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Library Services Quality Evaluation at the Balai Layanan Perpustakaan DPAD DIY with Integration Analysis Using the Libqual Model and Importance Performance Analysis (IPA) Method

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Abstract: Balai Layanan Perpustakaan DPAD DIY is the unit that implements library material services to improve the library services quality. Balai Layanan Perpustakaan DPAD DIY has various library services to carry out its duties and responsibilities. The provision of library services must be oriented towards community satisfaction. So, the aim of this research is to measure the extent to which the library services quality at the Balai Layanan Perpustakaan DPAD DIY uses a new method, namely the integration of the Libqual model and the IPA method. This research also aims to identify influencing factors in the quality of library services and prepare recommendations for improvement. This research uses four dimensions and 26 indicators of the Libqual model to measure service quality. The results show that the average level of suitability of library services quality is 96.19%, and the average level of discrepancy is -0.13. This indicates that the performance of library services still needs to meet community expectations. Next, the result of the IPA analysis is some indicators require quality improvement, namely the Personal Control indicators (PC3, PC5, and PC6) and Information Access (IA1 and IA4), even though they are not the main priority.

Keyword: Importance Performance Analysis (IPA), libqual, quality of library services

INTRODUCTION

Sustainable development goals (SDGs) are countries' commitments to alleviate global problems. With the "leave no one behind" principle, SDGs answer global problems by realizing procedural justice and substantial justice. In efforts to realize the SDG goals, libraries have an essential role. This is based on the library's function not only as a place to store books but as a dynamic community that plays a role in improving various sectors and contributes to community development (Hijji & Hinaai, 2023). Besides being a center for

providing academic reference materials, libraries have many other essential functions. Libraries have a role as a cultural forum through efforts to care for manuscripts and ancient manuscripts to maintain cultural sustainability and create historical links to strengthen national identity (Kurniati, 2023). Apart from being a place to store academic study materials, both print and digital, libraries also have a function as a place to find entertainment (Endarti, 2022).

The implementation of library services in the Special Region of Yogyakarta Government (DIY) is regulated in the Perda DIY 3/2017 about the Implementation of Government Affairs, which is the authority of the Special Region of Yogyakarta. Library affairs are one of the governor's authorities and are carried out by the Dinas Perpustakaan dan Arsip Daerah DIY (DPAD DIY). DPAD DIY formed the Technical Implementation Unit (UPT) of the Balai Layanan Perpustakaan DPAD DIY to carry out government affairs in the library sector. This UPT is based on DIY Gubernatorial Regulation No. 91/2018, tasked with carrying out library material services to improve the library services quality.

Library affairs by the Special Region of Yogyakarta Government are interesting to study further, considering that DIY got the highest literacy culture score in Indonesia in 2019 with a score of 78.04, above the national average of 59.11 (Kemdikbud, 2022). In 2020, DIY still occupied first place with the highest literacy culture score in Indonesia, with a score of 80.34, above the national average of 61.63 (Kemdikbud, 2022). Regarding the DIY Community Literacy Development Index (IPLM) in 2023, Yogyakarta City ranks first in DIY with an IPLM score of 98.81, followed by Bantul Regency with a score of 96.67, Kulon Progo Regency with a score of 88.76, and Sleman Regency with a score of 78.88. The area with the lowest IPLM in DIY is Gunungkidul Regency, with an IPLM value of 55.02 (Perpusnas, 2023). This literacy culture will undoubtedly encourage an increase in the Human Development Index in DIY (Warsito et al., 2023). The following is data on the Human Development Index in DIY by district or city from 2017 to 2022.

Table 1. Human Development Index in DIY by Regency/City 2017-2022

Regency/City	2017	2018	2019	2020	2021	2022
Kulon Progo	73,23	73,76	74,44	74,46	74,71	75,46
Bantul	78,67	79,45	80,01	80,01	80,28	80,69
Gunungkidul	68,73	69,24	69,96	69,98	70,16	70,97
Sleman	82,85	83,42	83,85	83,84	84,00	84,31
Kota Yogyakarta	85,49	86,11	86,65	86,61	87,18	87,69
D.I. Yogyakarta	78,89	79,53	79,99	79,97	80,22	80,64

Source: BPS DIY (2023)

