

Evaluation of The Quality of Library Services and Facilities on The Level of Student Satisfaction at Mahaputra Muhammad Yamin University

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ABSTRACT

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The library functions as a multifaceted hub for knowledge acquisition, offering a range of services including access to library materials, reading assistance, educational support, information dissemination, foundational research activities, and various additional roles. Considering the previously discussed roles of the library, it is crucial for it to have superior facilities, deliver exceptional services, and improve the effectiveness of its librarians. This study aimed to assess how service quality and library facilities influence student satisfaction. This investigation utilizes a quantitative research approach. This study was carried out at the Campus I Library of Mahaputra Muhammad Yamin University. The subjects of this study consisted of all active students from Mahaputra Muhammad Yamin University who visited the library. The sampling method employed in this study was accidental sampling. This study involved a sample of 42 students. Data were collected through the distribution of questionnaires to participants. The findings of the study indicated that the quality of library services and facilities had a partial impact on student satisfaction. The quality of library services and facilities had a significant impact on student satisfaction.

INTRODUCTION

A library serves as a facility or structure dedicated to the preservation of books and various materials, typically organized on shelves for the benefit of readers, rather than for commercial purposes (Fitriyani & Pramusinto, 2018). Information service providers in Indonesia encounter the challenge of fulfilling the public's demand for information in the contemporary era, where technology and information hold significant importance. It is anticipated that educational institutions, such as universities, will enhance their educational services in light of the swift advancements in information technology. Consequently, it is essential for universities to enhance their effectiveness in delivering the education and information required by the academic community (Ibrahim & Thawil, 2019).

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The library not only serves as a very important source of education, but it also functions as a center for library material services, reading guidance, teaching, information, a simple research center, and a recreation area built for the benefit of the community. In accordance with its functions explained above, the library must have excellent facilities, quality of service, and librarian performance. If this library has these, then students will be more interested in visiting it and doing reading activities (Fitriyani & Pramusinto, 2018).

Service represents a social endeavor designed to assist others while fostering enduring partnerships grounded in mutual advantage. An effective service comprehends the aspirations and requirements of users or customers, striving to deliver enhanced value to them (Solka et al., 2023). Improving the quality of educational services is essential for enhancing consumer perceptions, particularly among students, which is why universities must focus on this aspect (Syaputra, 2019). The perception of a positive service image relies on the viewpoints of both providers and users. A service represents an action that one entity can provide to another; it is characterized by its intangible nature and does not lead to any transfer of ownership (Puspitasari & Widayanto, 2019).

The effective execution of librarianship responsibilities is contingent upon the library's spatial arrangement. Space plays a crucial role in the efficient functioning of library operations, particularly regarding administration and organization. Libraries require sufficient space, similar to any other institution. Once sufficient space is established, the primary factor that captures the interest of library patrons is the caliber of service provided. Optimal library services enhance the library's appeal to users (Maulidiyah & Roesminingsih, 2020).

The library should possess a structure and appropriate amenities. Individuals increasingly disregard libraries that lack sufficient amenities. The library, despite its large and luxurious structure, lacks sufficient facilities. The library, alongside its structure and spaces, contains collections, furniture, and equipment that function as its main sources of information. An effective library must continuously enhance its quality to satisfy user requirements. The delivery of services plays a vital role in maintaining the quality of public services. The provision of comprehensive and sufficient library services and facilities is essential for guaranteeing the satisfaction of library users or customers (Fitriyani & Pramusinto, 2018).

Thorough planning and sufficient resources are essential to guarantee customer satisfaction. Providing satisfactory service is inherently complex, and there are frequently implementation issues that can lead to customer discomfort (Anggraini et al., 2023). A serene and calming library environment contributes to users' ability to concentrate on their studies (Bulkia, 2018). The Mahaputra Muhammad Yamin Solok University Library is equipped with a dedicated library space and facilities designed to enhance the learning experience and promote user satisfaction. The presence of power outlets, study tables, and fans contributes to a comfortable environment for students utilizing the library. Libraries often face challenges stemming from insufficient facilities, such as limited space, lack of support amenities, and other essential resources. Every library typically employs a unique approach to the management of its facilities. Nonetheless, factors such as comfort, openness, and user satisfaction are essential considerations in the management of library facilities. The utilization of information technology and communication tools simplifies operations for users. The library serves as a crucial hub for education while also providing a range of services and entertainment options for its visitors. The library should provide excellent facilities and high-quality service for this function. The availability of this resource in the library is likely to enhance student engagement, encouraging more frequent visits and participation in reading activities (Maulidiyah & Roesminingsih, 2020).

