Analysis Of Library Saleh Adiwinata User Satisfaction Using The LibQual+™ Method

Analisis Kepuasan Pemustaka Perpustakaan Saleh Adiwinata Dengan Menggunakan Metode LibQual+™

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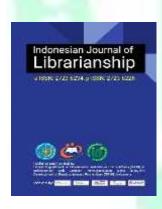lilisatikah@unpas.ac.id[1], irfanmuhajirin@ipdn.ac.id[2]

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Abstract

Background: The level of user satisfaction serves as an indicator of the effectiveness and overall performance of a library. The provision of high-quality library services plays a crucial role in attaining customer satisfaction. Quality services have the potential to deliver favorable experiences to users, enhance the accessibility of library collections, and effectively address the information requirements of users. Purpose: The aim of this study is to assess overall user happiness as well as user satisfaction across various dimensions of the LibQual+™ framework Method: The research methodology employed in this study is a quantitative survey method. The utilized tools align with the characteristics of the LibQual+™ technique, specifically Affect of Service, Information Control, and Library as Place. The sample parameters were determined by the utilization of accidental sampling, resulting in a total sample size of 86 respondents. Result: The study of the Adequacy Gap (AG) revealed a score of 0.199, while the investigation of the Superiority Gap (SG) yielded a value of -0.216. Moreover, in terms of the dimension of Service Affect, the gap score for AG is 0.195, while for SG it is -0.181. On the dimension of Information Control, the AG score is 0.217, whereas the SG score is 0.395. During the assessment of the Library as Place dimension, the AG score was determined to be 0.163, while the SG score was found to be 0.172. Conclusion: The findings indicate that users express a high level of satisfaction with the service quality provided by the Saleh Adiwinata Library. Furthermore, users perceive the service quality to be of good standard, falling within acceptable boundaries. The optimal sequence of dimensions that most effectively align with user expectations includes Information Control, Affect of Service, and Library as a Place.

Keywords: User Satisfaction; LibQual+™; Affect of Service; Information Control; Library as a Place

Abstrak

Latar Belakang: Kepuasan pemustaka merupakan tolak ukur keberhasilan sebuah perpustakaan. Layanan perpustakaan yang baik merupakan salah satu faktor penting dalam mencapai kepuasan pemustaka. Layanan yang berkualitas dapat memberikan pengalaman positif kepada pemustaka, meningkatkan aksesabilitas koleksi perpustakaan, dan membantu memenuhi kebutuhan informasi penggunanya. **Tujuan**: Mengetahui kepuasan pemustaka secara umum dan kepuasan pemustaka berdasarkan dimensi LibQual+™. **Metode**: Metode yang digunakan dalam penelitian ini adalah metode survei dengan pendekatan kuantitatif. Instrumen yang digunakan sesuai dengan dimensi pada metode LibQual+™ yaitu, *Affect of Service*, *Information Control*, dan *Library as Place*. Penentuan kriteria sampel menggunakan *accidental sampling* dengan total sampel sebanyak 86 responden. **Hasil**: Berdasarkan analisis kesenjangan *Adequacy Gap* (AG) didapatkan skor 0,199 dan berdasarkan analisis kesenjangan *Superiority Gap* (SG) didapatkan skor sebesar -0,216. Lebih lanjut pada dimensi *Affect of Service* skor kesenjangan AG adalah 0,195 dan SG sebesar -0,181. Kemudian pada dimensi *Information Control* skor AG adalah 0,217 dan SG sebesar 0,395. Sementara pada dimensi *Library as Place* skor AG didapat 0,163 dan SG sebesar 0,172. **Kesimpulan**: Pemustaka 'cukup puas' terhadap kualitas pelayanan Perpustakaan Saleh Adiwinata dan pemustaka menilai bahwa kualitas layanan dapat dikategorian 'baik' atau berada dalam batas toleransi. Adapun urutan dimensi yang paling memenuhi harapan pemustaka adalah dimensi *Information Control*, *Affect of Service*, dan *Library as Place*.

I.   INTRODUCTION

Background.   The primary objective of libraries, as stipulated by Law Number 43 of 2007, is to offer a range of services to users with the intention of fostering a deep appreciation for reading, expanding their intellectual capacities, and enhancing their overall knowledge. This, in turn, contributes to the educational development of the nation. (Law Number 43 of 2007 Concerning Libraries, 2007) Moreover, Article 14, specifically in paragraph (1) and paragraph (4), explicitly articulates the provision of library services in a commendable manner, with a clear focus on user interests. These services are systematically enhanced through the utilization of library resources to effectively address the diverse needs of users. Based on the aforementioned analysis, it is evident that the primary objective of library services is to ensure user happiness. In order to achieve user pleasure, it is important to implement a range of advancements aimed at addressing consumer requirements.