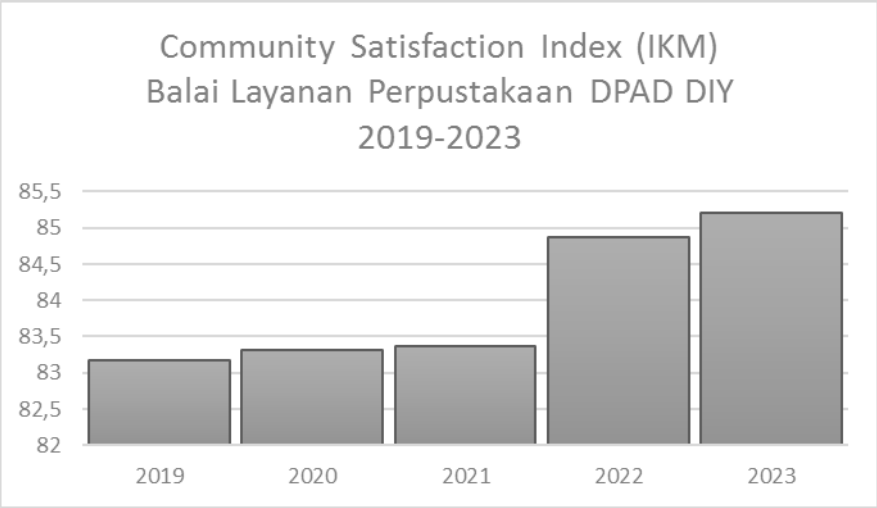
Every year, the HDI in all districts and cities in Yogyakarta has increased. However, there were several phenomena from 2019 to 2020 where the HDI in Bantul Regency did not change to 80.01. In the same year, Sleman Regency and Yogyakarta City experienced a decline in their HDI, which resulted in the average HDI for the Yogyakarta Special Region in 2019–2020 decreasing from 79.99 to 79.97. Apart from that, DIY's HDI position from 2017 to 2022 is consistently ranked number 2 below DKI Jakarta Province and above East Kalimantan Province out of the total number of provinces in Indonesia, namely 34 provinces (BPS DIY, 2023). 2022 DIY's HDI will reach 80.64, while DKI Jakarta's will reach 81.65 (BPS DIY, 2023). The Human Development Index is essential for a region, including DIY, for the reason that the HDI can provide an overview of the condition of the population who are successful in accessing development results to obtain income, health, education, and other things assessed from the aspects of a long and healthy life, knowledge, and decent living standards (BPS DIY, 2023).

Providing good library services is one of the government's obligations in implementing government functions. Library services aim to fulfill information needs by providing library materials and means of browsing library materials to obtain optimal community satisfaction. Public satisfaction with library services is essential for the Balai

Layanan Perpustakaan DPAD DIY because it reflects the government services quality provides to the community. So when people are satisfied, people will come back to get library services. Apart from that, the excellent quality of library services will encourage realizing one of the state goals mandated in the Preamble to the UUD 1945, Paragraph 4, to make the nation's life intelligent. Therefore, the Yogyakarta Special Region Government, through the DPAD DIY, and the Balai Layanan Perpustakaan DPAD DIY must make more efforts to improve the library services quality.

The Community Satisfaction Index Survey (SIKM) shows that over the past five years provide compelling evidence of the continuous improvement in the library services quality at the Balai Layanan Perpustakaan DPAD DIY. These results are a testament to the center's commitment to providing excellent services and are a clear indication of the positive impact on the community. The following are the SIKM at the Balai Layanan Perpustakaan DPAD DIY:

Graph 1. Community Satisfaction Index (IKM) Balai Layanan Perpustakaan DPAD DIY 2019-2023



Source: DPAD DIY (2023) (Author's preparation, 2024)

Based on data from the Balai Layanan Perpustakaan DPAD DIY Community Satisfaction Index (IKM) for 2019–2023 shows that the community satisfaction index has been increase over the last five years. Apart from IKM, which continues to increase every year, the Balai Layanan Perpustakaan DPAD DIY also has several other achievements, namely having "A" Library Accreditation, Rank 3 in the Non-School Technical Implementation Unit Category in the 2023 Special Region of Yogyakarta Government Environmental Government Culture Competition, Most Digital Regional Apparatus in 2023, 2nd Place in the 2021 SATRIYA Government Cultural Group Competition, and Sepatu Jolifa Innovation (Jogja Library for All Integrated Library System) entered the Top 45 Public Service Innovation Competition (KIPP) within Ministries/Regional Government Institutions, BUMN, and BUMD 2019. This proves the seriousness of the Balai Layanan Perpustakaan DPAD DIY's commitment to providing quality library services.