Services assist library users in connecting with the offerings provided by the manager. Library services serve as the main interface connecting managers with library users. Services encompass various indicators pertaining to quality; the degree of satisfaction among library service users consistently aligns with the quality of service delivered by the library itself (Fitriyani & Pramusinto, 2018). Given that service is fundamental to the library, ensuring high service quality is crucial in the library environment. The success or failure of a library is fundamentally tied to the quality of the services it offers, as these services are the most direct interaction with the patrons. Consequently, every organization, libraries included, must consistently evaluate the quality of service offered, as it establishes the benchmark and initial perception of the organization. The quality of an organizational service is determined by its structure (Maulidiyah & Roesminingsih, 2020). During interviews conducted with various students utilizing the library, it was discovered that the service at Mahaputra Muhammad Yamin Solok University fell short of expectations, and the facilities were found to be lacking, particularly in terms of the availability of books.

The research articulates the issue in the following manner: 1) How does the quality of service influence the satisfaction levels of students at Mahaputra Muhammad Yamin University?; 2) In what ways do library facilities impact the satisfaction of students at Mahaputra Muhammad Yamin University?; and 3) What is the relationship between the quality of service, library facilities, and the satisfaction of students at Mahaputra Muhammad Yamin University? In light of the problem formulation, the objectives of this writing can be articulated as follows: 1) To assess the impact of service quality on the satisfaction levels of students at Mahaputra Muhammad Yamin University; 2) To evaluate the influence of library facilities on the satisfaction of students at Mahaputra Muhammad Yamin University; and 3) To analyze the combined effect of service quality and library facilities on the satisfaction of students at Mahaputra Muhammad Yamin University.

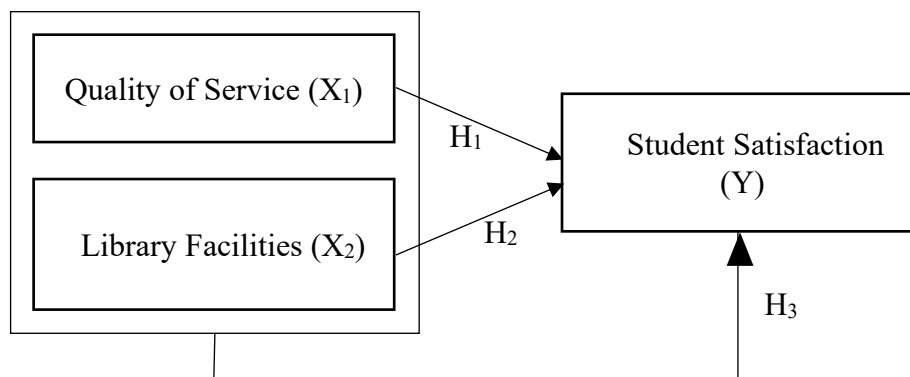


Figure 1. Research Conceptual Framework

The research hypothesis is:

H₁: There is an influence of service quality on student satisfaction at Mahaputra Muhammad Yamin University.

H₂: There is an influence of library facilities on student satisfaction at Mahaputra Muhammad Yamin University.

H₃: There is an influence of service quality and library facilities on student satisfaction at Mahaputra Muhammad Yamin University.

