

Library Service Quality at the Library and Archives Office of Barito Timur Regency

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Abstract. Problems faced related to the quality of library services at the Library and Archives Service of East Barito Regency include the ease of services that cannot be provided to library visitors in finding books, the accuracy of library service officers who have not been fully optimal and the comfort for consumers/book borrowers who have not been fully optimal because of the parking location vehicles that have not been properly maintained. The purpose of this study was to determine the quality of library services at the Library and Archives Service of East Barito Regency, the inhibiting factors and the efforts made to overcome obstacles. This study used descriptive qualitative method. Data collection techniques through observation, interviews and documentation. This study took 10 research informants using the Snowball Sampling Technique. Data credibility tests include extending observations, increasing persistence, using reference materials and member checking. The results of this study stated that the quality of service at the Library and Archives Service of East Barito Regency was quite good, this was seen from the aspect of service quality related to several indicators including; a) Transparent, namely providing fairly good service and easy access to services that are not good, b) Accountability of services that can be accounted for quite well, c) Conditional, namely services that are in accordance with the conditions and abilities of service providers who are not good enough and the ability of service recipients is sufficient good, d) Participatory, namely services that are not good enough and services that pay attention to aspirations quite well, e) Equality of rights, namely services that are good enough not to discriminate and the same services are given quite well, f) Balance of rights and obligations, namely the fulfillment of the rights of service recipients good enough and fulfilling the obligations of service recipients quite well. Factors that impede the quality of service at the Library and Archives Service of East Barito Regency, namely the ability/expertise of employees who are still uneven, the lack of availability of literacy. Efforts made to improve the quality of service at the Library and Archives Service of East Barito Regency in providing administrative services are increasing human resources through efforts to increase employee human resources by providing training (training) and study permits. In order for the quality of service at the Library and Archives Service of East Barito Regency to be optimal it is suggested to the Head of Library and Archives of East Barito Regency to update literacy materials that are still incomplete, employees increase their awareness and responsibility towards work and provide optimal service to the community and the community is more active in Gather information to employees about the services available.

Keywords: Library Service Quality, Public Services, Public Library, Information Access, Human Resource Competence

Introduction

Public services are one of the main functions of the government in fulfilling the basic rights of the community as mandated in the 1945 Constitution of the Republic of Indonesia. The provision of

quality public services becomes an indicator of the government's success in delivering services to the community effectively, efficiently, transparently, and accountably. According to Law Number 25 of 2009 on Public Services, public services are a series of activities aimed at fulfilling service needs in accordance with the provisions of legislation for every citizen regarding goods, services, and administrative services provided by public service organizers. Therefore, every government agency is required to provide professional services that are oriented toward public satisfaction [1], [2], [3], [4].

One form of public service that plays a strategic role in improving the quality of human resources is library services. Libraries do not only function as places for storing book collections, but also as centers for information, education, research, preservation, and recreation that support the improvement of community literacy. This is in line with Law Number 43 of 2007 on Libraries, which emphasizes that libraries serve as vehicles for education, research, preservation, information, and recreation to enhance the intelligence and empowerment of the nation. Local governments also have the obligation to ensure the provision of library services that are equitable, easily accessible, and capable of meeting the information needs of the community [5], [6].

As one of the public libraries, the Barito Timur District Library and Archives Office has the responsibility to provide various information services to all layers of society without distinguishing between age, gender, social background, or level of education. Public libraries are expected to provide quality services thru the provision of relevant collections, a good information management system, quick service, and facilities that support user comfort. The quality of service becomes an important factor in increasing the public's interest in reading while also building a positive image of the library as a lifelong learning center [7], [8], [9].

The behavior of library users is greatly influenced by the quality of service provided. Users will feel satisfied if the library can provide the needed information thru a service system that is easy, fast, accurate, and supported by competent staff. In addition, the availability of collections, ease of access to technology-based information, simple service procedures, and the comfort of the library environment are factors that determine the level of visitor satisfaction. Thus, the improvement of library service quality becomes a necessity that must be continuously pursued in order to meet the development of information technology and the increasing demand of the community for quality information services.

Library visit data shows that the student group is the largest user group with 678 visits, followed by university students with 194 visits, civil servants with 91 visits, the general public with 76 visits, police officers with 17 visits, military personnel with 2 visits, and other categories with 6 visits. The high number of visits indicates that the library plays an important role as a source of information and learning for the community. Therefore, the quality of service provided must be able to meet the expectations of users from various backgrounds.

However, based on the initial observation results, several issues were found that indicate the quality of library services still needs to be improved. First, the ease of service in searching for collections is not yet optimal because computers or database applications that facilitate visitors in finding the needed books are not available. Second, the accuracy of service is still not maximal, as evidenced by frequent errors in writing names or inputting the identities of book borrowers. Third, the capabilities of human resources are not evenly distributed, especially in mastering computer technology, library digitization, and the varying education levels of employees. These conditions have the potential to hinder service effectiveness and reduce the level of satisfaction among the community as library service users [10], [11].