Monitoring the library services quality is the key to increase public satisfaction optimally. In implementing the measurement of the quality of library services, appropriate models, methods, and measuring tools are needed so that they can represent data and facts in the field (Fikri & Prasetyawan, 2019). In measuring service quality, the government is guided by the Permen PANRB 14/2017. Other models can be used to measure the library services quality, namely the Servqual and Libqual models.

The Servqual model can measure an organization's service quality by including five dimensions: tangibles, reliability, responsiveness, assurance, and empathy (Wibowo & Nuryanto, 2022). Meanwhile, the Libqual model has four dimensions, namely service effect ,

library as place , personal control, and information access. In this research, the Libqual model is used because the Libqual model is a development of the Servqual model, which is specifically for library services, so it is more effective than the Servqual model.

Modeling of community satisfaction is needed to determine the level of importance and performance of factors that influence the library services quality and determine the attributes of library services that need improvement (Hermawan et al., 2016). The Importance Performance Analysis (IPA) method is used as a model for analyzing community satisfaction, which is assessed by the gap level between the expectations of the service recipient and the performance of the service provider so that it can provide an overview regarding the service recipient's assessment of the service received, which can then be developed as a priority scale for the services attributes that need some improvement in quality in the form of a Cartesian diagram or importance performance matrix (Hermawan et al., 2016).

Based on the pre-study, the Balai Layanan Perpustakaan DPAD DIY performs well in serving library services to the community. In this research, we want to prove, measure, find out, and evaluate the service quality at the Balai Layanan Perpustakaan DPAD DIY, where researchers use new instruments, namely the Libqual model and the IPA method. The Libqual model is used in this research because it has indicators more specific to library services than the Servqual model, which is usually used to evaluate the quality of services in general. This research also to identify the influence factors in the quality of library services and prepare recommendations for improvement. So, based on this background, the researcher wants to evaluate the quality of library services at the Balai Layanan Perpustakaan DPAD DIY by integrating the Libqual model and the IPA method, with the research title "Library Services Quality Evaluation at the Balai Layanan Perpustakaan DPAD DIY with Integration Analysis Using the Libqual Model and Importance Performance Analysis (IPA) Method.

Quality of Library Services

Tjiptono in Hardiyansyah (2018) believes that the definition of *quality* is conformity with requirements, suitability for use, continuous improvement efforts, conditions that are free from damage or defects, efforts to meet customer needs from the start and every time, efforts to do something correctly and something that can provide happiness for customers. Several characteristics serve as benchmarks for the quality of public services, namely waiting time and processing time (punctuality), error-free (service accuracy), politeness and friendliness, ease of getting services, comfort while getting services, and other attributes that support such things as cleanliness and waiting rooms that have air conditioning (Tjiptono in Hardiyansyah, 2018).

There are five dimensions of public service quality, according to Pararusman in Nurdin (2019), including:

a. Tangibles: visible and tangible evidence, such as physical facilities and infrastructure, and also personnel.
b. Reliability: Reliability in fulfilling the services provided reliably.
c. responsiveness: responsiveness in assisting service users.
d. Assurance: guarantees provided by public servants to foster trust.
e. Empathy: Empathy provided by public servants to service users.

Libqual Model

There are several ways to measure the library services quality, one of them is the Libqual model. The Libqual model is a model resulting from the development of the Servqual model, which is specifically for determining the library services quality with four dimensions (Fatmawati, 2011), including:

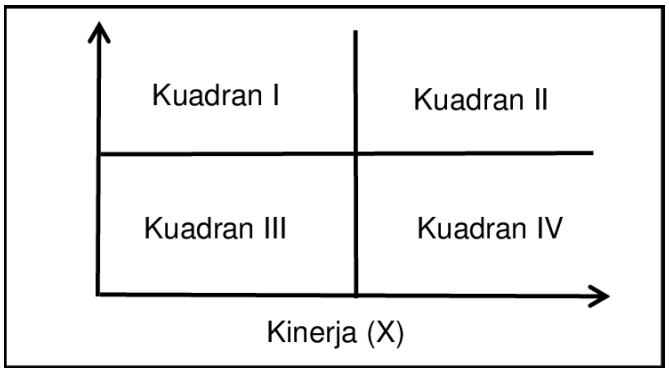
a. Service Affect (SA): Librarians' abilities and attitudes in serving illustrate that the quality of library service will be better when librarians can act as professional intermediaries.

b. Library as Place (LP): A library is where things can be displayed realistically.
c. Personal Control (PC): instructions and access facilities designed to enable users to independently carry out the activities they want related to searching for information.
d. Information Access (IA): This dimension discusses the availability of library materials.