RESEARCH METHOD

This research employs a quantitative methodology. This study was done to ascertain the relationship between student happiness and the quality of library services and facilities, treating the latter as independent variables and the former as a dependent variable (Sugiyono, 2017). This research used the library of Mahaputra Muhammad Yamin University, located on campus I, as the site of investigation. The principal data utilized in this study was derived from questionnaires or surveys administered to participants. This study focused on active students who utilized the library at Mahaputra Muhammad Yamin University in Solok. The sampling approach employed is non-probability sampling utilizing the Accidental Sampling technique, which involves selecting students encountered by chance who align with the research concept (Sugiyono, 2017). Data analysis techniques employed include research instrument testing, classical assumption testing, multiple linear regression analysis, hypothesis testing, and determination coefficient testing, facilitated by the SPSS application. The subsequent regression equation is employed for the multiple linear regression analysis:

$$Y = a + b_1X_1 + b_2X_2 + e \quad (1)$$

Where Y is Student Satisfaction, a is Constant, b_1 is the Regression Coefficient of the Service Quality variable, X_1 is Service Quality, b_2 is the Regression Coefficient of the Library Facilities variable, X_2 is Library Facilities, and e is Error.

Table 1. Operational Definition of Variables

No.	Research Variable	Indicator	Statement
1	Quality of Service (X_1) Service quality can be defined as the endeavor to fulfill customer demands and aspirations, together with the assessment of delivery to align with customer expectations. (Akbar et al., 2021)	1. Reliability in Providing Services	a. The staff are very skilled and agile in providing services to users at the UMMY library. b. The process of borrowing and returning books at the UMMY Library is very fast.
2. Facilities Used in The Service Area		a. The availability of internet facilities and helps you access information b. The library equipment in the UMMY library is adequate	
3. Responsiveness in Providing Services		a. The responsiveness of the officers in serving the librarians is very satisfying b. The response of the officers when receiving criticism and suggestions is very satisfying	
4. Assurance of Service Quality		a. The politeness of the staff in serving the library users is very satisfying b. The ability of the staff in providing comfort to the library users is very good	
5. Empathy		a. Good communication between officers and librarians is very good b. The friendliness of officers to librarians is very good	
		(Bulkia, 2018)	
2	Library Facilities (X_2) Library facilities are physical resources that must exist before a service in the library can be offered to consumers. (Arista, 2019)	1. Accessibility	a. UMMY Library has a strategic location so it is easy to access
2. Relevant Collections		a. The assortment of books in the library is very satisfactory b. The library's books help kids learn.	
c. Information Technology		a. The information technology facilities provided by the library are very satisfying b. The use of the internet provided by the library to	

	d. Comfortable Reading Room		access information is very satisfying
		a.	The tables and chairs used when reading are very comfortable
		b.	The lighting, temperature and color of the library room are very comfortable
	(Farida et al., 2021)		
3	Student Satisfaction (Y)	1. Product Quality	a. Students express satisfaction with the library's book collection.
	Student satisfaction refers to the degree of contentment experienced by an individual, specifically a student, following a comparison between perceived performance or outcomes and their expectations.	2. Service Quality	b. The library's selection of books supplies pupils with relevant knowledge.
	(Fiquriansyah, 2021)	3. Emotional	a. Students are satisfied with the response and availability of library staff.
			b. Library staff are very friendly in providing services to students.
			a. Students feel stressed and pressured when using library facilities
			b. Students feel helped and get emotional support when they are in the library
	(Syaputra, 2019)		

RESULTS AND DISCUSSION

Research Instrument Test

Detailed explanations of the findings of the research instrument test, which includes both validity and reliability tests, are provided in the following paragraphs.

Validity Test

This investigation employs a two-way test, utilizing a r_{table} value of 0.304 and a significance threshold of 5%. The table below displays the outcomes of the validity test conducted for this research instrument.