User satisfaction is derived from two distinct concepts, specifically satisfaction and user satisfaction. According to Kotler, satisfaction can be defined as an individual's assessment of their level of contentment derived from comparing their perceived performance or outcomes with their initial expectations. The conclusion of the interaction between expectations and experiences following the utilization of services or products might result in either satisfaction or discontent. (Kotler & Keller, 2016) In the context of library services, users refer to individuals, organizations, communities, or institutions who make use of the various resources and facilities offered by libraries. (Regulation of the Head of the National Library Number 13 of 2017 Concerning Higher Education National Standards, 2017) Hence, user satisfaction may be defined as the degree of contentment experienced by library patrons in their utilization of library resources and services.

The level of user satisfaction plays a crucial role in determining the overall success of a library. (Firman & Rahmah, 2012) In accordance with this perspective, Rahayuningsih disclosed that the contentment of users serves as the crucial pathway to achieving long-term success (Rahayuningsih, 2015b). Hence, it is imperative for libraries to cultivate and offer a range of products and services in order to cater to the diverse demands of customers, encompassing variations in content and accessibility. The library can be categorized into five distinct types, with the university library being one of them.

A college library is a fundamental component of educational, research, and community service endeavors, serving as a knowledge hub that facilitates the attainment of educational objectives within the college setting. (Regulation of the Head of the National Library Number 13 of 2017 Concerning Higher Education National Standards, 2017) The higher education library functions as a technical implementation unit that, in collaboration with other units, carries out the Tri Dharma of Higher Education. Its primary responsibilities include the collection, selection, processing, maintenance, and provision of information resources to the main institution and the broader academic community (Darwanto et al., 2015).

The Higher Education Library serves as a central hub inside the tertiary institution, playing a crucial role in facilitating the achievement of the institution's goals outlined in its vision and purpose. The Law Faculty of Pasundan University envisions itself as a distinguished institution that excels in quality and spearheads the advancement of legal entrepreneurs, guided by the principles of Sundanese and Islamic values by the year 2047.

Its mission is centered around the development of the three pillars of higher education in law, namely education, research, and community service, all of which are grounded in the principles of Islamic and Sundanese values.

The Saleh Adiwinata Library serves as the official library for the Faculty of Law at the University of Pasundan. The inauguration of this library took place in January 2020 with the primary objective of providing assistance for the educational endeavors of both students and lecturers. The act of designating 'Saleh Adiwinata' as a means of expressing gratitude towards the individual who served as the Dean of Pasundan University from 1986 to 1992. The primary objective of the Saleh Adiwinata Library, akin to other academic libraries, is to provide access to information in order to enhance knowledge and skills, bolster academic instruction, foster research endeavors, contribute to community outreach initiatives, and reinforce the educational curriculum of the Law Faculty at Pasundan University.

Based on the writer's empirical investigation, which involved conducting interviews with multiple users and staff members of the Saleh Adiwinata Library, several issues were identified as hindrances to the library's service activities. One notable problem pertained to the inadequacy of library collections in meeting the users' needs, as the desired materials were frequently unavailable due to their concurrent usage by other patrons. Furthermore, users have expressed dissatisfaction with the suboptimal attitude exhibited by librarians during their service.

Problems. The writer addresses this matter due to the presence of grievances regarding certain aspects of the services rendered by the Saleh Adiwinata Library, including the insufficiency of available collections and incongruence between service hours and operational schedules. The writer perceive the necessity to assess the degree of user satisfaction in relation to the quality of services rendered. The objective of this study is to obtain a comprehensive understanding of the requirements, preferences, and expectations of library users. This will enable the library to enhance the quality of its services, optimize its operational procedures, and foster better connections with its user base.

Previous Literature Review. A study pertaining to user satisfaction was carried out by Fadhlya, Suprayogi, and Imanudin, titled "Quality of Library Services at the Regional Library and Archives Board of West Java Province." The employed study methodology entails a qualitative approach that utilizes the aspects of service quality as a framework. The analysis process involves interactive procedures as outlined by Miles and Huberman, which facilitate the drawing of results and subsequent verification. The findings of this study suggest that the library services offered by the Regional Library and Archives Board of West Java Province have successfully met the various characteristics of service quality (Fadhlya et al., 2017).

