STUDENT'S PERCEPTIONS TOWARDS THE QUALITY OF LIBRARY SERVICE AT THE COLLEGE OF PHARMACY MUHAMMADIYAH TANGERANG DURING THE PANDEMIC COVID-19

Anim PURWANTO[1], USWAH[2],
PT Inovasi Cerdas Nusantara[1], Universitas Muhammadiyah A.R. Fachruddin[2]
naimprakapati28@gmail.com1, uswahstfm@gmail.com2

ABSTRACT

The purpose of this study was to determine students' perceptions towards the quality of library service at the College of Pharmacy Muhammadiyah Tangerang during the pandemic Covid-19. The research is a descriptive study with a quantitative approach. Assessment of the LSQA scale is used in this study to assess the quality of library services which include library infrastructure, library collections, library staff and library services. The research sample was 100 students using random sampling technique. The technique of data collection used was questionnaire distribution. While the technique of data analysis used is descriptive statistics with data processing using SPSS version 25. The steps in data analysis techniques are data presentation (table), measurement of central symptoms (mean, median and mode), calculating standard deviation, discussion and drawing conclusions. The results showed that the quality of library services at the College of Pharmacy Muhammadiyah Tangerang was very good with a score of 42%. Students' perceptions of library infrastructure have a score of 53%, library collections and library employees with each score of 44% and are considered very good by students. Meanwhile, students' perceptions of library services were considered good enough by students with a value of 44%. So that library services at the College of Pharmacy Muhammadiyah Tangerang need to be improved through service accuracy, service speed, IT support in the library and students can access information in the library easily.

Keywords: Library, Perception, Service, Quality

INTRODUCTION

Libraries have an important role in the change and development of science. Libraries are sources of information, education, research, preservation of the nation's cultural treasures as well as healthy,

cheap and useful recreation areas (Kalida, 2015). The library contains various collections of library materials which are used as a means of information for readers. So not only books are stored there, but also media that have educational value. According to Law no. 43 of 2007 concerning libraries, it is explained that library collections are all information in the form of written works, printed works, and recorded works in various media that have educational value that is collected, processed and served. Thus, the existence of a library is intended as an effort to meet people's needs in the form of information, namely through reading so that they can learn from time to time.

Library is a place in which there are activities of gathering, processing, and disseminating all kinds of information, both printed and recorded in various media (Yusuf, 2010). Conner and Plocharczyk (2020) also stated that libraries have much of what they need in their traditional programming and training when combined with a deeper understanding of the dynamics of social justice. An academic library is defined as the heart of a university, providing a venue for students, lecturers and researchers to advance their knowledge and conduct their research. These institutions should provide learning opportunities for all who choose to use them. The materials in the library are for anyone to use, which is why university libraries are important (Kekana & Kheswa, 2020)

So, a library is place to systematically collect and manage books that readers can use as an effort to obtain information. A good library is a library that is able to provide adequate information collection materials such as reading books, written works, printed and non-printed works as well as computer services that make it easier for readers to access various information in the world.

Service means serving sincerely to those who are served to meet their needs and interests in order to provide satisfaction and benefit (Hayat, 2019). One of the services provided by educational institutions is library services. Library service activities are carried out by library staff or librarians. The quality and quantity of library staff or librarians must be considered so that the services provided can be optimal. Librarians must have competence in the field of librarianship in addition to other abilities which include technical administrative and operational knowledge and skills of libraries, mastering communication techniques, and personalities such as friendly, flexible and attractive (Rochmah, 2016).

In Law no. 43 of 2007 Chapter V article 14 is mentioned: 1) Library services are carried out in a prime and oriented manner for the interests of visitors, 2) Each library implements library service procedures based on national library standards and 3) Each library develops library services in accordance with advances in technology, information and communication. Library service activities are an effort to utilize materials so that every material available in the library can be maximally utilized by its users, especially the people who must be served (Sinaga, 2011). So it can be understood that library services are activities carried out by librarians so that library facilities can be maximally utilized by users.

The results of research by Setiawan (2019) show that students' perceptions of the use of the LP3I Jakarta Polytechnic library in Higher Education Tridharma activities are close to good, namely 74.9%. Meanwhile, Jayanti and Arista (2018) concludes that students' perceptions of aspects of library services at Trunojoyo University Madura are good. The students' perceptions reflect that the aspects of service that have been provided so far are very supportive of achieving an increase in quantity and quality as one of the organizational goals of the Trunojoyo Madura University Library. Thus, library management must be carried out properly and systematically so that the services provided are in accordance with the needs of its users (Rochmah, 2016). So, directly quality of service has an influence on user satisfaction (Hayati & Heryanto, 2020).