Table 2. Validity Test Results

Variable	Item	r_{count}	r_{table}	Information
Quality of Service (X ₁)	X _{1.1}	0,602	0,304	Valid
	X _{1.2}	0,405	0,304	Valid
	X _{1.3}	0,545	0,304	Valid
	X _{1.4}	0,811	0,304	Valid
	X _{1.5}	0,894	0,304	Valid
	X _{1.6}	0,709	0,304	Valid
	X _{1.7}	0,770	0,304	Valid
	X _{1.8}	0,817	0,304	Valid
	X _{1.9}	0,809	0,304	Valid
	X _{1.10}	0,795	0,304	Valid
Library Facilities (X ₂)	X _{2.1}	0,786	0,304	Valid
	X _{2.2}	0,840	0,304	Valid
	X _{2.3}	0,872	0,304	Valid
	X _{2.4}	0,608	0,304	Valid
	X _{2.5}	0,472	0,304	Valid
	X _{2.6}	0,621	0,304	Valid
	X _{2.7}	0,601	0,304	Valid
Student Satisfaction (Y)	Y.1	0,737	0,304	Valid
	Y.2	0,608	0,304	Valid

Y.3	0,880	0,304	Valid
Y.4	0,748	0,304	Valid
Y.5	0,583	0,304	Valid
Y.6	0,766	0,304	Valid

Source : Processed Research Data, 2024

The table presented above illustrates the outcomes of the instrument validity assessment concerning service quality (X1), library facilities (X2), and student satisfaction (Y). The results of the instrument validity test demonstrate that the research is valid overall, as the calculated r value matches the table value. Additionally, we can analyze the research data for further examination.

Reliability Test

The table below presents the outcomes of reliability testing for each variable, utilizing Cronbach's alpha as the measurement method:

Table 3. Reliability Test Results

Variable	Cronbach Alfa	N of Item	Conclusion
Quality of Service (X ₁)	0,898	10	Reliable
Library Facilities (X ₂)	0,810	7	Reliable
Student Satisfaction (Y)	0,821	6	Reliable

Source : Processed Research Data, 2024

The variables employed in this study—service quality (X1), library facilities (X2), and student satisfaction (Y)—yielded a Cronbach alpha value exceeding 0.60, as indicated in the table above. Consequently, it can be concluded that the data obtained has successfully undergone the reliability assessment, demonstrating its preparedness for subsequent analysis.

Classical Assumption Test

Normality Test

The Kolmogorov-Smirnov one-sample test was used in this instance to perform the normalcy test, and the results were as follows:

Table 4. One-Sample Kolmogorov-Smirnov Test Results

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		42
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	2,09192335
Most Extreme Differences	Absolute	,120
	Positive	,120
	Negative	-,071
Test Statistic		,120
Asymp. Sig. (2-tailed)		,141 ^{c,d}

Source : Processed Research Data, 2024

The aforementioned test results indicate a 0.141 sigmoid asymmetry value. The significance level ($0.141 > 0.05$) needs to be higher than 0.05. This indicates that the study data have a normal distribution. This data can be used for additional testing.

Multicollinearity Test

The results of the multicollinearity test conducted in this study are as follows:

Table 5. Multicollinearity Test Results

Coefficients ^a		Collinearity Statistics	
Model		Tolerance	VIF
1	Quality of Service	,743	1,346
	Library Facilities	,743	1,346

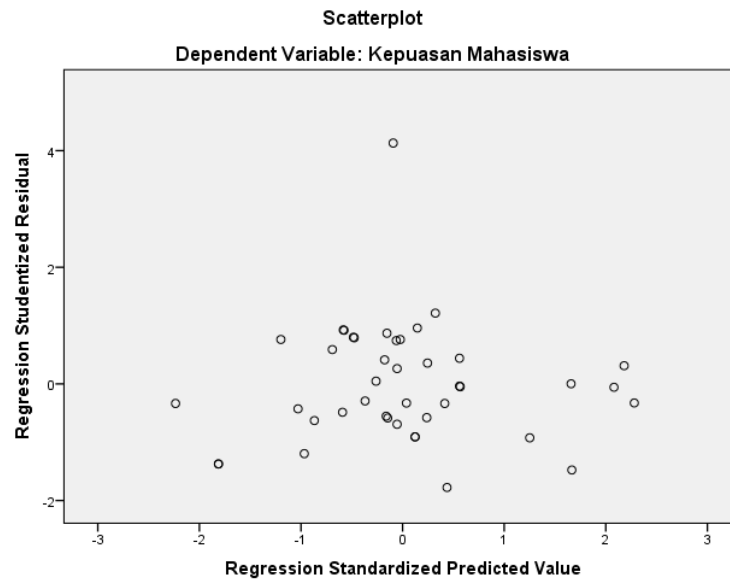
a. Dependent Variable: Student Satisfaction