The second study, titled "The Impact of Reference Service Quality Utilizing LibQual+™ on User Satisfaction at the Petra Christian University Surabaya Library," was done by Adin. The study employed explanatory quantitative methodologies to carry out the investigation. The study's findings indicate that individuals utilizing reference services express satisfaction with the quality of service given. Specifically, the expected value of users is somewhat lower (4.33) than the perceived value (4.43), resulting in a Gap Score of 0.10. In light of the T test findings, it has been determined that the Information Control variable holds the highest degree of influence (Adin, 2013).

The subsequent investigation was conducted by Fathmi, titled "A Study on the Measurement of User Satisfaction Levels for Library and Information Services in the Domain of Public Collection Services at the National Library of Indonesia." The objective of this study is to assess the degree of user satisfaction regarding library and information services pertaining to general collection services. The study comprises four distinct service

dimensions, specifically library collections, library services, librarians, and library facilities and infrastructure. The aforementioned four components are further subdivided into a total of seventeen indicators, encompassing a set of forty inquiries. The data analysis employed a quantitative descriptive approach, specifically utilizing frequency tabulations to show the data. Subsequently, a descriptive analysis was conducted by computing the percentage of each frequency and subsequently interpreting the results in a logical manner. In order to derive a conclusion from each indicator, an analysis is conducted utilizing the rating scale methodology. The findings of the survey indicate that users express a high level of satisfaction with many aspects of the Public Service Sector. Specifically, the dimensions of collections in the Public Service Sector received a satisfaction rating of 70.54%. Similarly, users reported a satisfaction rating of 74.75% for the service dimensions in the Public Service Sector. Furthermore, the dimension of Librarians in the Field of Public Services received a satisfaction rating of 76.88%. In relation to the facilities and infrastructure within the Public Service Sector, the respondents expressed a degree of satisfaction (64.22%). However, it is important to note that this level of satisfaction did not reach a statistically significant level (Fathmi, 2013).

Saputro and Utami conducted a study with the objective of assessing user satisfaction with service quality at the Yogyakarta Archaeological Center library. The study employed the LibQual+™ approach for this purpose. This study included four factors, including service affect, library as place, personal control, and information access. The research methodology employed in this study is a quantitative approach. The study population consisted of library customers who visited the facility between April and December 2018. The study utilized a sample size of 50 participants. Based on the gap analysis conducted, it has been determined that all dimensions of LibQual+™ exhibit negative values. Therefore, it is imperative to implement remedial measures in order to align with consumer expectations. The application of the importance-performance analysis revealed that the personal control subvariable associated with item 20, which pertains to current equipment, exhibited a gap value of -0.76. The provision of photocopier equipment and infrastructure is much desired by library users; nonetheless, it is noteworthy that the library currently does not offer photocopying services. In the context of the Archeology Center Library in the Special Region of Yogyakarta, it is noteworthy that the User happiness Index stands at 87.43%. This figure signifies a high level of happiness among users, indicating their contentment with the library's service performance (Saputro & Utami, 2020).

The research undertaken by Harisanty and Khotijah titled "User Assessment of Service Quality (Libqual) in the Surabaya State University Library" is of significant importance. This research employed a descriptive quantitative methodology and utilized a questionnaire as the data collection instrument. Nonrandom sampling technique was employed, specifically purposive sampling, to select participants from the Institut Teknologi Sepuluh November (ITS) Library, Universitas Airlangga (UNAIR), and Surabaya State University Library (UNESA). The data processing methodology involves the calculation of mean values for each service quality indicator. The service quality concept employed in this study is LibQual+™, which encompasses three dimensions: affect of service, information control, and library as place. The outcome indicates that the average user rating for the performance of the aforementioned three libraries is satisfactory. According to user feedback, the libraries of UNESA and ITS are ranked based on three criteria: the library as a physical space, information management, and the impact of the services provided. The user's appraisal of the best dimension in the UNAIR library follows a specific order, namely: library as place,

affect of service, and information control, in that respective sequence (Harisanty & Khotijah, 2016).

State of The Art. This writer's research exhibits several distinctions in relation to the aforementioned earlier studies. The research was conducted in the Saleh Adiwinata Library, Faculty of Pasundan University, employing a descriptive survey methodology. The writer employed incidental sampling to administer questionnaires to a selected group of participants. The analysis will be conducted in two stages, specifically a general analysis of user satisfaction and an analysis focused on the aspects of LibQual+™. This research holds equal significance to other studies on user happiness, as it entails conducting a satisfaction survey at the Saleh Adiwinata Library in order to identify areas of concern and enhance the overall quality of library services.