Importance Performance Analysis (IPA) Method

The gap analysis results between community expectations and library service performance at the Grhatama Pustaka Library Service Center were then modeled into a Cartesian diagram. Wisudawati et al. (2023) explain that in the Cartesian IPA diagram, there are four quadrants, including:

a. Quadrant I: Attributes in quadrant I are very crucial and require immediate follow-up.
b. Quadrant II: Attributes in Quadrant II are considered good enough and can be maintained.
c. Quadrant III: The attributes do not require special attention.
d. Quadrant IV: Attributes in quadrant IV are considered not very important. Therefore, allocating resources within this attribute to other attributes with more important handling priorities is necessary.



Source: Jufriyanto (2020)

Figure 1. Importance Performance Matrix (IPA Matrix)

In the Cartesian diagram, the performance level is on the abscissa axis (X), while the importance level is on the ordinate axis (Y). The results of the average performance level are used as a barrier between high and low performance. Meanwhile, the average result of the level of importance is used to delimit high and low levels of importance (Putra, 2019).

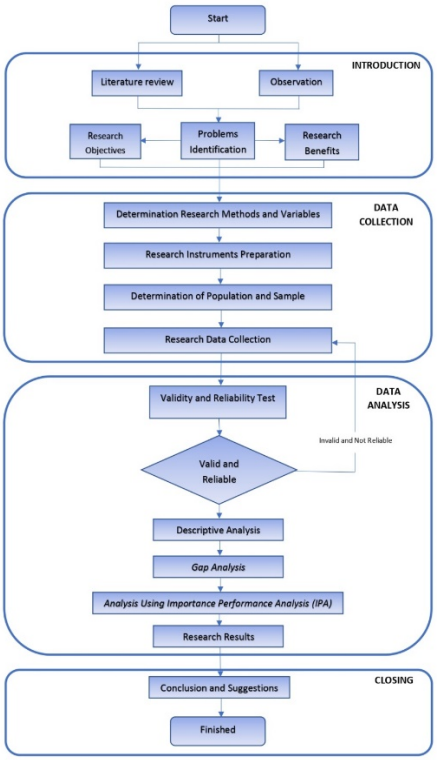
There are many ways to measure the public services quality, including the Servqual and Libqual models. In this research, the subject is the library services quality, so the Libqual model is much more appropriate than the Servqual model. The Libqual model becomes more complete when accompanied by the analysis modeling of community satisfaction, which is assessed by the level of discrepancy between the importance level of service recipients and the performance level of service providers through the use of the IPA method. Therefore, to be able to provide an overview of the service recipient's assessment of the quality of the service received, which can then be arranged in a priority scale for service attributes that need to be improved in the form of a Cartesian diagram, researchers are interested in studying it more deeply through this research.

METHODS

Research Design

This research used a quantitative approach with a descriptive survey method. According to Siyoto & Sodik (2015), quantitative research is research that emphasizes

phenomena, which are then studied quantitatively through the use of numbers and statistical processing. Quantitative research is to study a phenomenon from the participant's perspective in order to describe and explore it. The use of the descriptive survey method is intended to make the analysis process more detailed.



Source: Author's Process (2024)

Figure 2. Research Flow

Based on Figure 2. Research Flow above, this research begins with a preliminary stage that consists of several steps, the first of which is carrying out a literature study and direct observation using library services at the Balai Layanan Perpustakaan DPAD DIY. The aim of carrying out the literature study is to gain an understanding regarding the use of the Libqual model and the IPA method to measure the library services quality by understanding journals and books. The next step is identifying the problem, formulating research objectives, and determining the benefits of research. Identification of problems, in this case positive phenomena, is aimed at analyzing phenomena that occur during the implementation of library services at the Balai Layanan Perpustakaan DPAD DIY from the user's perspective, demonstrating our commitment to understanding and addressing their needs. After problem identification is carried out, this is followed by the formulation of research objectives so that the research to be carried out has clear achievements in accordance with the problem identification. After formulating the research objectives, the benefits of the research are also formulated.

Next, the data collection stage begins with determining research methods and variables, preparing research instruments, determining population and sample sizes, and collecting research data. In the third stage, the data analysis stage, the first step is validity and reliability testing, followed by descriptive analysis and gap analysis, and then continued analysis using IPA method. The final stage, the closing stage, consists of drawing conclusions and formulating recommendations based on the research results obtained

Data Collection Technique

Research Instruments

According to Sugiyono (2013), research instruments are data collection tools that can be tests or questionnaires used as guidelines. The statement items used in this research were adapted from statement items in research conducted by Prasetyo (2016), which can be seen in Table 2. Research Instruments Indicators.