Source : Processed Research Data, 2024

The test outcomes reveal a tolerance value of 0.743 for the service quality variable (X1) and a corresponding value of 0.743 for the library facilities variable (X2). Additionally, the VIF value for the service quality variable (X1) stands at 1.346, whereas the library facilities variable (X2) is recorded at 1.34. The research data can be processed for further testing since all variable tolerance values exceed 0.10 and all variable VIF values are below 10. This suggests that independent variables do not exhibit symptoms of multicollinearity.

Heteroscedasticity Test

The findings from the heteroscedasticity test conducted in this study are presented below:



Source: Processed Research Data, 2024

Figure 2. Heteroscedasticity Test Results

The results of the heteroscedasticity test illustrated in the figure above indicate that the scatter plot graph between SRESID and ZPRED exhibits a specific distribution pattern. The data points are distributed in a random manner, positioned both above and below the zero line on the Y-axis. Consequently, it can be inferred that the caliber of library services and facilities has an impact on student satisfaction, which can be anticipated through the regression model.

Multiple Linear Regression Analysis

The table below presents the outcomes of a multiple linear regression analysis involving two independent variables:

Table 6. Multiple Linear Regression Analysis Results

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
(Constant)	,147	2,288			,064	,949
Quality of Service	,314	,069	,521		4,565	,000
Library Facilities	,359	,107	,384		3,365	,002

a. Dependent Variable: Student Satisfaction

Source: Processed Research Data, 2024

Utilizing the regression coefficient results from the previous table, we can formulate a multiple linear regression equation:

$$Y = 0,147 + 0,314X_1 + 0,359X_2 + e \quad (2)$$

The equation above illustrates that: 1) In this regression model, a constant value of 0.147 is present, suggesting that if the independent variables (service quality and library facilities) are held constant or set to zero, student satisfaction is expected to increase by 0.147; In this study, the service quality variable (X1) exhibits a regression coefficient of 0.314, indicating a positive relationship. If the Library Facilities variable (X2) remains constant or is equal to zero, then student satisfaction (Y) will increase by 0.314 units; 3) The regression coefficient for the Library Facilities variable (X2) is 0.359, indicating a positive value. Assuming that the service quality variable (X1) is either zero or constant, this study finds that a one-unit increase in library facilities (X2) leads to a 0.359 unit increase in student satisfaction (Y).

Hypothesis Test

t Test

The table below presents the outcomes of the partial test, commonly referred to as the t-test:

Table 7. t Test Results

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
(Constant)	,147	2,288			,064	,949
Quality of Service	,314	,069	,521		4,565	,000
Library Facilities	,359	,107	,384		3,365	,002

a. Dependent Variable: Student Satisfaction

Source: Processed Research Data, 2024

The results obtained from the table above are as follows: 1) The service quality variable (X1) exhibits a t-value of 4.565, with a significance level of 0.000, alongside a t-value of 2.023. The null hypothesis is accepted as the t-value exceeds the critical t-value, specifically $4.565 > 2.023$, and the significance t value (0.000) is less than α (0.05). This indicates that the quality of service (X1) influences student satisfaction at Mahaputra Muhammad Yamin University; additionally, the Library Facilities Variable (X2) has a tcount of 3.365, a significance level of 0.002, and a ttable of 2.023. Since the t-table value is greater than the t-table value, specifically $3.365 > 2.023$, or the significance t value (0.002) is less than α (0.05),

H2 is accepted. This indicates that the quality of service (X2) impacts student satisfaction at Mahaputra Muhammad Yamin University.