Purpose. The objective of this study was to ascertain a comprehensive depiction of user satisfaction levels regarding the service quality provided by the Saleh Adiwinata Library. Additionally, the study aimed to determine user satisfaction levels based on the dimensions of Affect of Service, Information Control, and Library as Place, utilizing the LibQual+™ method.

II. METHOD

The research employed a quantitative methodology utilizing a descriptive survey approach. A descriptive survey is a research methodology that aims to provide a comprehensive description and analysis of the conditions or features pertaining to a certain population or object of study. Typically, this approach entails the acquisition of data by questionnaires, interviews, or observations, with subsequent descriptive analysis conducted (Sugiyono, 2017).

The study population comprises individuals that visited the Saleh Adiwinata library in the year 2022, with a total count of 6,974 individuals, resulting in an average monthly visitation of 581 individuals. The writer employed the Slovin formula, with a 10% error rate, to ascertain the appropriate sample size. Consequently, a total of 86 individuals were included in the study. The writer employed a non-probability sampling methodology known as accidental sampling in their study.

The writer uses the LibQual+™ approach as a study instrument. The LibQual+™ method is a specialized approach utilized for the assessment of service quality within library settings. The measurement is predicated upon the degree of perceptions and expectations held by users (Rahayuningsih, 2015a). Killick (2013) proposes that the assessment of library service quality through the utilization of the LibQual+™ technique encompasses three distinct dimensions: Affect of Service, Information Control, and Library as Place.

The writer employed various data collection procedures, including surveys, interviews, and observations. The survey comprised a total of 22 questions and was administered online using the Google Forms platform in May 2023. Subsequently, a validity assessment and evaluation of instrument reliability were conducted on a sample of 30 participants. The validity test was conducted with the Pearson Product Moment formula in accordance with the prescribed formula:

$$r_{xy} = \frac{n\sum xy - (\sum x).(\sum y)}{\sqrt{\{n\sum x^2 - (\sum x)^2\}.\{n\sum y^2 - (\sum y)^2\}}}$$

A correlation coefficient value of 0,3 or higher is often regarded as sufficient for establishing validity. The coefficient values obtained for all instruments in the study, as

calculated using the SPSS 23.0 tool, exceed the threshold of 0,3. Therefore, it can be inferred that all instruments possess the capacity to be deemed valid.

In the process of conducting reliability tests, the writer employed the Cronbach Alpha formula to assess the dependability of the measurements.

$$r_{11} = \left[\frac{k}{k-1}\right]\left[1 - \frac{\sum \sigma_{b^2}}{\sigma_{t^2}}\right]$$

A collection of statements utilized for the purpose of assessing a particular variable is considered to possess reliability and efficacy in measuring said variable if the coefficient of reliability is equal to or exceeds 0,70. (Kaplan & Sacuzzo, 2012). According to the outcomes of computations utilizing the identical application, it is seen that the alpha value acquired by all instruments surpasses 0,70. Hence, it can be inferred that all instruments possess the capacity to be deemed credible.

The data analysis approach employed in this study involves the examination of a two-stage questionnaire. The initial phase involves doing a comprehensive analysis of overall user satisfaction, while the subsequent phase entails conducting a detailed analysis of user satisfaction across many dimensions as outlined in the LibQual+™ framework. The process of conducting data analysis typically involves the following steps: Calculating the total perception or total perceived expectations, the minimum total expected score and the desired total expected score for each question item; Calculating the average score of perceptions (perceived), the average score of minimum expectations and the average score of ideal expectations; Comparing the average perceived scores, minimum expectations, and ideal expectations in order to obtain a gap score to determine service quality.

Moreover, as stated by Fatmawati (2012), the measurement of satisfaction level is conducted using a gap score, which is calculated using the following formula:

> AG (*Adequacy Gap*) = *Perceived* (P) – *Minimum* (M)
> SG (*Superiority Gap*) = *Perceived* (P) – *Desired* (D)

The calculation formula pertaining to apparent gravity (AG) and specific gravity (SG) comprises three significant terms, which are: AG (Adequacy Gap) is the value obtained by subtracting the minimum expectation (minimum) from the perception (perceived). If the AG score is negative, it indicates that the library failed to meet or did not meet the user's minimum expectations; SG (Superiority Gap) is the value derived by subtracting the perceived expectation from the desired expectation. Therefore, a positive SG score indicates that the library has exceeded the user's intended level of satisfaction; The tolerance zone is the area between the minimum acceptable level and the expected level. Therefore, the user's perception is deemed optimal if it falls within the "zone of tolerance."