Table 2. Research Instrument Indicators

No.	Dimension	Indicators	Sub-Indicators	Code
1	Service Affect	Empathy	The librarian understands my needs in the library	SA1
		Responsiveness	The librarian's willingness to help me with my difficulties in the library	SA2
			The librarian is always responsive in providing assistance in finding the information I need	SA3
		Assurance	Friendliness of librarians in providing services	SA4
			Politeness of librarians in providing services	SA5
		Reliability	Service times are in accordance with library opening/closing hours	SA6
			The librarian's ability to answer the questions I ask	SA7
2	Library as Place	Tangibles	The availability of books in the library helps me in completing my college assignments	LP1
			Good condition of the building and equipment and supplies	LP2
		Utilitarian Space	The tranquility of the library room for studying	LP3
			There is a room design as a place for discussion that attracts user interest	LP4
		Symbol	Libraries can provide various inspirations for reading and studying	LP5
			The library is open to the public to study/discuss together	LP6
		Refuge	Availability of space in the library that is comfortable for studying	LP7
			The condition of the library is always clean and well maintained so it is conducive to studying	LP8
3	Personal Control	Easy of Navigation	It makes it easier for me to search for information in the library	PC1
			The arrangement of the library collection makes it easier for me to retrieve information	PC2
		Convenience	Clarity of instructions or guidelines for using service facilities in the library	PC3
			Speed of time required to obtain information in the library	PC4
		Modern Equipment	The availability of photocopying facilities helps and makes it easier for me to obtain materials in the library	PC5
			There is automation software in the library as a tool to help search collections	PC6
		Self Reliance	I can do it myself to find information in the library	PC7
4	Information Access	Content/ Scope	Availability of collections according to my syllabus and needs	IA1
			Availability of user guidance in the library when needed	IA2
		Timeliness	Smooth access to various information that I need	IA3
			Easy access to find relevant and accurate information through catalog tools	IA4

Source: Prasetyo (2016)

Sub-indicators are then formulated from each of these indicators, which will later be used to prepare each statement in the questionnaire. Because the instrument is a

questionnaire, a scale is needed to obtain accurate quantitative data. The scale used in this research is a 1-4 Likert scale to find out the perceptions regarding a social phenomenon (Sugiyono, 2013).

Population and Sample

All objects and subjects with specific characteristics can be called a population, while a part representing the population is called a sample (Amin et al., 2023). The sampling technique is purposive sampling. So, the respondents or samples are selected considering certain considerations and adjusted to the research objectives. The considerations or criteria for respondents sought are library users who have received library services at the Balai Layanan Perpustakaan DPAD DIY from 2023 to 2024. The next stage is finding out the minimum sample size using the formula Hair (2014), that the sample size can be found from the number of indicators/statement items in the questionnaire. The number of statement items in the questionnaire in this research was 52 statement items; therefore, the minimum sample size is as follows.

Min. Sample
= indicators x 5
= 52 x 5
= 260
Max. Sample
= indicators x 10
= 52 x 10
= 520

The Hair formula, a crucial tool in research, has been instrumental in determining that a minimum of 260 library respondents at the Balai Layanan Perpustakaan DPAD DIY, who have availed library services in 2023 to 2024, is the required sample size for this study.

After the research instrument has been created, it continues collecting research data by distributing online and offline questionnaires to respondents using predetermined criteria. The questionnaires were distributed online via Instagram, Whatsapp, and X. Meanwhile, offline questionnaires are distributed directly at the Balai Layanan Perpustakaan DPAD DIY to users who come on the day the questionnaire is distributed. Online questionnaire data that users have filled in will be monitored via the Google Form dashboard with the consideration that if the accumulation of the number of respondents is sufficient, then the next stage can be carried out. If the minimum number has yet to be met, the distribution of the questionnaire will continue with a time limit of 1 month starting from the first distribution of the questionnaire.