F Test

The F test is conducted concurrently to assess whether all independent variables have a simultaneous effect on the dependent variable. The subsequent table illustrates the findings:

Table 8. F Test Result

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	425,770	2	212,885	32,137	,000 ^b
	Residual	258,349	39	6,624		
	Total	684,119	41			

a. Dependent Variable: Student Satisfaction

b. Predictors: (Constant), Quality of Service; Library Facilities

Source: Processed Research Data, 2024

According to the data presented in the table, the calculated F value is 32.137, while the table value is 3.24. Consequently, H3 is accepted since the calculated F value exceeds the table value, specifically $32.137 > 3.24$, or the significance value of F (0.000) is less than α (0.05). This indicates that service quality (X1) and library facilities (X2) together influence student satisfaction at Mahaputra Muhammad Yamin University.

Coefficient of Determination Test

The coefficient of determination (R^2) test is essential for assessing the extent of influence that the independent variable exerts on the dependent variable. The table below presents the outcomes of this test:

Table 9. Coefficient of Determination Test Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,789 ^a	,622	,603	2,574

a. Predictors: (Constant), Quality of Service; Library Facilities

b. Dependent Variable: Student Satisfaction

Source: Processed Research Data, 2024

The table above shows that the determination coefficient (R^2) is 0.622, or 62.2%, suggesting that the variables of service quality (X1) and library facilities (X2) influence student satisfaction (Y) at Mahaputra Muhammad Yamin University by 62.2%. Additional factors not addressed in this study influence the remaining 37.8%.

Discussion

The Influence of Service Quality on Student Satisfaction

The results of the hypothesis test indicated a notable impact of the service quality variable on student satisfaction at Mahaputra Muhammad Yamin University. The findings of this study reinforce the work of Wicaksono (2020), Syaputra (2019), and Siregar et al. (2020), demonstrating that the service quality variable significantly impacts student satisfaction regarding library usage.

The findings suggest that an organization's service quality, exemplified by the library, directly correlates with the satisfaction levels of students utilizing campus library resources for their informational needs. This study indicates that the Mahaputra Muhammad Yamin

University library needs to enhance its service quality to boost student satisfaction. Consequently, the library evaluates its effectiveness in reaching its objectives by enhancing the quality of service.

The Influence of Library Facilities on Student Satisfaction

The findings from the hypothesis test indicated a notable impact of the library facility variable on student satisfaction at Mahaputra Muhammad Yamin University. The findings of this study support previous investigations conducted by Alhidayatullah (2023), Asyro et al. (2020), and Prasetyo & Ismiyati (2021), which highlighted the influence of library facilities on student satisfaction with library services. The findings of this study should be utilized to enhance and sustain the facilities of the Mahaputra Muhammad Yamin University Library. This will enhance student confidence, motivating them to persist in utilizing the library as a resource for scientific information.

The Influence of Service Quality and Library Facilities on Student Satisfaction

The results of the hypothesis test indicate that the service quality variables and library facilities have a significant impact on student satisfaction at Mahaputra Muhammad Yamin University when considered together. The results of this study reinforce the conclusions drawn in previous investigations by Alhidayatullah (2023), Asyro et al. (2020), Prasetyo & Ismiyati (2021), and Wicaksono (2020), which illustrated a concurrent influence of service quality and library facilities on student satisfaction regarding library services.

Mahaputra Muhammad Yamin University Library provides services for students and lecturers to read collections of books and other documents, as well as book lending services. Student satisfaction can increase library trust. Therefore, we must improve library services and facilities to ensure students feel comfortable and satisfied with their campus library.

CONCLUSION

The investigation conducted at Mahaputra Muhammad Yamin University demonstrates how service quality and library facilities influence student satisfaction, culminating in the following conclusion: 1) The quality of service plays a crucial role in determining student satisfaction at Mahaputra Muhammad Yamin University; 2) Library facilities are a key factor affecting student satisfaction at Mahaputra Muhammad Yamin University; and 3) The combined quality of library services and facilities significantly impacts student satisfaction at Mahaputra Muhammad Yamin University.

RECOMMENDATIONS

The management is anticipated to persist in enhancing the services and facilities of the Mahaputra Muhammad Yamin Solok University library, aiming to elevate the quality of offerings that meet the needs of library users effectively. The library collection is anticipated to expand, fostering greater student interest in reading within the library through the introduction of new materials. Library staff should demonstrate greater empathy in delivering services, emphasizing friendliness, patience, and fairness to all library users.

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