Fatmawati elaborated on the significance of the AG and SG ratings in the preceding formula as follows: Users are "very satisfied" with the services they receive if the SG score is positive, which indicates that the services provided have exceeded their ideal expectations; If the SG score is negative, it indicates that the service quality falls between the minimum acceptable level and the ideal expectation level. This is referred to as the "zone of tolerance."; If the AG score is positive, implying that the services provided have exceeded or met the user's minimum expectations, then the user is "quite satisfied" with the service provided; If the AG score is negative, it indicates that the services provided do not meet the minimum expectations of users, and therefore users are "not satisfied" with the services they receive.

Therefore, it can be stated that the provided services fall below the minimum value (Fatmawati, 2012).

III. RESULT AND DISCUSSION

The questionnaire distributed comprised a total of 22 question items, including 4 (four) question items regarding the characteristics of the respondents to determine their background, which would then be used as input to clarify research data, and 18 (eighteen) question items regarding the perceptions and expectations of users of the quality of library services Saleh Adiwinata based on the dimensions of the LibQual+™ method, specifically Affect of Service, Information Control, and Library as Place.

Table 1.
Gender of the Respondents

Gender	Frequency	Percentage
Male	25	29,1%
Female	61	70,9%

Source: Research Data, 2023

The frequency of sexual activity has been determined based on Table 1. In this study, there were 86 participants, 25 people were male (29.1%) and 61 people were female (70.9%). Based on these results, it can be concluded that the majority of the respondents studied were female.

Table 2.
Occupation of the Respondents

Occupation	Frequency	Percentage
Undergraduate Student	86	100%
Lecturer	0	0%
Educators	0	0%

Source: Research Data, 2023

The table 2 provides information regarding the prevalence of the respondent's occupation category. In this research, all 86 respondents (100%) were employed as students. There were no respondents who worked as lecturers or instructional personnel at Pasundan University's Law Faculty.

Table 3.
Respondents' Batch

Class of	Frequency	Percentage
2017	1	1,16%
2018	6	6,98%
2019	40	46,51%
2020	8	9,30%
2021	6	6,98%

| **2022** | 25 | 29,07% |

Source: Research Data, 2023

Table 3 reveals that, out of a total of 86 respondents, the majority were students from the class of 2019 (46.51%). Then, according to the number of respondents, there are 25 students from the class of 2022 (29.07%), 8 students from the class of 2020 (9.30%), 6 students from the classes of 2018 and 2021 (6.98%), and one student from the class of 2017 (1.16%). Based on these data, it is evident that the majority of Saleh Adiwinata Library users are students of the 2019 academic year, as the majority of 2019 students are presently engaged in undergraduate thesis activities.

Table 4.
Frequency of Visiting the Library

Frequency of Visiting the Library	**Frequency**	**Percentage**
1-2 time(s) per week	63	73,26%
3-4 times per week	19	22,09%
5-6 times per week	4	4,65%

Source: Research Data, 2023

Based on table 4, the frequency in which respondents visit the Saleh Adiwinata Library is determined. It is known that 63 respondents (73.26%) visit the library between once and twice per week. Then 19 respondents (22.09%) visited the library 3-4 times per week, while only 4 respondents (4.65%) visited 5-6 times per week.

User satisfaction in general. The level of user satisfaction based on the LibQual+™ method can be measured using a gap analysis (gap analysis) between perceived, minimum, and desired expectations. Afterwards, the Adequacy Gap (AG) and Superiority Gap (SG) are calculated. The Adequacy Gap (AG) is the difference between the average perceived score and the average minimum expectation score, and the Superiority Gap (SG) is the difference between the average perceived score and the average expectation score that is ideal (desired).

Listed below is the average score for all questions regarding perception (perceived), minimum expectations (minimum), and optimal expectations (desired):

Table 5.
The average score for perception (P), minimum expectations (M), and optimal expectations (D), Adequacy Gap (AG) and Superiority Gap (SG).

P	**M**	**D**	**AG**	**SG**
8,030	7,831	8,316	0,199	-0,286

Source: Research Data, 2023

The average perceived score (P) is 8.030, the average minimum expectation score (M) is 7.831, and the optimal ideal expectation score (D) is 8.316, as shown in Table 5. According to these data, the user's perception falls between the user's minimum and ideal expectations. The Adequacy Gap (AG) score is 0.199, whereas the Superiority Gap (SG) score is -0.286.