The issue indicates that the improvement of library service quality does not only depend on the availability of facilities and infrastructure but is also influenced by the competence of human resources, service systems, and the utilization of information technology. Therefore, evaluating service quality becomes important as a basis for making continuous service improvements [12], [13].

This research uses the public service quality theory proposed by Sinambela et al. [4], which states that quality public service is reflected thru six indicators, namely transparency, accountability, conditionality, participatory, equality of rights, and balance of rights and obligations. These six indicators are used to comprehensively analyze the quality of Library services at the East Barito Regency Library and Archives Office.

Based on the description, this research aims to analyze the quality of library services at the Barito Timur District Library and Archives Office, identify the factors that hinder service delivery, and examine various efforts made to overcome these obstacles. The research results are expected to contribute to the development of Public Administration science, particularly in the field of public services, and serve as evaluation material and recommendations for the local government to improve the quality of library services to be more effective, responsive, and oriented toward public satisfaction.

Materials and Method

This research was conducted at the Barito Timur District Library and Archives Office located on Jalan A. Yani, Tamiang Layang, Dusun Timur District, Barito Timur Regency, Central Kalimantan. The selection of the research location is based on the consideration that the institution is the organizer of public library services at the district level, which plays an important role in providing information services to the community.

The research uses a qualitative approach with a descriptive type. The qualitative approach was chosen because it can provide an in-depth understanding of the quality of library services based on real conditions in the field. Descriptive research aims to systematically describe various phenomena related to the administration of library services without manipulating the objects being studied. This approach allows researchers to obtain a comprehensive picture of service quality and the factors that influence it [14], [15].

The research informants were determined using the snowball sampling technique, which involves the gradual selection of informants based on recommendations from previous informants until the information obtained is deemed sufficient. This technique was chosen because it allows researchers to obtain more in-depth data from parties considered to understand the research issues. The informants in the study numbered 10 people, consisting of employees from the Barito Timur District Library and Archives Office, as well as the community or library service users.

Data collection was conducted thru observation, in-depth interviews, and documentation. Observation was carried out to directly observe the library service delivery process, the condition of facilities and infrastructure, as well as the interaction between staff and service users. Interviews were used to obtain more in-depth information regarding the experiences, perceptions, and challenges faced by both staff and the community as service users. Meanwhile, documentation was utilized to complement the research data thru various official documents, activity reports, photos, and archives related to library services.

This research uses the public service quality indicators proposed by Sinambela et al. [4] as the basis for analysis, which include transparency, accountability, conditionality, participation, equality of rights, and the balance of rights and obligations. The six indicators are used to comprehensively assess the quality of library services while also identifying factors that hinder or improve service delivery.

Data analysis is conducted in stages using domain analysis, taxonomy analysis, and component analysis. Domain analysis is used to obtain an overview of the research object, taxonomy analysis is conducted to group data based on related categories, while component analysis is used to identify characteristics and relationships between indicators, resulting in a deeper understanding of the quality of library services at the Barito Timur District Library and Archives Office.

Results

The research results show that the quality of library services at the Barito Timur District Library and Archives Office is generally quite good, but there are still several aspects that need to be improved so that the public services provided can optimally meet the community's expectations. The analysis was conducted using the public service quality theory according to Sinambela et al. [4], which includes six indicators: transparency, accountability, conditionality, participation, equality of rights, and balance of rights and obligations.

In terms of transparency, library services have been provided openly to the entire community. Information regarding service procedures, membership requirements, and the book borrowing mechanism has been clearly communicated so that the public can easily access the services. This openness is also supported by leadership oversight and the implementation of applicable service

standards, resulting in accountable service. However, the ease of access to services is still not optimal. The absence of computers and database applications for the book catalog causes the collection search process to still be done manually. This condition causes the public to take longer to find the needed literature, resulting in the service efficiency not being fully achieved.

On the accountability indicator, library services have been carried out in accordance with the main duties and functions of the organization and following the applicable procedures. The form of service accountability is realized thru the preparation of the Government Agency Performance Accountability Report (LAKIP) as a medium for evaluating the implementation of public services. This shows that every service activity has a clear administrative basis and can be accountable to the community as well as the local government.

From a conditional aspect, the library service is not yet fully optimal. The staff's ability to provide services still needs to be improved, especially regarding the accuracy in writing member identities, inputting loan data, and recording book return dates. Although the errors that occurred are not fatal, this condition indicates that the technical competence of some staff still needs to be improved. On the other hand, the service has been adjusted to meet the needs of the community as service users thru simple procedures, so the community still receives fairly good service according to the existing conditions.