Data Analysis

The data analysis stage has several steps: validity and reliability testing, descriptive analysis, gap analysis, analysis using the science method, and then continuing with the research results and discussion. Following are the details of each step:

Validity and Reliability Test

Validity Test

The validity test, as explained by Prananda et al. (2019), is a critical step. It's designed to ensure that each attribute in the questionnaire accurately represents the factors under study. A research instrument is considered to have high validity if it consistently produces results that align with the measurement objectives (Djaali, 2020). The validity test is conducted using the Pearson product-moment formula:

$$r_{ix} = \frac{n(\Sigma ix) - (\Sigma i)(\Sigma x)}{\sqrt{\left[n\Sigma i^2 - (\Sigma i)^2\right]\left[n\Sigma x^2 - (\Sigma x)^2\right]}}$$

Information :
rix: correlation coefficient
i: item score
x: total score
n: number of subjects

The validity test examined the correlation between the calculated r value and the r table product moment at a significance level of 0.05 with the following requirements:

a) It has a significant correlation if calculated ≥ r table (2-sided test with sig. 0.05).
b) It does not have a significant correlation if r calculated ≤ r table (2-sided test with sig. 0.05).

Reliability Test

Cronbach's alpha formula, a powerful tool that underpins the reliability test, to ensure the trustworthiness of our measurements (Sigiro et al., 2017).

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

Information :
r_{11}: alpha reliability coefficient
k: number of question items
$\sum a^2 b$: number of item variants
$a^2 t$: total variance

The statement item is reliable if the Cronbach Alpha value is ≥ 0.60 (Ghozali, 2011).

Descriptive Analysis

According to Sugiyono (2013), the primary purpose of descriptive statistical analysis is to give a comprehensive overview of the characteristics of variables, such as mean, median, mode, and deviation. This analysis is particularly useful for interpreting questionnaire data, as it allows for a clear and concise presentation of the findings.

Conformity Level Analysis

An analysis of the level of suitability in this research was obtained by comparing the performance level value with the importance level value. The following is the formula for calculating the level of conformity, namely:

$$TKi = \frac{Xi}{Yi} \; X \; 100\%$$

Information:
TKi = respondent's suitability level
Xi = score of performance level
Yi = score of importance level

Gap Analysis

A gap analysis is to evaluate the library services quality at the Balai Layanan Perpustakaan DPAD DIY. This assessment was based on the gap between performance and expectations. The difference between the performance level and the importance level was calculated to determine the gap value.

Importance Performance Analysis (IPA) Analysis

Ramadhanti & Marlena (2021) argue that IPA method is an important method to measure consumer satisfaction. The IPA measurement results diagram is divided into quadrants: Quadrant I, Quadrant II, Quadrant III, and Quadrant IV. The use of the IPA method goes through a detailed process, starting from determining consumer satisfaction to income from service attributes that are deemed to need improvement or attributes that need to be maintained (Syahputra et al., 2020). IPA analysis is carried out as a follow-up to the gap analysis by calculating the each indicator average using the formula (Resfani, 2013):

$$\bar{x} = \frac{\Sigma Xi}{n} \qquad \bar{Y} = \frac{\Sigma Yi}{n}$$

Information:
$\bar{x}$ = performance level average score
$\bar{Y}$ = importance level average score
Σ Xi = performance level total number
Σ Yi = importance level total number
n = number of respondents

The results of the average calculation for each indicator are then input into SPSS software and tabulated in the IPA matrix. The X-axis in the importance-performance matrix is the performance level, while the Y-axis is the importance level. The following formula is used to obtain the X-axis and Y-axis (Resfani, 2013):

$$\bar{\bar{X}} = \frac{\sum_{i=1}^{n} \bar{x}i}{k} \quad ; \quad \bar{\bar{Y}} = \frac{\sum_{i=1}^{n} \bar{Y}i}{k}$$

Information:
$\bar{\bar{X}}$: X Axis Limit (Performance Level)
$\bar{\bar{Y}}$: Y Axis Boundary (Level of Importance)
k: Number of attributes studied

Research data analysis consists of the validity and reliability tests result from questionnaire testing, results of descriptive statistical analysis, gap analysis, and using the IPA method. The IPA method aims to find out the comparison of service users' assessments of the performance level with the importance level at the Balai Layanan Perpustakaan DPAD DIY, which is then visualized into an Importance Performance Matrix (Putra, 2019). From this matrix, it can be seen which indicators require suggestions for improvement or indicators whose quality needs to be improved so that the expectations and satisfaction of users at the Balai Layanan Perpustakaan DPAD DIY can be met.

