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THE IMPLICATIONS OF LIBRARY SERVICE DEVELOPMENT ON STUDENTS' SATISFACTION AT THE STATE ISLAMIC UNIVERSITY IN INDONESIA

by Mukhtaruddin Mukhtaruddin

The Implications of Library Service Development on Students' Satisfaction at the State Islamic University in Indonesia

Mukhtaruddin[1]; Syukrinur[2]; Saifullah Idris[3]; Masrizal[4]; Sulaiman[5]

[1,2,3]*Universitas Islam Negeri Ar-Raniry Banda Aceh, Indonesia*
[4]*Universitas Syiah Kuala, Banda Aceh, Indonesia*
[5]*Sekolah Tinggi Agama Islam PTIQ Aceh, Indonesia*

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Mukhtaruddin[1]; Syukrinur[2]; Saifullah Idris[3]; Masrizal[4]; Sulaiman[5]

[1,2,3]*Universitas Islam Negeri Ar-Raniry Banda Aceh, Indonesia*
[4]*Universitas Syiah Kuala, Banda Aceh, Indonesia*
[5]*Sekolah Tinggi Agama Islam PTIQ Aceh, Indonesia*
[1]*Contributor Email: mukhtaruddin@ar-raniry.ac.id*

Abstract

This research focused on (1) the development of library services at the State Islamic University (hereafter UIN) in Indonesia, and (2) the implications of library services for students' learning satisfaction at UIN in Indonesia. This research used mix-methods using a purposive sampling technique. The samples were three library directors, 12 librarians, and 345 students. Data collections involved interviews, observations, and questionnaires, while the data were analyzed using a descriptive approach. The results showed that UIN in Indonesia developed the library services through planning, developing facilities, improving librarian competencies, enhancing the collaboration or network between libraries, and developing the library services. The results also revealed that the quality of library services at UIN in Indonesia was categorized as good, with an average of 76.62%. In contrast, the level of student satisfaction concerning the library services of UIN was classified as satisfactory, with an average of 76.91%. The library services had a strong implication on UIN students' satisfaction, with a correlation coefficient of 0.765. This means that library services have a strong relationship with UIN students' learning satisfaction in Indonesia.

A. Introduction

The library is a crucial component of the State Islamic Higher Education Institution (hereafter PTKIN) in Indonesia, both; the State Islamic University (hereafter UIN), State Islamic Institute (hereafter IAIN), and State Islamic College (hereafter STAIN). Every PTKIN must be equipped with a library, and it is part of the standard of higher education Institution. The library, as an essential element in higher education institution, is expected to run well to support the implementation of the university Tri Dharma: education and teaching, research, and community service.

The organization of the university library must refer to the national library and national education standards. Following the use of the library, the libraries at PTKIN should provide adequate and relevant collections (in titles and copies) for teaching and learning as well as research and community service; develop library services based on information and communication technology; allocate funds for library development; and provide quality service that meets the needs and expectations of students as primary library users.

The indicators of the success of library management in higher education institutions were highly influenced by the satisfaction level of the academic community as library users (Winarsis, 2005). Library satisfaction can be achieved if the library services meet the users' needs.

The library has a strategic position at the tertiary education institution as a major supporter for the university Tri Dharma. The Government Regulation Number 5 of 1980, regarding the main foundations of the university or institute, stipulates that higher education libraries as the Technical Services Unit (hereafter UPT). The UPT is a technical support facility at a university or institute in the field of education and teaching, research and community service (Barmawi, 2012). Thus, library services at UIN in Indonesia should be run optimally to support the lectures.

The quality of library services should be market-based, that the quality of UIN library services in Indonesia must be based on the needs of students as users. The quality library services influence students' satisfaction as a user (Simosir, 2005).

The good quality of library services should fulfill the following four conditions: (1) relevant, actual and accurate collections, (2) qualified and professional staff, (3) fast and appropriate service systems, (4) adequate facilities and infrastructure. Furthermore, the library is successful if it is optimally used by the users (Dwijati, 2006). Referring to these service quality indicators, the quality of library services at UIN in Indonesia is lacking. The observations results, as the preliminary information, found by some library staff was less professional and the library facilities are limited, hindering them from providing excellent services (Fitriyani & Pramusinto, 2018; Putri & Maralis, 2019). Therefore, the library services of UIN in Indonesia should be developed to provide quality services and satisfaction to students.