On the participatory indicator, the research results show that the library's efforts to encourage community involvement have been carried out thru socialization about the importance of a reading culture. However, the level of community participation is still relatively low. Most of the community only comes to utilize certain services without providing feedback, criticism, or suggestions that could serve as a basis for service improvement. The low level of participation is also influenced by the still limited collection of reading materials that are considered interesting by the public, resulting in library visits being more dominated by students rather than the general public.

In terms of equal rights, library services have adhered to the principles of non-discriminatory public service. The entire community has equal opportunities to utilize library facilities without distinguishing between social, economic, educational backgrounds, or employment status. Services are provided based on applicable procedures so that every user receives equal treatment as a public service recipient.

Next, on the indicator of the balance of rights and obligations, the library has provided services in accordance with the public's right to access information and reading materials. On the other hand, the public is also required to comply with the applicable regulations, such as having a library membership card before borrowing books and adhering to the collection return rules. Thus, the relationship between service providers and the community as users has been balanced in accordance with public service regulations.

In addition to examining service quality, this research also identifies factors that hinder library services. The first factor is the uneven capability of human resources, especially in mastering service administration and information technology. The continued occurrence of errors in member data entry and administrative recording indicates that employee competence still needs to be improved thru ongoing training. The second factor is the limited collection of reading materials. The available collection is considered not yet fully capable of meeting the needs of the community, especially in certain fields such as religious books, arts, culture, or popular literature that can increase the community's interest in reading.

To address these various obstacles, the Barito Timur District Library and Archives Office has undertaken various improvement efforts. One of the main steps is the enhancement of human resource capacity thru education and training (diklat), providing opportunities for continuing formal education, and improving competencies according to each employee's field of duty. These efforts are expected to enhance the professionalism of the apparatus, minimize administrative errors, and improve the quality of service to the community. In addition, the improvement of service quality also needs to be supported by the development of information technology-based service systems and the addition of a more diverse collection of reading materials to meet the information needs of the community and increase reading interest in Barito Timur Regency.

Discussion

Overall, the research results indicate that the quality of library services at the Barito Timur District Library and Archives Office has met most of the public service principles according to Sinambela et al. [4]. However, the effectiveness of the services still requires various improvements, particularly in the aspects of service accessibility, enhancement of human resource competencies, and the development of collections and information technology-based service systems so that public services can be conducted more effectively, efficiently, and with a focus on community satisfaction.

Conclusion

Based on the research and discussion results, it can be concluded that the quality of library services at the Barito Timur District Library and Archives Office is generally in the fairly good category, although there are still several aspects that require improvement. Analysis based on the Sinambela theory shows that the transparency indicator has been well-implemented thru the openness of service information to the public. However, the ease of access to services is still not optimal due to the unavailability of a computerized system and a book search database, so the process of collection tracking is still done manually. On the accountability indicator, the service has been carried out according to procedures and can be accounted for thru the agency's performance reporting mechanism. Meanwhile, on the conditional indicator, public service has been adjusted to meet user needs, although the competence of some staff still needs to be improved as administrative errors have been found, such as inputting member identities and recording borrowing data.

Next, on the participatory indicator, the library has made efforts to encourage community involvement by conveying information about the importance of a reading culture. However, public participation in providing feedback or criticism for service improvement is still relatively low. On the indicator of equality of rights, services have been provided fairly without distinguishing between the backgrounds of the community, so that all users have the same opportunity to utilize library services. Similarly, on the indicator of the balance of rights and obligations, the library has fulfilled the community's right to access information services, while the community is also required to comply with all service regulations, such as possessing a membership card and adhering to the collection borrowing procedures.

This research also identifies several factors that hinder the quality of library services. The main factor is the uneven competence of human resources, particularly in mastering service administration and information technology, as well as the limited collection of reading materials that have not yet fully met the information needs of the community. This condition has resulted in low public interest in visits and the suboptimal quality of service provided.

As an effort to overcome these obstacles, the East Barito Regency Library and Archives Office has enhanced human resource capacity thru education and training (diklat), providing opportunities for continuing formal education, and developing employee competencies according to their fields of duty. This step is expected to improve the professionalism of the apparatus while simultaneously enhancing the quality of library services sustainably.

Based on the research findings, several recommendations that can be made to improve the quality of library services are as follows.

First, the Barito Timur District Library and Archives Office needs to improve the quality and quantity of reading materials by periodically procuring books and collecting book donations from various parties. Additionally, the development of a digital library system along with a collection search database should be realized soon so that the community can access information more quickly and efficiently.

Second, library staff are expected to continuously improve their competence, professionalism, and meticulousness in providing services to the community. Enhancing skills in the fields of information technology, service administration, and public communication needs to be carried out continuously thru education and training so that administrative errors can be minimized and service quality can be further improved.

Third, the community as service users is expected to be more active in utilizing library facilities, providing suggestions and feedback on service quality, and adhering to all applicable regulations.

Community participation is one of the important factors in supporting the improvement of library service quality while also encouraging the growth of a literacy culture in Barito Timur Regency.

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