



The Effect Of Library Facilities On Library Satisfaction At State Islamic University of North Sumatera Library

Abdi Mubarak Syam

¹Department of Social Science, Universitas Islam Negeri Sumatera Utara Medan

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ABSTRACT

Library facilities are all types of equipment, work equipment and other service facilities that function as the main / auxiliary tool in carrying out work or everything that is used, used, occupied and enjoyed by users. User satisfaction is a condition where the desires, expectations and needs of customers are met. A service is considered satisfactory if the service can meet the needs and expectations of customers. The purpose of this study was to determine whether or not the influence of library facilities on user satisfaction at the library of UIN North Sumatra Medan. This research approach uses quantitative. Data collection techniques using observation techniques and questionnaires. The data analysis technique used simple linear regression analysis with the help of SPSS version 22 software. The results of this study indicate that there is an influence of library facilities on user satisfaction at the UIN North Sumatra Medan Library.

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Corresponding Author:

Abdi Mubarak Syam,
Department of Social Science
Universitas Islam Negeri Sumatera Utara Medan
Email: abdimubaraksyam@uinsu.ac.id

1. INTRODUCTION

A library is a room or building used to store books and other publications which are usually stored according to a certain arrangement for the use of readers, not for sale (Basuki, 1993, p.3). In the modern era of technology and information as it is today, the public's need for information is important and becomes a challenge for information service providers in Indonesia. Educational institutions such as universities also do not escape the rapid development of information technology and are required to improve facilities in the field of education. One type of facility in a library is a building or room.

The library room is one of the factors that can facilitate the implementation of librarianship tasks. Without space, the library will not be able to run successfully from an administrative and organizational point of view, so it is always a determining factor. Likewise with the library as an

organization. No matter how small the condition of the library, an adequate room is still needed (Yusuf, 1996, p.95).

Buildings and facilities are elements that absolutely must exist in the library. Without the facilities, the library means nothing in the eyes of the users. It could be a library with a large and magnificent building, but in it there are few or no visitors. The existence of the library building and room is intended to accommodate as well as a place to carry out librarianship and information activities (Lasa, 2005, p.197). Library facilities that must exist to provide satisfaction to users in addition to the library building and room are furniture, equipment and library collections which are the main sources of information for a library. A superior library is a library that can find out the needs and satisfy its users, to be able to satisfy its users, the library is always required to improve the quality of the library as much as possible, according to the needs of its users (Muflihah, 2011, p.2).

Often the problem in the library is related to the problem of "absence" or "powerlessness" of facilities. For example, the absence of space, the absence of supporting facilities, and other infrastructure facilities. Usually each library has its own characteristics in the management of facilities. However, there are several things that must be considered in managing library facilities, namely: convenience, openness, and users. Utilization of information and communication technology facilities is a means to expedite the implementation of functions or provide convenience for users (P. M. Yusuf, 2007, p.96)

When we relate it to the library, it can be interpreted that the library provides the information needs of users, because the library provides a collection that contains reference materials, provides teaching and knowledge as well as a place for learning sources of life, in other words the library provides facilities used by users. As explained in the verse of the Qur'an that people who are knowledgeable will get protection from Allah and gifts for their servants. Without knowledge, we will be left far behind other people.

UIN North Sumatra Medan Library is a service unit that provides services in the field of literature. Service facilities are very important in order to realize quality public services. Complete and adequate library services and facilities are conditions that must be realized so that the services provided are able to achieve high satisfaction for its users. Conversely, with limited library facilities, it will be difficult to do optimally so that it is difficult to achieve high satisfaction expectations for users.

Careful planning and adequate facilities are needed to create user satisfaction. Besides that, the library atmosphere is comfortable and quiet too can control a steady learning concentration for its users. The availability of a representative library room and the availability of facilities to support the user's learning process are very important in order to support the satisfaction of library users at UIN Sumatera Utara Medan.

The variety of facilities provided at the UIN North Sumatra Medan library, such as computer facilities used as a means of information retrieval or known as OPAC and having a nice building and convenience in browsing the information in the UIN North Sumatra Medan library, will make users feel satisfied. of the facilities in the library. But in fact, the library of UIN North Sumatra Medan has complete facilities but is not adequate so that users are not satisfied with it. For example, the reading room facilities which consist of tables and chairs are not sufficient for the number of visitors, so many users read in the aisles or read on the library floors.