From the results of the analysis of user satisfaction based on the table above, it can be concluded that users are "**quite satisfied**" with the service quality of the Saleh Adiwinata

Library, which is rated as **"good"**. This is demonstrated by the positive Adequacy Gap (AG) score and the **negative** Superiority Gap (SG) score.

User satisfaction based on the LibQual+™ method's dimensions. Presented below is a data analysis conducted on the three dimensions of LibQual+™ to measure the level of user satisfaction with the service quality of the Saleh Adiwinata Library:

Table 6.
Average Perception (P), Minimum Expectations (M), and Ideal Expectations (D) scores based on the LibQual+™ Dimension.

Dimension	P	M	D	AG	SG
Affect of Service (AS)	8,314	8,119	8,495	0,195	-0,181
Information Control (IC)	7,727	7,510	8,123	0,217	-0,395
Library as Place (LP)	8,355	8,192	8,526	0,163	-0,172

Source: Research Data, 2023

The LibQual+™ dimension analysis is derived by summing all Average Perception (P), Minimum Expectations (M), and Ideal Expectations (D). The cumulative score is then divided by the number of queries associated with each dimension. Consequently, the results obtained are shown in Table 6 above. For additional information, please refer to the graph below:

Picture 1.
Average score of Perception (P), Minimum Expectation(M), and Ideal Expectation (D) based on LibQual+™ Dimension.

Source: Research Data, 2023

According to the above tables and diagrams, the average minimum expectation score (M) for the Affect of Service (AS) dimension is 8.119, while the average ideal expectation score (D) is 8.495. In the meantime, the average perception score (P) was 8.314. The minimum average score (M) on the Information Control (IC) dimension is 7.510, the ideal score (D) is 8.123, and the perception average score (P) is 7.727. The average minimal expectations score for the Library as Place (LP) dimension is 8.192, the average ideal score is 8.526, and the average perception score is 8.355.
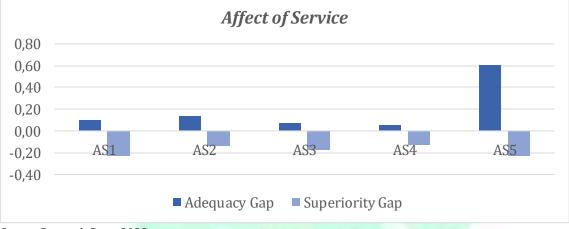
In addition, a gap score is calculated to ascertain the level of user satisfaction, resulting in an Adequacy Gap (AG) score and a Superiority Gap (SG) score. The AG score on the Affect of Service (AS) dimension is 0.195, while the SG score is -0.181. The AG score on the

Information Control (IC) dimension is 0.216, while the SG score is -0.395. The AG score for the Library as Place (LP) dimension is 0.164, while the SG score is -0.172.

Based on these data, it is known that the AG score on all three dimensions of LibQual⁺™ is **positive**, so it can be concluded that the user is **'quite satisfied'** with the Saleh Adiwinata library's services. The Information Control (IC) dimension, followed by the Affect of Service (AS) dimension, and ultimately the Library as Place (LP) dimension, are the dimensions that satisfy consumers the most. In addition, the average SG score on all three dimensions of LibQual⁺™ is **negative**, indicating that Saleh Adiwinata's library services can be classified as **competent** or acceptable. Table 6 reveals that Information Control (IC) is the finest dimension, followed by Affect of Service (AS) and Library as Place (LP). The Information Control (IC) dimension is thus the dimension closest to user expectations, whereas the Library as Place (LP) dimension is the dimension farthest from user expectations.

User satisfaction based on the Affect of Service dimension. The Affect of Service (AS) dimension is a LibQual⁺™ dimension that incorporates aspects of librarians' attitude and dependability when addressing user issues. In the Affect of Service (AS) dimension, five queries are used to determine the average score of the Adequacy Gap (AG) and Superiority Gap (SG) through a gap analysis (gap analysis). The following graph provides additional information regarding the Adequacy Gap (AG) and Superiority Gap (SG) values on the Affect of Service dimension:

Picture 2.
Adequacy Gap (AG) and Superiority Gap (SG) average scores on the Affect of Service (AS) dimension

Source: Research Data, 2023

According to Figure 2, all average Adequacy Gap (AG) scores are **positive**, whereas all average Superiority Gap (SG) scores are **negative**. This occurred due to the fact that the average score of respondents' perceptions (P) for all queries on the Affect of Service (AS) dimension fell between the average scores of minimum expectations (M) and ideal expectations (D). Therefore, it can be concluded that the librarian Saleh Adiwinata's approach to providing services is **'quite satisfied'** despite not completely meeting the user's expectations.