The Library of the College of Pharmacy Muhammadiyah Tangerang is one of the student service units to provide information facilities to support academic activities, both theoretical and practical. During the Covid-19 pandemic, there is still a need for improvement in library services at the College

of Pharmacy Muhammadiyah Tangerang. This can be seen from the low number of library user visits. In addition, reference to books that are not yet digital requires students to extend their borrowing of books during this pandemic.

Inadequate collection of books, this can be seen from the difficulty of students when finding references to the latest books, so that students must make a request to the librarian first. The following is a list of visits by students during the Covid-19 pandemic.

Table 1. List of Visit by Student

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021
Standard Visitor per	175	0	0	2	34	54	39	93	148	122	108
Month	253	0	0	2	46	70	61	101	204	150	123

It can be seen from table 1 above that visitors to the library at the College of Pharmacy Muhammadiyah Tangerang have increased and decreased every month. In April and May the library is closed. In June, the total number of visitors was only 2 and in the following month the total visitors increased. November had the highest number of visitors wih 204 visitors. However, in December it decreased again until January 2021.

Students are the main users who should make more use of the campus library. Student assessments that create a perception of the library services provided during this pandemic. The purpose of this study was to determine students' perceptions of library service at the College of Pharmacy Muhammadiyah Tangerang during the pandemic Covid-19.

METHOD

The research is categorized as a descriptive study with a quantitative approach. Assessment of the LSQA scale is used in this study to assess the quality of library services which include library infrastructure, library collections, library staff and library services. The LSQA scale could help library professionals and scholars better understand users' needs, to significantly improve and enhance the service quality of libraries (Dash & Padhi, 2016). The research sample was 100 students using random sampling technique. The data collection technique used was questionnaire distribution. While the data analysis technique used is descriptive statistics with data processing using SPSS version 25. The steps in data analysis techniques are data presentation (table), measurement of central symptoms (mean, median and mode), calculating standard deviation, discussion and drawing conclusions.

FINDINGS AND DISCUSSION

Answers to the questionnaires that have been collected are then analyzed to determine the description of the quality of library services at the College of Pharmacy Muhammadiyah Tangerang. Student assessment data on the quality of library services are as follows:

Quality of Library Service

Library service quality data obtained through a questionnaire with 15 statement items from 4 indicators and the number of respondents is 100 students. The results of data processing using the SPSS version 25.0 program obtained the highest score of 60 and the lowest score of 25. The results of the

analysis also showed a mean of 47.08, a median of 46.50, a mode of 45 and a standard deviation of 8,205. Below is a description of the library service quality data.

Table 2. Description of Library Service Quality
Statistics
The Quality of Library Service

N	Valid	100
	Missing	0
Mean		47.08
Median		46.50
Mode		45
Std. Deviation		8.205
Minimum		25
Maximum		60

Furthermore, the number of classes is calculated using the formula $1 + 3.3 \log (n)$, where n is the study population. From the calculation obtained 8 class intervals and class length of 5. The frequency distribution table for the quality of library service variables is presented as follows:

Table 3. Frequency Distribution of Library Service Quality Assessments

	Frekuensi		
Interval	Absolut	Relatif %	Kumulatif %
25-29	1	1%	1%
30-34	5	5%	6%
35-39	15	15%	21%
40-44	9	9%	30%
45-49	36	36%	66%
50-54	9	9%	75%
55-59	16	16%	91%
60-64	9	9%	100%

Based on table 3, it can be seen that the highest frequency is in the class 5 interval of 36 students with a proportion of 36% and a score range of 45-49. More details can be seen in the histogram below:
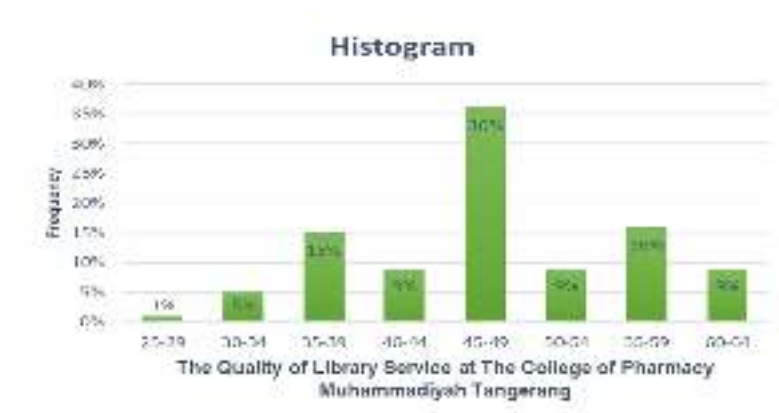
Figure 1: Hostogram of The Quality o Library Service

