0	100.0	

Where the respondents most frequently answered (Sufficient), which amounted to 28 people or 49.1%. Meanwhile, the lowest is (Lack) with 2 people or 3.5%.

4.4 Are you satisfied with the library services overall?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Satisfied	22	38.6	38.6	38.6
	Less satisfy	2	3.5	3.5	42.1

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Enough satisfy	21	36.8	36.8	78.9
Very satisfied	12	21.1	21.1	100.0
Total	57	100.0	100.0	

Where the respondents most frequently answered (Satisfied), which amounted to 22 people or 38.6%.

Meanwhile, the lowest is (Dissatisfied) with 2 people or 3.5%.

Several pertinent aspects of library services and facilities can be explained based on the data analysis results from the questionnaire that was given to 57 respondents who are current members of the SMP Negeri 1 Percut Sei Tuan library. The discussion for each of the questionnaire's questions is provided here.

4.5 Regularity of Library Visits

The majority of respondents (56.1%) visit the library two to three times per week, according to the data collected. This indicates that students find the library at SMP Negeri 1 Percut Sei Tuan to be highly appealing for frequent visits. These comparatively frequent visits might be a reflection of the library's resources or the students' need for access to reading materials. Nevertheless, only 7% of respondents said they regularly visit the library. This could suggest that while students are interested in going to the library, they do not feel compelled to do so on a daily basis. This could be due to a number of factors, including free time and other more interesting activities.

4.6 The Library's Comfort and Success

The analysis's findings showed that 68.4% of respondents thought the library's layout was "Good," 19.3% thought it was "Very Good," and 12.3% thought it was "Satisfactory." This suggests that the library area is generally very cozy and capable of assisting students with their educational endeavors. There is room for improvement, particularly in terms of the physical comfort of the library space, which may still need to be improved to support a better learning experience for students, even though a small percentage of respondents believe that the library space is still in the "Sufficient" category.

4.7 Services for Library Attendants

The majority of respondents (86%) believe that library employees are helpful and kind. This is a huge plus because one of the key elements that makes library patrons feel at ease and inspired to return is prompt, courteous service. Just 3.5% of respondents thought that the library staff did not offer good service, which is a low percentage that requires attention to raise the staff's level of service quality.

4.7 The Book Collection's Appropriateness for Student Needs

The majority of respondents (91.2%) believe that the library's collection of books satisfies the needs of the students. This suggests that the library has done a good job of offering a collection that is both pertinent and helpful for students' study needs as well as for their amusement. Nonetheless, 8.8% of those surveyed believe that the library's collection of books falls short of their needs. This suggests that, in order to satisfy the more specialized or

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changing needs of students, the library may need to regularly review and update its collection of books.

4.8 Library amenities (internet, fan, and reading table)

The analysis's findings show that most respondents (49.1%) think the library's amenities, including its internet, fans, and reading tables, are in "Satisfactory" condition, while 47.4% think they are "Good" and only 3.5% think they are "Poor." A tiny percentage of people believe that the facilities offered are not up to par, even though the majority think they are more than sufficient. This might suggest that in order to better support students' learning and reading activities, facilities should be improved with reading tables, fans, or improved internet access.

4.9 General Contentment with Library Services

The findings indicate that 38.6% of respondents are generally satisfied with library services, followed by 36.8% who are fairly satisfied and 21.1% who are very satisfied. Just 3.5% expressed discontent with the services provided by the library. This suggests that students are generally quite happy with the library's current offerings. There is still room for improvement, though, in terms of the library's collections, facilities, and staff services, as indicated by the 3.5% of respondents who express less satisfaction.

5. Conclusions

Overall, the findings of the data analysis show that the library has offered its patrons fairly satisfactory services. 22 respondents, or 38.6% of the total, indicated that they were satisfied with the facilities and services offered, particularly with regard to the staff service and book collection. Meanwhile, two respondents, or 3.5%, gave the lowest response, "Dissatisfied." To guarantee a better experience for library patrons in the future, some aspects of the library still require work, such as making the space and amenities more comfortable.

The following recommendations may be taken into consideration to raise the standard of service and library amenities in light of the findings of the study on user satisfaction at the SMP Negeri 1 Percut Sei Tuan library: The first step in making the library more comfortable is to add more cozy furniture and improve the ventilation and lighting.

Second, it's critical to keep the book collection up to date and growing in order to accommodate students' interests and needs. This includes adding the newest titles and interesting non-text collections. To better serve the needs of the students, auxiliary spaces like reading tables, fans, and internet access must also be upgraded.

Third, even though the staff already provides excellent service, they still need regular training to help them become more adept at being amiable and productive. Finally, the library could plan interesting events and provide incentives for students who visit often in order to boost the number of visits.

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