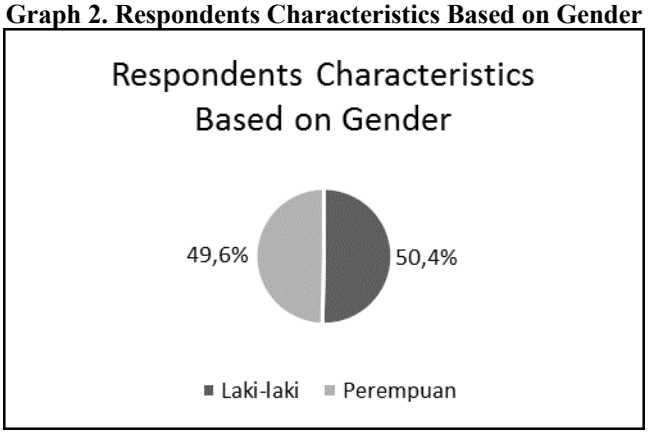
This research concludes by providing conclusions and suggestions for phenomena related to the library services quality at the Balai Layanan Perpustakaan DPAD DIY. Concluding begins with presenting data, which is developed and compiled, then conclusions are drawn, and actions are taken by presenting narrative text (Ahmad & Muslimah, 2021).

RESULTS AND DISCUSSIONS

Demographic Analysis of Respondents

Data was collected through questionnaires, and 270 respondents were obtained. The graph 2 and graph 3 is the results of the demographic analysis of respondents based on gender and age:

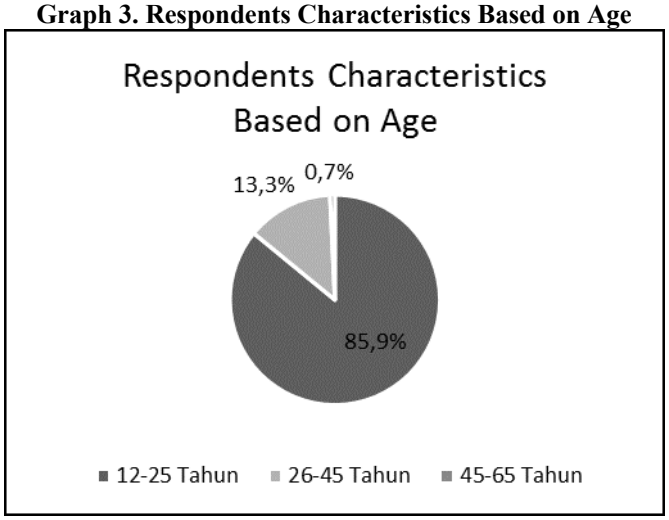
Graph 2. Respondents Characteristics Based on Gender



Source: Author's preparation (2024)

Based on the gender of the respondents shown in Graph 2. Characteristics Based on Gender, the majority respondents were male, with a percentage of 50.4%, while female respondents were 49.6%.

Graph 3. Respondents Characteristics Based on Age



Source: Author's preparation (2024)

Based on the age range of the respondents shown in Graph 3. Characteristics Based on Age, 85.9% of respondents have an age range of 12-25 years. This is followed by respondents who have an age range of 26-45 years, amounting to 13.3%, and respondents with a range of 45-65 years were the fewest respondents, with a percentage of 0.7%.

Validity Test

In this research, we conducted validity tests on items that assess the importance and performance level, each consisting of 26 items. The instrument validity was tested by comparing the r table, using formula DF = n-2 (n is the items number), with a level significance is 0.005, with the calculated r. The r table was found to be 0.361. The results are in table 3 and table 4:

Table 3. Instrument Validity Test Results for Level of Inmportance

No.	Dimension	Indicators	Code	R Calculated	R Table	Information
1	Service Affect	Empathy	SA1	0.763	0.361	Valid
		Responsiveness	SA2	0.782	0.361	Valid
			SA3	0.868	0.361	Valid
		Assurance	SA4	0.855	0.361	Valid
			SA5	0.880	0.361	Valid
		Reliability	SA6	0.801	0.361	Valid
			SA7	0.818	0.361	Valid

No.	Dimension	Indicators	Code	R Calculated	R Table	Information
2	Library as Place	Tangibles	LP1	0.799	0.361	Valid
			LP2	0.721	0.361	Valid
		Utilitarian Space	LP3	0.827	0.361	Valid
			LP4	0.867	0.361	Valid
		Symbol	LP5	0.774	0.361	Valid
			LP6	0.850	0.361	Valid
		Refuge	LP7	0.894	0.361	Valid
			LP8	0.769	0.361	Valid
3	Personal Control	Easy of navigation	PC1	0.769	0.361	Valid
			PC2	0.804	0.361	Valid
		Convenience	PC3	0.762	0.361	Valid
			PC4	0.828	0.361	Valid
		Modern Equipment	PC5	0.801	0.361	Valid
			PC6	0.783	0.361	Valid
		Self Reliance	PC7	0.824	0.361	Valid
4	Information Access	Content/ Scope	IA1	0.758	0.361	Valid
			IA2	0.804	0.361	Valid
		Timeliness	IA3	0.870	0.361	Valid
			IA4	0.805	0.361	Valid