Based on the above problems, the researchers are interested in conducting more in-depth research investigating the implications of the development of the UIN library services in Indonesia on students' satisfaction.

B. Literature Review

The term library is also called *maktabah* (in Arabic), *Biblioteca* (in Italian), *Bibliotheque* (in French), Bibliothek (in German) and *bibliotheck*(in Dutch). A library is a collection of informational materials, including books and non-books, organized by a particular system to serve its purpose (Rahayu, 2017).

The benefits-based library services must effectively cater to the needs of students as library users at UIN in Indonesia. The quality of library services is a crucial aspect of students' satisfaction.

Reviewing the quality characteristics of library services, the author refers to the concept of Service Quality (Servqual) pioneered by Parasuraman. Parasuraman (1988) in (Mulyana, 2013)mentioned five aspects to determine the quality of service: (a) Tangibles: physical facilities, equipment, and the staff appearance; (b) Reliability: the reliability of the service system provided by the library; (c) Responsiveness: the responsiveness in helping students and provide the services; (d) Assurance: the services provide the guarantees of

security and resources competency in services, (e) Empathy: the ease in obtaining the services, the friendliness, the communication, and the understanding of consumers' needs. These five indicators were used to measure the quality of library services at UIN in Indonesia (Hunt, 2011; Soerjaningsih, 2004).

Satisfaction is an expression of feelings, the pleasure, and displeasure arising because of the desired needs. Philip Kotler (1997) in (Harmoko, 2017) defined satisfaction as a person's feelings of pleasure and disappointment originating from the comparison between his/her impression of the performance or results of a product and his expectations. Meanwhile, argued that satisfaction is one's comparison of the performance and expectation on a service or product, generating the feeling of satisfaction to the users in the library (Novianti, 2015). They added that satisfaction is a tool to improve the quality of future service.

Quality library services affect student satisfaction. This is in line with the concept of learning services which states that the quality of service affects customer satisfaction (Sulaiman, 2015). In library services, students' satisfaction as consumers should be a major concern, which also has implications on students' motivation to visit the library in strengthening students' human resources in their reading interests in various review literature as references or information needed.

C. Method

This research employed a mix-method combining the qualitative and a quantitative approach (Creswell, 2018; Moleong, 2013; Sugiyono, 2011; Walidin, 2015). The research samples were selected based on the purposive sampling technique (Arikunto, 2002; Sugiyono, 2011). The samples were three of UPT Library directors, 20 employees, and 345 students at three State Islamic Universities in Indonesia: Universitas Islam Negeri Syarif Hidayatullah Jakarta, Universitas Islam NegeriAr-Raniry Banda Aceh, and Universitas Islam Negeri Sunan Kalijaga Yogyakarta. Data collection involved interviews, observations, documentation, and student questionnaires. Qualitative data were analyzed using a descriptive approach, while quantitative data were analyzed using simple percentages.

The qualitative approach used in this study aims to explain the development of library services at a policy level played by three library heads at three State Islamic Universities in Indonesia (UIN Ar-Raniry, UIN Syarif Hidayatullah Jakarta, and UIN Sunan Kalijaga Yogyakarta). While the quantitative approach is used to explain the percentage of implications of library services to student satisfaction at three State Islamic Universities in Indonesia.

D. Result and Discussion

This manuscript explains that the findings of research on the development of library services and their implications on the quality of service to students at three State Islamic universities in Indonesia apply the concept of service quality (Servqual) by Pasaruman. The Servqual concept has contributed knowledge in library services at three State Islamic universities in Indonesia.