Based on these tables and histograms, the quality of library services at the College of Pharmacy Muhammadiyah Tangerang is mostly found at intervals of 45-49 as many as 36 students, while at least there are at intervals of 25-29 which is 1 student. The rest are in the 30-34 interval for 5 students, 35-39 interval for 15 students, 40-44, 50-54 and 60-64 intervals each for 9 students, and the 55-59 interval for 16 students.

The calculation of the ideal Mean (Mi) and Standard Deviation (SD) ideal of the effectiveness of library service quality obtained the following results:

Table 4. Category of Library Service Quality

			Frekuensi		
	Skor	Kategori	Absolut	Relatif	Komulatif
1.	X > 48.33	very good	42	42%	42%
2.	42.5 ≤ X ≤ 48.33	good	32	32%	74%
3.	36.67 ≤ X < 42.5	pretty good	16	16%	90%
4.	X < 36.67	not good	10	10%	100%
			100	100%	

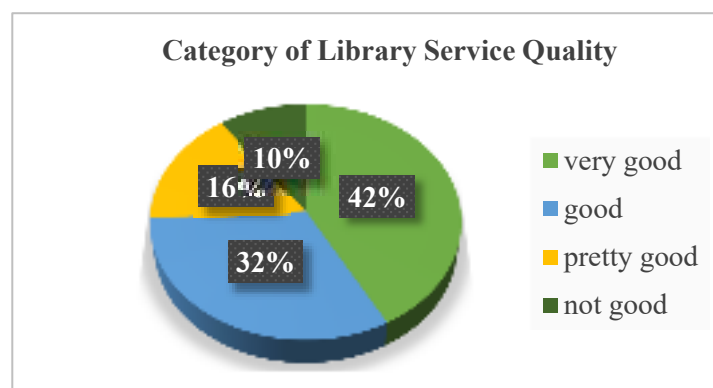Based on table 4 it can be described in the pie chart as follows:

Figure 1: Pie Chart Category of Library Service Quality

From table 4 and the pie chart it can be seen that out of 100 students as research respondents, 42% said that the quality of library services was in the very good category, 32% in the good category, 16% in the good enough category, and 10% in the bad category. So it can be concluded that the quality of library services at the College of Pharmacy Muhammadiyah Tangerang as a whole is in the very good category.

Following are the results of research on the quality of library services seen from student perceptions.

Library infrastructure

Table 5. Category of Library Infrastructure

			Frekuensi		
	Skor	Kategori	Absolut	Relatif	Komulatif
1.	X > 12.67	very good	53	53%	53%
2.	11 ≤ X ≤ 12.67	good	25	25%	78%

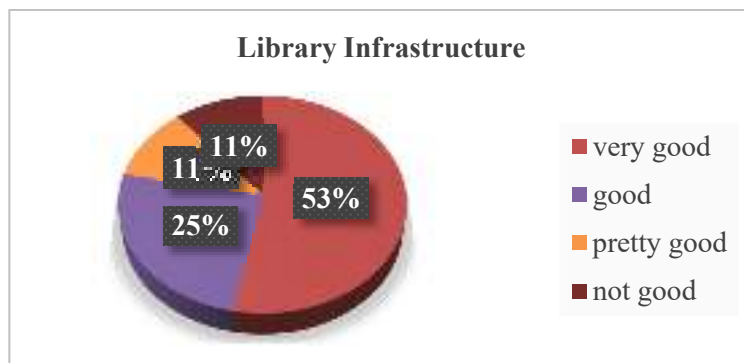|	Skor	Kategori	Absolut	Relatif	Komulatif
3.	$9.33 \leq X < 11$	pretty good	11	11%	89%
4.	$X < 9.33$	not good	11	11%	100%
		Total	100	100%	

Figure 2: Pie Chart Category of Library Infrastructure

From table 5 and figure 2 it can be seen that out of 100 students as research respondents, 53% stated that the library infrastructure was in the very good category, 25% was in the good category, the category was good enough and 11% was not good. So it can be concluded that the library infrastructure at the College of Pharmacy Muhammadiyah Tangerang as a whole is in the very good category.