Based on the description above, it can be assumed that the UIN North Sumatra Medan Library is still dissatisfied and not in accordance with the needs of its users, so that in an effort to improve facilities for users, the library needs to meet the needs of users so that users are

satisfied with the facilities provided. Based on these assumptions, the authors are interested in conducting research with the title "The Effect of Library Facilities on User Satisfaction at the Library of UIN North Sumatra Medan".

2. RESEARCH METHODE

The research approach used in this study is a quantitative approach. In this case, the population is all users of the library science department who are members of the library of UIN North Sumatra, amounting to 600 people. And a sample of 86 students was obtained.

To get really valid results, data collection techniques are carried out, namely:

1. Observation Technique. Observations made for research materials must be carried out with precision and accuracy in order to obtain research data. Observation practice involves directing some of the researcher's senses, especially sight and hearing to capture surrounding phenomena that can be used as data. So, in connection with the research method above, the researcher made direct observations at the UIN Sumatera Utara Medan Library.
2. Questionnaire Survey. Data collection in research must be done scientifically and systematically. Researchers conducted a survey by distributing questionnaires or questionnaires as a data collection technique. Questionnaires are a very effective and efficient container for collecting data to be measured numerically.

3. RESULT AND ANALYSIS

A. Data Validity Test (Validity and Reliability Test)

Validity Test

Validity is a measure that shows the levels of validity or validity of an instrument. Valid means that the instrument can be used to measure what is being measured. To measure the correlation between questions and the total score, the Pearson Correlation formula was used. Validity test was carried out using SPSS 22.

To obtain appropriate results, with a significant level of 0.05 based on the following criteria:

If $r_{count} > r_{table}$, then the item in the questionnaire is declared valid

If $r_{count} < r_{table}$, then the item in the questionnaire is declared invalid

For r_{count} , it can be seen in the corrected item total correlation column, the significance level is 5% (0.05) with degrees of freedom $df = (n-2)$, n is the number of samples so $df = 86-2 = 84$, then the number is obtained at $r_{table} = 0.2120$. The results of the validity test of the variable x (library facilities) can be seen in the following corrected item total correlation (r_{count}) table:

Nomor Pernyataan	r_{hitung}	r_{tabel}	Keterangan
X1	0,690	0,2120	Valid
X2	0,770		Valid
X3	0,630		Valid
X4	0,649		Valid
X5	0,803		Valid
X6	0,711		Valid

X7	0,696		Valid
X8	0,679		Valid
X9	0,696		Valid
X10	0,731		Valid
X11	0,727		Valid

Table 1. Validity Test Results for Variable X (Library Facilities)

Based on the results of the validity test using Pearson's Product Moment correlation, it is known that all questions have a value greater than 0.2120. Thus, all statement items for variable X are said to be valid.

Nomor Item Pernyataan	r_{hitung}	r_{tabel}	Keterangan
Y1	0,764	0,2120	Valid
Y2	0,803		Valid
Y3	0,756		Valid
Y4	0,687		Valid
Y5	0,758		Valid
Y6	0,776		Valid
Y7	0,798		Valid
Y8	0,758		Valid
Y9	0,764		Valid
Y10	0,801		Valid
Y11	0,843		Valid
Y12	0,755		Valid

Table 2. Validity Test Results Variable Y (User Satisfaction)

Based on the results of the validity test using Pearson's Product Moment correlation, it is known that all questions have a value greater than 0.2120. Thus, all statement items for the Y variable are said to be valid.

Reliability Test

Reliability is a term used to indicate the extent to which the measurement results are relatively consistent when the measuring instrument is used repeatedly. After the validity test is done, then the reliability test is carried out.

To test the reliability of this research measuring instrument using Cronbach alpha. The basis for making decisions in reliability testing is as follows:

- 1) If Cronbach's Alpha value > 0.60 then the questionnaire or questionnaire is declared reliable or consistent
- 2) Meanwhile, if Cronbach's Alpha value < 0.60 then the questionnaire or questionnaire is declared to be unreliable or inconsistent

Case Processing Summary

		N	%
Cases	Valid	86	100.0
	Excluded ^a	0	.0
	Total	86	100.0

a. Listwise deletion based on all variables in the procedure.

The output table above provides information about the number of samples or respondents (N) analyzed in the SPSS program, namely N as many as 86 respondents. Because there is no empty data (in the sense that all respondents' answers are filled in) then the valid number is 100%.

Reliability Statistics

Cronbach's Alpha	N of Items
.899	11

The table shows the value of Cronbach's alpha above the X variable 0.899. Thus, it can be concluded that the statement in this questionnaire is reliable because it has a Cronbach's alpha value > 0.06 .