1. Result

a. The Development of Library Services

The development of library services at UIN in Indonesia begins with a planning program designed at each library UPT, called a blueprint. Later the development of facilities, such as Multi-Purpose Station (MPS), Multi-Purpose Kiosk (MPK), lockers, Digital signage, Carrel rooms, multipurpose rooms, is adjusted to the needs. On the other hand, the competencies development of the librarians at UIN library is generally conducted through training and further education (masters and doctoral degrees) for those interested. Furthermore, the development of library services is also carried out by developing circulation, referrals, and others.

b. The Implication of Library Service to Students' Learning Satisfaction

An effective library service is an indicator of its quality. This study used Servqual theory with five indicators to measure the quality of UIN library services. The indicators are tangible, reliable, responsive, assurance,

and empathy (Mehmood, 2015). The measurement of the quality of library services is discussed further in the following section.

Based on the questionnaires administered to respondents for library service, the library service has an average of 76.62% or ranging between 68.30% and 84.30%. Thus, it can be concluded that UIN library services in Indonesia are in the high category. Further explanation concerning the results of UIN library service variables in Indonesia is presented in Table 1.

Table 1: The Respondents' Responses on the UIN Library Service Variables in Indonesia

No	The Dimension of Service Quality	Score	Ideal Score	%	Criteria
1	Tangible	12089	15525	77.86	High
2	Reliability	9363	12075	77.54	High
3	Responsiveness	7590	10350	73.33	High
4	Assurance	6642	8625	77.00	High
5	Empathy	6613	8625	76.67	High
Total Average		**42297**	**55200**	**76.62**	**High**

Table 1 shows that the lowest average is in the responsiveness dimension (73.33%), followed by empathy (76.67%), assurance (77.00%), and reliability (77.54%), while the highest average is the tangible dimension (77.86%). Overall, all the library service variables have implications on the students' learning satisfaction at UIN in Indonesia.

c. **Students' satisfaction**

The satisfaction of the students or users is the goal of library services at UIN in Indonesia. Five factors are determining the level of satisfaction: (1) Product quality, (2) Service quality, (3) Emotional, (4) Price, and (5) Cost (Mulyana, 2013; Rambat, 2001). In this study, the students' satisfaction was measured by 11 statements.

The result of the study shows that the average percentage of the students' satisfaction was 76.91% or ranging from 68.30% to 84.30%. This

result indicates that the level of students' satisfaction concerning the UIN library services in Indonesia is in the "high" category. The overall results of students' satisfaction are displayed in Table 2.

Table 2: The respondents' Answers concerning the Students' Satisfaction

No	Item	Score	Ideal Score	%	Criteria
1	I am satisfied with the appearance of the building, the design of the room, and the lighting of the library room.	1454	1725	84.28	Satisfied
2	I am satisfied with the facilities in the library (tables, chairs, furniture, lockers, parking, discussion rooms, etc.)	1380	1725	80.00	Satisfied
3	I am satisfied with the information technology and internet network facilities in the library (e-resources search computer, Wi-Fi/hotspot, OPAC computer, etc.)	1261	1725	73.10	Satisfied
4	I am satisfied with the comprehensive, up to date, relevant, accurate and reliable collection/ source of information available in the library	1246	1725	72.23	Satisfied
5	I am satisfied with the information system in the library	1329	1725	77.04	Satisfied
6	I am satisfied with the library service hours	1352	1725	78.37	Satisfied
7	I am satisfied with the competence and professionalism of the library staff in serving the users	1324	1725	76.75	Satisfied
8	I am satisfied with the communication skills of library staff in providing guidance or information to users	1308	1725	75.82	Satisfied
9	I am satisfied with the librarians who are always responsive and respond promptly to complaints, criticisms, and suggestions of users	1264	1725	73.27	Satisfied
10	I am satisfied with the guarantee of comfort and safety in using the library services	1350	1725	78.26	Satisfied
11	I am satisfied with the care, attention, fairness, and courtesy of the library staff in serving users	1326	1725	76.86	Satisfied
Total		**14594**	**18975**	**76.91**	**Satisfied**

Table 2 shows the results of the questionnaire administered to 345 users of UIN Ar-Raniry, UIN Syarif, and UIN Sunan Kalijaga library. It shows that the first item has the highest average (84.28%), that is "I am satisfied with the appearance of the building, the design of the room and the lighting of the library room". Whereas the lowest in the fourth item (72.23%), that is "I am satisfied with the comprehensive, up to date, relevant, accurate and reliable collection/source of information available in the library".

d. Simple Regression Test

This regression test aims to calculate an estimate or regression equation that will explain the influence or relationship between variables, namely the library service and the students' satisfaction. This regression analysis was run by SPSS version 17. The results of the analysis are presented in Tables 3 and 4.