Library collection

Table 6. Category of Library Collection

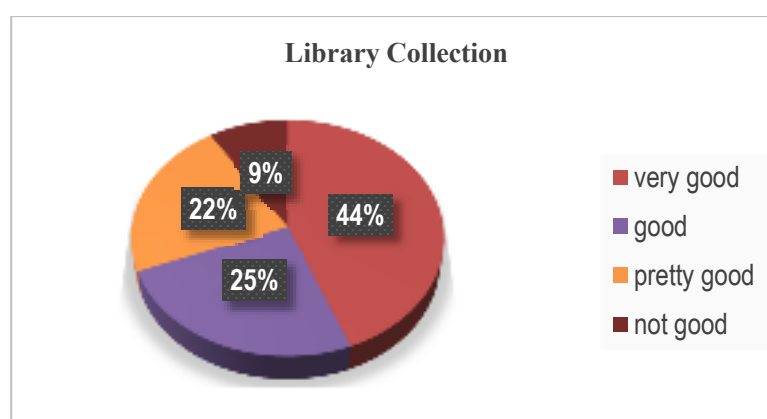|		**Frekuensi**			
	Skor	**Kategori**	**Absolut**	**Relatif**	**Komulatif**
1.	$X > 9.33$	very good	44	44%	44%
2.	$8 \leq X \leq 9.33$	good	25	25%	69%
3.	$6.67 \leq X < 8$	pretty good	22	22%	91%
4.	$X < 6.67$	not good	9	9%	100%
		Total	100	100%	

Figure 3: Pie Chart Category of Library Collection

From table 6 and figure 2 it can be seen that from 100 students as research respondents, 44% found that the library collection was in very good category, 25% in good category, 22% good enough

category and 9% less good So it can be concluded that the library book collection at the College of Pharmacy Muhammadiyah Tangerang as a whole is in the very good category.

Library Staff

Table 7. Category of Library Staff

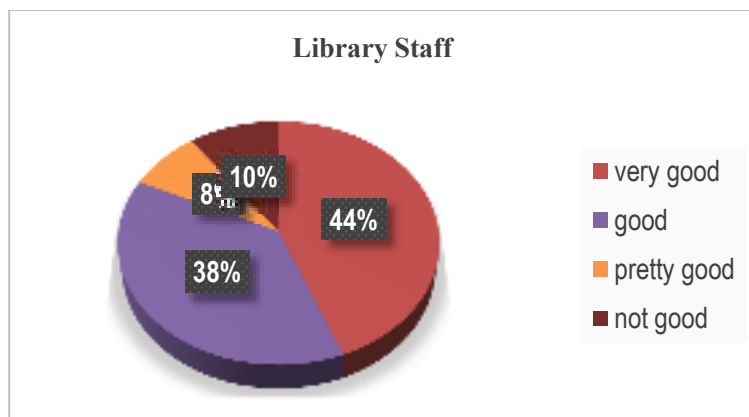|	**Skor**	**Kategori**	**Frekuensi**		
			Absolut	**Relatif**	**Komulatif**
1.	X > 12.67	very good	44	44%	44%
2.	11 ≤ X ≤ 12.67	good	38	38%	82%
3.	9.33 ≤ X < 11	pretty good	8	8%	90%
4.	X < 9.33	not good	10	10%	100%
		Total	100	100%	

Figure 4: Pie Chart Category of Library Staff

From table 7 and figure 4 it can be seen that from 100 students as research respondents, 44% found that the library employees were in the very good category, 38% in the good category, 8% good enough category and 10% less good. So it can be concluded that the attitude of the library employees at the College of Pharmacy Muhammadiyah Tangerang as a whole is in the very good category.