Then, based on the analysis of each question item on the Affect of Service (AS) dimension, it was determined that the question item that contributed the most to the respondent's satisfaction was number 5 (AS5 - The librarian's willingness to assist me with my library
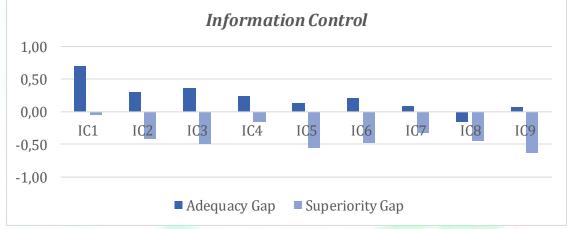
difficulties). This is due to the fact that question number 5 receives the greatest average AG score compared to the other four questions. On the basis of user observations and interviews, it has been determined that Saleh Adiwinata, a member of the library staff, is very responsive in providing assistance to library users who are having trouble accessing information. On the Affect of Service (AS) dimension, the query number 4 (AS4-Officers can be trusted because they have knowledge of their profession) has the lowest average score for the AG. Moreover, for the average SG score, item one (AS1-Officers serving according to the specified operating hours) and item five (AS5-Willingness of the librarian to assist me with my difficulties in the library) have the greatest discrepancy with user expectations. In addition, the fourth query item (AS4-Officers can be trusted because they have expertise in their field) has the lowest average SG score.

User satisfaction based on dimensions of Information Control. Information Control is a LibQual+™ dimension that measures the extent to which user contentment is achieved in terms of information availability and access to high-quality information. On the Information Control (IS) dimension, there are nine queries followed by a gap analysis (gap analysis) to determine the Adequacy Gap (AG) and Superiority Gap (SG) average score. The following graphic displays the result of calculating the Adequacy Gap (AG) and Superiority Gap (SG) on the Information Control (IC) dimension.

Picture 3.
Adequacy Gap (AG) and Superiority Gap (SG) average scores on the Information Control (IS) dimension

Source: Research Data, 2023

According to Figure 3, the average Adequacy Gap (AG) score on the Information Control (IS) dimension is predominantly **positive**, but there is one question with a **negative** AG score: the eighth question item (IC8 - Adequacy of the number of copies of the collection to meet the needs). This indicates that users are '**dissatisfied**' with the quantity of copies available in each collection at the Saleh Adiwinata Library. This is consistent with the findings of user interviews, which indicate that the requisite collections are sometimes unavailable because they are still being borrowed by other users. In contrast, the first question item (IC1 - Clarity of instructions for using service facilities) has the greatest average AG score on the Information Control (IS) dimension with a positive value. Therefore, it can be concluded that users are '**quite satisfied**' with the information regarding the lucidity of the guidelines for using the Saleh Adiwinata library. The reason for this is that there are numerous banners in the library room that provide instructions for using the
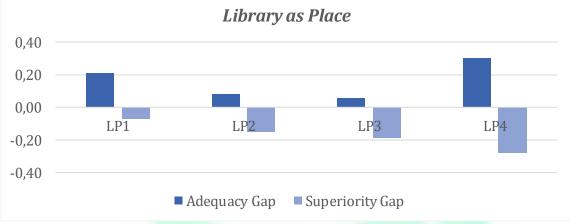
library's resources. In addition, it is available as a pocket book that can be obtained from the website hukum.unpas.ac.id and as infographics that are exhibited on the Instagram account @perpushukumunpas.

In addition, as shown in Figure 3, the average Superiority Gap (SG) score for all queries on the Information Control (IS) dimension is negative. This indicates that the Saleh Adiwinata library's service quality in terms of access to information and collection availability continues to fall short of user expectations. The first question item (IC1 - Clarity of instructions for using service facilities) is closest to the user's expectations, while the ninth question item (IC9 - Adequacy of the number of collections that can be borrowed and taken home) is the furthest from the user's expectations. This is comparable to the limitations that users continue to encounter in terms of the number of copies in each available collection.