Table 3: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.765ᵃ	.586	.584	3.562

a. Predictors: (Constant), X

Table 4: The results of Simple Regression Analysis

Coefficients						
Model	Unstandardized		Standardized		T	Sig.
	B	Std. Error	Beta			
1 (Constant)	7.000	1.615			4.335	.000
X	.287	.013	.765		22.018	.000

a. Dependent Variable: (Students' Satisfaction (Y)

1) The Equation of Simple Linear Regression:

Y= a + bX

Y= 7,000 + 0,287X

Based on the regression equation above, it can be interpreted that if the library services are measured by instruments developed in this study, i.e., students' satisfaction, then every change in library service score will change by 0.287 unit in the same direction. Suppose the score of X variable (library service) is 40, then the regression equation can be written as $Y = 7,000 + 0.287 (40)$. It can be concluded that the stronger the influence of library services, the higher the students' learning satisfaction at UIN in Indonesia.

2) Investigating the correlation between X and Y variables

Table 5: Correlation Analysis Results

		X	Y
X	Pearson Correlation	1	.765**
	Sig. (2-tailed)		.000
	N	345	345
Y	Pearson Correlation	.765**	1
	Sig. (2-tailed)	.000	
	N	345	345
**. Correlation is significant at the 0.01 level (2-tailed).			

The r coefficient or Pearson correlation indicates that there is a correlation between variables if the calculated r is greater than the r table. In contrast, if the calculated r is smaller than the r table, there is no correlation between variables. Based on the results presented in Table 5, the calculated r for the influence of library services (X) on student learning satisfaction (Y) is 0.756, greater than the r table 0.113. Hence, it can be concluded that there is a correlation between the library service and students' satisfaction at UIN in Indonesia. The positive Pearson correlation in this analysis indicates that that the relationship between the two variables is positive. In other words, the increase in library services enhances the students' learning satisfaction at UIN in Indonesia.

e. Hypothesis Testing

Based on the analysis results of the questionnaire displayed in Table 5, the correlation coefficient between the library services and students' learning satisfaction at UIN in Indonesia is 0.765. The researchers determined the hypothesis based on the following conditions:

Ha: There is no significant influence of library services on students' learning satisfaction at UIN in Indonesia.

Ho: There is a significant influence of library services on students' learning satisfaction at UIN in Indonesia.

These hypotheses can be formulated in the form of statistical hypotheses, as follows:

Ha: $\rho \neq 0 \rightarrow$ (there is an influence)

H0: $\rho = 0 \rightarrow$ (there is no influence)

Next, the two hypotheses will be tested by comparing the calculated t and t table. The t of Product Moment can be generated by first calculating the value of df, namely df = N-nr = 345-2 = 343.

Based on the df (343) and the significant level of 5%, the table generated was 1.65. The calculated t (22,018) is greater than the t table. Thus, the alternative hypothesis was accepted, and the null hypothesis was rejected. It can be concluded that there is an influence between variables X (library services) on Y (students' learning satisfaction).

Table 6: ANOVA

ANOVA[b]					
Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	6150.722	1	6150.722	484.773	.000[a]
Residual	4351.927	343	12.688		
Total	10502.649	344			
a. Predictors: (Constant), Library service					
b. Dependent Variable: Students' learning satisfaction					

f. The Test of Determination Coefficient (R²)

The data analysis shows that the relationship between the independent variable (library service) and the dependent variable (students' learning satisfaction) has a regression of 6150. 722. The SPSS

output table (model summary) also indicates the coefficient of determination (R^2) of 0.586 or 58.6%. The magnitude of the R^2 implies that the library service (variable X) explains the variance of students' learning satisfaction (variable Y) by 58.6% and the remaining 41.4% is explained by other variables outside the equation that is not examined. The correlation (r) is 0.765, within the range of 0.600-0.799, and classified as a strong correlation. Based on these results, Ho was rejected, and Ha was accepted. Library services have an influence of 58.6% on students' satisfaction, while other factors explain the remaining 41.4%.