Library Service

Table 8. Category of Library Service

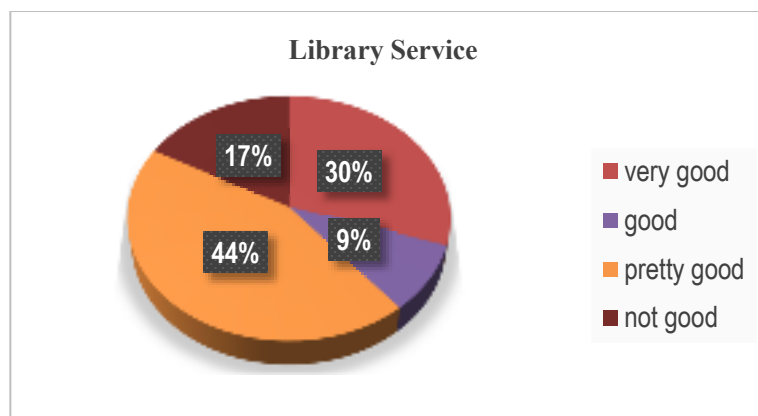|	**Skor**	**Kategori**	**Frekuensi**		
			Absolut	**Relatif**	**Komulatif**
1.	X > 13.33	very good	30	30%	30%
2.	12 ≤ X ≤ 13.33	good	9	9%	39%
3.	10.67 ≤ X < 12	pretty good	44	44%	83%
4.	X < 10.67	not good	17	17%	100%
		Total	100	100%	

Figure 5: Pie Chart Category of Library Service

From table 8 and figure 5 it can be seen that from 100 students as research respondents, 44% found that the library employees were in the good enough category, 30% were in the very good category, 9% good category was obtained and 17% less good. So it can be concluded that the library services at the Muhammadiyah Tangerang College of Pharmacy as a whole are categorized as quite good.

Based on the score category, it can be concluded that most of the students rated the quality of library services at the College of Pharmacy Muhammadiyah Tangerang in the very good category with a score of 42%. This value is obtained by looking at students' perceptions of the quality of library services, namely library infrastructure, library collections, library employees and library services.

Students' perceptions of library infrastructure have a very good score. This shows that the infrastructure which includes the location of the library, supporting facilities, convenience and library design is considered very good by students. So an attractive design according to reading needs will bring readers on nice atmosphere. It can be seen when students in the library feel comfortable and happy. Its shape cannot be separated from the interior arrangement of the room and the neat and easy opening layout searching for (Asy'ari, 2018).

Students' perceptions of the library collection score very well. This shows that the collections which include library collections (textbooks, novels, magazines, newspapers and journals), the availability of new books, and neatly arranged book collections are considered very good by students. Students' perceptions of library employees have very good scores. This shows that employee knowledge, employee behavior, communication and employee appearance are considered very good by students.

Students' perceptions of library services score quite well. This shows that the services which include accuracy, speed, IT support and easy access to information are considered good enough or quite satisfied by students. Library services at the College of Pharmacy Muahammdiyah Tangerang during the Covid-19 pandemic only send messages to library staff if students want to borrow or return books. Students are only allowed to borrow and return books through the librarian and are not allowed to enter the library room during this pandemic. This raises students' perceptions of library services getting a fairly good category.

Service aspects that could potentially get better value include daily opening, weekly opening, members percentage over total students, member percentage over lecturers and university staff, promotion varieties, yearly promotion event, and literacyinformation activity (Antasari, 2017). Rochmah (2016) menyebutkan bahwa there are three systems of services that can be implemented in a library that is open services system, the system covered services and system services mix. The implementation of the service depends on the circumstances of each library.

In line with previous research related to library services by Rohman (2020) said that the STIE Equity Bandung Library until when this research was conducted, was still not maximal in providing superior services to users / librarians, namely library services in accordance with the maximum expectations. desired by the user / library. The results of previous research indicate that the lowest value is obtained from the affect of service dimension, where users are quite satisfied with the services received (Widaryono, 2016). Therefore, the dimensions of library services at the College of Pharmacy Muhammadiyah Tangerang need to be improved. This can be done by increasing the accuracy of service, speed of service, IT support in the library and the students can access information easily.

CONCLUSIONS

The results showed that the quality of library services at the College of Pharmacy Muhammadiyah Tangerang was very good with a score of 42%. Students' perceptions of library infrastructure have a score of 53%. This shows that the infrastructure which includes the location of the library, supporting facilities, convenience and library design is considered very good by students. Students' perceptions of library collections have a score of 44%. This shows that the collections which include library collections (textbooks, novels, magazines, newspapers and journals), the availability of new books, and neatly arranged book collections are considered very good by students. Students' perceptions of library employees have a score 44%. This shows that employee knowledge, employee behavior, communication and employee appearance are considered very good by students. Meanwhile students' perceptions of library services were considered good enough by students with a value of 44%. This shows that the services which include accuracy, speed, IT support and easy access to information are considered good enough or quite satisfied by students. So that library services at the College of Pharmacy Muhammadiyah Tangerang need to be improved through service accuracy, service speed, IT support in the library and students can access information in the library easily.

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