User satisfaction based on dimensions of library as a place. The Library as Place dimension is a LibQual+™ dimension that encompasses aspects of space and facilities that support library user learning activities. In this dimension, there are four queries that are each subjected to a gap analysis (gap analysis) to determine the average Adequacy Gap (AG) and Superiority Gap (SG) scores. The following is a graphical representation of the Adequacy Gap (AG) score and Superiority Gap (SG) score on the Library as Place (LP) dimension:

Picture 4.
Adequacy Gap (AG) and Superiority Gap (SG) average scores on the Library as Place (LP) dimension

Source: Research Data, 2023

The image demonstrates that the average Adequacy Gap (AG) score for all queries on the Library as Place (LP) dimension is **positive**, while the average Superiority Gap (SG) score is **negative**. With this gap value, it can be concluded that users are '**quite satisfied**' with some aspects of the Saleh Adiwinata Library's facilities and rooms, but that the library has not provided the level of service that respondents as users desire. The question item with the highest AG score is the fourth question item (LP4-Library is a conducive environment for me to study). This indicates that the respondent is'most content' with the convenience of utilizing the library space for learning concentration. The item with the lowest average SG score is the first question (LP1-Library has adequate facilities and structures). This demonstrates that sufficient library structures and facilities are the'most tolerable' features. The reason for this is that the Saleh Adiwinata library is considered a new building because

it was only inaugurated in 2020. In addition, the library building is outfitted with facilities such as workstations with high-speed Internet connections, WiFi, smart televisions, and discussion rooms.

Discussion of the Research Findings. In this study, it was determined that the Saleh Adiwinata Library provides consumers with services that are, on the whole, satisfactory. In contrast to the research conducted by Laksana et al. (2019) at the Library of the Faculty of Agriculture at the University of Padjadjaran, it was determined that the quality of service was rated as extremely inadequate. This is evidenced by the fact that the user's perception value is lower than their expectations before visiting the Unpad Faperta library. User dissatisfaction is caused by a lack of service attitude on the part of librarians, the disorganized arrangement of collections that makes it difficult to retrieve information, and the quiet ambiance of the library.

In addition, the Information Control (IC) dimension was identified as the LibQual+™ dimension that best reflects user satisfaction in this study. In contrast, the Library as Place (LP) dimension does not meet user expectations. It differs from the findings of Nurvia and Anggraini's research on the Digilib Library of the Central Statistics Agency of Riau Province, which indicates that the Information Control (IC) dimension is the one that falls short of expectations the most and requires significant improvement (Nurvia & Anggraini, 2016). Even though the Information Control (IC) dimension is an essential contributor to user satisfaction, it has a limited effect.

This Information Control (IC) dimension includes the integrity and accessibility of the library's information. In addition, the library is responsible for providing accurate, novel, balanced, and reliable information based on the information sources provided. Cahyani and Christiani (2015) said the same thing, stating that library information sources are one of the primary pillars or attractions for visitors. The availability of collections is one of the most essential aspects of a library's existence because it can motivate people to visit the library.

Furthermore, it is essential that users have simple and equal access to information. The information provided by libraries must be accessible to various user groups, such as students, researchers, and the general public. This includes the provision of comfortable reading rooms, disabled-friendly facilities, and adequate accessibility. In addition, the library seeks to provide electronic access via online platforms or computer networks so that users can remotely access information resources.

IV. CONCLUSION

According to the results of data processing, the average score for perceptions (P) is 8.030, which falls between the average scores for minimum expectations (M) and ideal expectations (D). Further analysis of the Adequacy Gap (AG) gap yielded a positive value of 0.199, indicating that users are 'quite satisfied' with the Saleh Adiwinata Library's services. Moreover, the gap analysis of the Superiority Gap (SG) yields a negative value of -0.216. This indicates that consumers rate the service quality of the Saleh Adiwinata Library as 'good' or within acceptable parameters.

The three dimensions of LibQual+™ user satisfaction, Affect of Service, Information Control, and Library as Place, all have positive Adequacy Gap (AG) gap scores and negative Superiority Gap (SG) gap scores. This indicates that the Saleh Adiwinata Library has exceeded the minimum expectations of users for its services based on the three dimensions of LibQual+™, but not the ideal or desired expectations of users. The order of dimensions that meets user expectations the best is Information Control (IC), followed by Affect of Service (AS), while Library as Place (LP) does not meet user expectations.

Research Limitations. This research is still limited in terms of respondents, as none of the lecturers and other teaching staff who are part of the academic community at the Faculty of Law, University of Pasundan and are consumers of the Saleh Adiwinata library are respondents.

Future Research Directions. This research is anticipated to contribute to research on user satisfaction and be beneficial in efforts to improve service quality, meet user requirements, and strengthen the library's function as a learning and research center in the higher education environment.

V. ACKNOWLEDGEMENT

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