2. Discussion

a. The Development of Library Services at UIN in Indonesia

The development of the library services at UIN in Indonesia was conducted by four strategies. The first strategywas undertaken in the planning, which isused as a blueprint and isdesigned based on the needs of services and information, especially for students. Based on various information, the library development program is a vital part of improving the quality of servicesto students as the primary users of libraries. The development stages were prioritized for crucial aspects, such as reference books, scientific journals subscriptions, and computer facilities.

Amrullah Hasbana, the library director of the UIN Syarif Hidayatullah explained the strategy undertaken to develop library services, that is the service program planning. He added that the planning is the target of library services to provide effective library services. Besides, the library service program planning is also adjusted to budget availability, and it is conducted at the beginning of the year. The planning of library service development includes the development of the librarians' competencies and the supporting facilities. Furthermore, the Library Center of the UIN SyarifHidayatullah Jakarta also organized the 2019 UIN Education Expo program and several other significant programs.

Khatib A. Latief, the library director of the UIN Ar-Raniry Banda Aceh, explained that the library service planning aims to map the services

and targets to achieve. The planning serves to provide clarity on the service activities that will be provided to students as library users in universities.

Labibah, the library director of the UIN Sunan Kalijaga Yogyakarta, also provided a similar explanation, that the library development program planning was prepared and became a one-year working target. She also added that the cooperation program planning, both nationally and internationally, was also an integral part of the plan. At the national level, the collaboration is conducted with the Association of Islamic Higher Education Libraries (*Asosiasi Perpustakaan Perguruan Tinggi Islam*-APPTIS). The information above clarifies that the strategy development of library service at UIN in Indonesia is conducted by referring to the planning or blueprint designed. The planning consisted of the library service program and the development program of library facilities. The priority development program of the libraries at UIN in Indonesia is presented in Figure 1.

Figure 1: The priority development library program
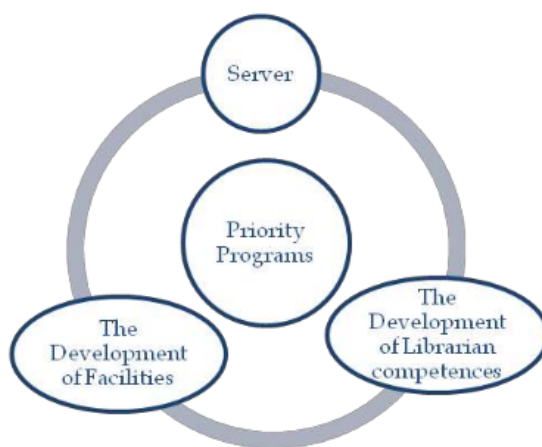
The explanation concerning the priority program of library development at UIN in Indonesia is presented as follows:

1) The development of a data storage device or server to support the collection and storage of library data.

2) The development of librarian competency to provide quality services.

3) The development of facilities or maintenance to meet user needs. The facility development is also conducted to provide quality services, and maintenance is done for the existing facilities.

Second is the development of facilities. Library facilities are the facilities available at libraries to support quality library services of the library center at UIN in Indonesia. Explained that library facilities should follow the development of technology, information, and communication (Siregar, 2004). The library buildings of UIN in Indonesia are good and appropriate to be used, but maximum maintenance is necessary. Meanwhile, other facilities are gradually developed based on the plan.

Anwar Syamsuddin explained that the library building facilities were adequate to support the library services and the improvement of the quality of the services. Habibah mentioned that the library facilities of the UIN Ar-Raniry library were sufficient for library services, but they required organization and maintenance. Sri Astuti stated that the current UIN Sunan Kalijaga library building consisting of four floors is very good and used for library services.

