

ABSTRAK

Galant Lucky Munggaran (1106378), skripsi ini berjudul “Hubungan Kualitas Layanan Jurnal dengan Kepuasan Pemustaka di Perustakaan UPT BIT LIPI Bandung. (Studi Deskriptif Sistem Layanan Tertutup (*Close Access*) pada Layanan Jurnal di Perpustakaan UPT BIT LIPI Bandung)”.

Skripsi, Program Studi Perpustakaan dan Ilmu Informasi Departemen Kurikulum dan Teknologi Pendidikan Fakultas Ilmu Pendidikan Universitas Pendidikan Indonesia, Bandung 2015.

Layanan jurnal di perpustakaan UPT BIT LIPI Bandung menggunakan sistem tertutup. Hal ini menyebabkan pemustaka tidak dapat mengakses koleksi secara langsung. Tidak sedikit pemustaka yang merasa kebingungan dengan sistem pelayanan tertutup karena tidak dapat mengakses secara langsung koleksi yang dibutuhkan, hal tersebut berkaitan dengan tingkat kepuasan pemustaka. Permasalahan yang dikaji pada penelitian ini (1) bagaimana kualitas layanan jurnal dengan menggunakan sistem layanan tertutup (*close access*)?; (2) bagaimana kepuasan pemustaka terhadap kualitas layanan jurnal?; (3) bagaimana hubungan antara kualitas layanan jurnal menggunakan layanan tertutup (*close access*) dengan kepuasan pemustaka di perpustakaan UPT BIT LIPI Bandung?. Teknik pengumpulan data yang digunakan dalam penelitian ini adalah menggunakan instrumen berupa angket. Metode pada penelitian ini menggunakan metode deskriptif dengan pendekatan kuantitatif. Teknik pengambilan sampel yang digunakan adalah *simple random sampling*. Sampel dalam penelitian ini sebanyak 67 orang. Berdasarkan hasil penelitian terdapat hubungan yang *positif, kuat dan signifikan* antara kualitas layanan jurnal menggunakan layanan tertutup (*close access*) dengan kepuasan pemustaka di perpustakaan UPT BIT LIPI Bandung. Selanjutnya, jika dilihat dari gambaran kualitas layanan jurnal dengan menggunakan sistem layanan tertutup di perpustakaan UPT BIT LIPI Bandung berada dalam kategori *baik* dan gambaran mengenai kepuasan pemustaka terhadap kualitas layanan jurnal di perpustakaan UPT BIT LIPI Bandung berada dalam kategori *baik*.

Kata Kunci: Kualitas Layanan Jurnal, *Close Access* dan Kepuasan Pemustaka.

ABSTRACT

Galant Lucky Munggaran (1106378), this thesis entitled "Correlation Between Quality of Journal Service Point and User Satisfaction at the Library of UPT BIT LIPI Bandung (Descriptive Study of Closed Services System (Close Access) at Journal Service Point at the Library of UPT BIT LIPI Bandung)".

Thesis, Library and Information Program of the Department of Curriculum and Educational Technology, Faculty of Education, Indonesia University of Education, Bandung in 2015.

Journals in the library service point at UPT BIT LIPI Bandung use a closed system service. This causes users access unable to have to the collection directly. A number of users are confused with the service system because it can not give access directly to the collection, it is related to the user satisfaction. This study has a formulation of the problem (1) how the service quality of the journal by using a system of covered services at the Library of UPT BIT LIPI Bandung; (2) how the user satisfaction on the quality of journals on library services at UPT BIT LIPI Bandung; (3) how the relationship between service quality journal with user satisfaction at the library of UPT BIT LIPI Bandung. This study aims to determine the relationship of Closed on Quality of Service System with the Service User Satisfaction on using the collection of Journal at the Library of UPT BIT LIPI Bandung. Data collection techniques used in this research are instrument is in the form of observation, interviews and questionnaires. Sampling technique used was simple random sampling. The sample in this study is many as 67 people.

Based on the results of data analysis it can be proven that there is a significant relationship between the quality of service enclosed system at a journal collection and user satisfaction on using the collection at the library of UPT BIT LIPI Bandung with a *strong* degree of relationship. Furthermore, when it is seen from the picture of quality of service of the journal using a closed system service at the library of UPT BIT LIPI Bandung it indicates that the category and description of the user satisfaction on the quality of journals on library services at UPT BIT LIPI Bandung fall into the category of *good*.

Keywords: Quality of Services Closed System and User Satisfaction