Then for the results of the Y variable reliability test (User Satisfaction) can be seen in the table below.

Case Processing Summary

		N	%
Cases	Valid	86	100.0
	Excluded ^a	0	.0
	Total	86	100.0

a. Listwise deletion based on all variables in the procedure.

The output table above provides information about the number of samples or respondents (N) analyzed in the SPSS program, namely N as many as 86 respondents. Because there is no empty data (in the sense that all respondents' answers are filled in) then the valid number is 100%.

Reliability Statistics

Cronbach's Alpha	N of Items
.938	12

The table shows the value of Cronbach's alpha above the Y variable 0.938. Thus, it can be concluded that the statement in this questionnaire is reliable because it has a Cronboch's alpha value > 0.06 . This shows that each statement item used is able to obtain consistent data, which means that if the statement is submitted again, an answer that is relatively the same as the previous answer.

Normality Test

The normality test is one part of the data analysis requirements test or classical assumption test, that is, before carrying out statistical analysis to test the hypothesis, the research data must be tested for normality of distribution. The normality test aims to determine the normality of the distribution of the variable score distribution in the event of such deviations. To test the normality of the data, the researcher used the Kolmogrov-Smirnov formula with a significance level of 5% (0.05). The basis for decision making in the Kolmogrov-Smirnov normality test are:

- 1) If the significance value (sig.) > 0.05 then the research data is normally distributed
- 2) If the significance (sig.) < 0.05 then the research data is not normally distributed

The following is a table of normality test results using the Kolmogorov-Smirnov formula.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		86
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	4.46654045
Most Extreme Differences	Absolute	.099
	Positive	.099
	Negative	-.050
Test Statistic		.099
Asymp. Sig. (2-tailed)		.137 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Based on the table of normality test results using the Kolmogrov-Smirnov formula, it is known that the significant value is $0.137 > 0.05$. Thus it can be said that the data is normally distributed.

Linearity Test

Tabel 6. Hasil uji linearitas ANOVA

ANOVA Table

	Sum of Squares	Df	Mean Square	F	Sig.
Y * X Between Groups (Combined)	6647.549	28	237.412	16.801	.022
Linearity	5757.240	1	5757.240	407.433	.002

	Deviation from Linearity	890.310	27	32.974	2.334	.095
	Within Groups	805.439	57	14.131		
	Total	7452.988	85			

- 1) Based on the significance value (Sig.): from the output above, the Deviation from Linearity Sig value is obtained. is $0.095 > 0.05$. So it can be concluded that there is a significant linear relationship between the X variable and the Y variable.
- 2) Based on the value of F: from the output above, it is obtained that the value of Fcount is $2,334 < F_{table} 3955$. Because the value of Fcount is smaller than Ftable, it can be concluded that there is a significant linear relationship between the X variable and the Y variable.

Simple Linear Regression Test

Simple linear regression analysis was used to measure the influence of one independent variable with 1 dependent variable.

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X ^b	.	Enter

a. Dependent Variable: Y

b. All requested variables entered.

Variables Entered/Removed describes the entered variables and the methods used in linear regression analysis. From the output, it can be seen that the independent variable entered into the model is X and the dependent variable is Y. While the regression method uses enter.

In general, the formula for a simple linear regression equation is $Y=a+bX$. Meanwhile, to find out the value of the regression coefficient, we can refer to the output in the following coefficients table:

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.097	1.778		.617	.539
	X	1.087	.064	.879	16.888	.000

a. Dependent Variable: Y

A= constant number of unstandardized coefficient. In this case the value is 1,778. This number is a constant number which means that if there are library facilities (X) then the constant value of user satisfaction (Y) is 1,778.

B= number of regression coefficients. The value is 0.064. This figure means that for every 1% addition of library facilities (X), user satisfaction (Y) will increase by 0.064. Because the value of

the regression coefficient is positive (+), it can be said that library facilities (X) have a positive effect on user satisfaction. So the regression equation is:

$$\begin{aligned} Y' &= a + bX \\ &= 1.778 + 0,064X. \end{aligned}$$

4. CONCLUSION

Based on the results of the research entitled "Library facilities on user satisfaction of UIN North Sumatra" through the distribution of the google form questionnaire, it can be concluded that library facilities have an effect on user satisfaction.

The hypothesis which states that there is an effect of library facilities on user satisfaction at UIN North Sumatra Medan is acceptable. The presentation of the influence of library facilities (X) on user satisfaction (Y) is 77.2%, while 22.8% user satisfaction is influenced by other variables not examined in this study.

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