Overall, the current library facilities at UIN in Indonesia are proper. This is supported by Amrullah Hasbana, library director of the UIN Syarif Hidayatullah Jakarta. He explained that the library building facilities were good and comprised nine floors that are used for library services. Meanwhile, Khatib A. Latief also mentioned that the UIN Ar-Raniry library building in Banda Aceh is proper, but the management should be improved to provide better services. Similarly, Labibah mentioned that the UIN Sunan Kalijaga Yogyakarta library building facilities are very good to use and relevant to the number of students as library users.

Based on the above information, the library building facilities are good and feasible to use. The buildings are in good condition that effectively provides library services. The state of the building facilities

becomes one of the students' powers towards library visits, as it is explained that library facilities affect reading interest (Ismiyati, 2016). Hence, the development of library building facilities is one of the essential aspects to improve the quality of library services.

Thirdly, it is the development of librarian competencies. Kurniasih (2018) argued that the competencies of librarians are crucial to improving the quality and students' satisfaction. She further explained that the librarian's ability to provide services implies the satisfaction of students as library users.

Amrullah Hasbana mentioned that the development of librarian competencies is conducted by coaching, training, and short course programs. A similar explanation was provided by Khatib A. Latief, the library director of UIN Ar-Raniry Banda Aceh, that training, and seminars are used to improve the librarian skills. Such activities have implications for the development of their abilities and skills. Similarly, Labibah, library director of the UIN Sunan Kalijaga Yogyakarta, also stated that the development of librarian competencies is done through workshops and postgraduate degrees. By involving many librarians in workshop or training activities will affect their skills in library services. It can be concluded that the development of librarian competencies is conducted through routine annual programs. The program includes workshops, training, seminars, short course programs, and permit for librarians who are willing to pursue their postgraduate degrees.

Librarian competency development at the State Islamic University in Indonesia is one of the strategies carried out by the leadership to support the development of library services. Librarian competency development program is carried out every year, which is included in the work program at the library. Librarian competency development has implications for the development of service quality and student satisfaction, with indicators librarians can provide services precisely, quickly, and accurately for students.

The development of librarian competencies at UIN in Indonesia is one of the strategies conducted by the leaders to support the development of library services. The development program of librarian competencies is carried out every year and included in the annual working program at the

library. The development of librarian competence has implications for the development of service quality and students' satisfaction, with the indicator of librarians can provide services precisely, promptly, and accurately for students.

Fourthly, the development of the library services at UIN in Indonesia. The development of library services in this study is referred to as the additional types or aspects of services available at library centers at UIN. The development of these aspects is a strategy to improve the quality of library services.

Nowadays, the library center at UIN in Indonesia is modern and serves several types of services, such as circulation, reference, internet, selected/ fastest information, serial, multimedia, and online public access catalog. These facts are based on the information from the librarians and library directors at UIN in Indonesia.

The strategy for developing library services is also conducted by developing an Online Public Access Catalog (OPAC) service system, an online catalog for searching library collections. The OPAC service system eases the students in using the library services and accessing the references or books needed. Another advantage of using the OPAC system is that it can be accessed both in and outside the library.

The observation results of the library centers at UIN in Indonesia reported that the OPAC service system had been used. Students can access the required references by using a catalog, either by the title, author, or keyword on the OPAC system. The systems have enabled students to find the type of collections needed in a short time.

b. The implication of Library Service on Students' Satisfaction

Based on the results previously described the correlation coefficient between the library service and students' satisfaction at UIN in Indonesia is 0.765, indicating a strong relationship. The regression analysis also shows a significant positive correlation between the two variables; thus, Ho was rejected, and Ha was accepted. The library services explained the variance of students' satisfaction by 58.6%, while other factors explain the remaining 41.4%.

E. Conclusion

The implications of developing library services at three State Islamic Universities in Indonesia on student satisfaction show that the level of student satisfaction with UIN library services in Indonesia is in a high category, with an average percentage score of 76.91%, with an interval of 68.30%-84.30%.

The recommendations in this article are, to achieve the quality of effective and efficient College library services, the concept of Service Quality (ServQual) by Pasaruman becomes one of the alternatives that need to be applied to library services in universities in Indonesia that have not fully achieved effective quality of service in supporting student satisfaction (self-development).

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