Source: Author's preparation (2024)

The importance level statement items validity test using SPSS Version 25 software result, it is known that the Service Affect statement items (SA1, SA2, SA3, SA4, SA5, SA6, and SA7), Library as Place (LP1, LP2, LP3, LP4, LP5, LP6, LP7, and LP8), Personal Control (PC1, PC2, PC3, PC4, PC5, PC6, and PC7), and Information Access (IA1, IA2, IA3, and IA4) have a calculated r that is more than the r table (0.361), so that 26 importance level statement items were declared valid.

Table 4. Instrument Validity Test Results for Level of Performance

No.	Dimension	Indicators	Code	R Calculated	R Table	Information
1	Service Affect	Empathy	SA1	0.872	0.361	Valid
		Responsiveness	SA2	0.859	0.361	Valid
			SA3	0.837	0.361	Valid
		Assurance	SA4	0.818	0.361	Valid
			SA5	0.905	0.361	Valid
		Reliability	SA6	0.797	0.361	Valid
			SA7	0.849	0.361	Valid
2	Library as Place	Tangibles	LP1	0.641	0.361	Valid
			LP2	0.757	0.361	Valid
		Utilitarian Space	LP3	0.869	0.361	Valid
			LP4	0.772	0.361	Valid
		Symbol	LP5	0.827	0.361	Valid
			LP6	0.805	0.361	Valid
		Refuge	LP7	0.851	0.361	Valid
			LP8	0.809	0.361	Valid
3	Personal Control	Easy of navigation	PC1	0.840	0.361	Valid
			PC2	0.831	0.361	Valid
		Convenience	PC3	0.922	0.361	Valid
			PC4	0.718	0.361	Valid
		Modern Equipment	PC5	0.806	0.361	Valid

No.	Dimension	Indicators	Code	R Calculated	R Table	Information
			PC6	0.865	0.361	Valid
		Self Reliance	PC7	0.708	0.361	Valid
4	Information Access	Content/ Scope	IA1	0.893	0.361	Valid
			IA2	0.909	0.361	Valid
		Timeliness	IA3	0.828	0.361	Valid
			IA4	0.826	0.361	Valid

Source: Author's preparation (2024)

The performance level statement items validity test using SPSS Version 25 software result, it is known that the Service Affect statement items (SA1, SA2, SA3, SA4, SA5, SA6, and SA7), Library as Place (LP1, LP2, LP3, LP4, LP5, LP6, LP7, and LP8), Personal Control (PC1, PC2, PC3, PC4, PC5, PC6, and PC7), and Information Access (IA1, IA2, IA3, and IA4) have a calculated r that is more than the r table (0.361), so that 26 performance level statement items were declared valid.

Reliability Test

Reliability tests were carried out on items stating the importance and performance level, with 26 items each. The answers from 30 respondents were used to test the instrument's reliability by the r-value (Cronbach's alpha). The instrument is reliable if the r value is more than 0.60. Table 5 and table 6 are the results of the instrument reliability test in this research, namely:

Table 5. Instrument Reliability Test Results for Level of Importance

Dimension	r-value (Cronbach's alpha)	Interpretation	Information
Service Affect	0.920	Very Strong	Reliable
Library as Place	0.925	Very Strong	Reliable
Personal Control	0.901	Very Strong	Reliable
Information Access	0.825	Very Strong	Reliable

Source: Author's preparation (2024)

Based on the reliability tests results using SPSS Version 25 software, it is known that the Service Affect statement items (SA1, SA2, SA3, SA4, SA5, SA6, and SA7), Library as Place (LP1, LP2, LP3, LP4, LP5, LP6, LP7, and LP8), Personal Control (PC1, PC2, PC3, PC4, PC5, PC6, and PC7), and Information Access (IA1, IA2, IA3, and IA4) have r values (Cronbach's alpha) greater than 0.60, so that the 26 items stating the level of importance were declared reliable and very strong.

Table 6. Instrument Reliability Test Results for Level of Performance

Dimension	r-value (Cronbach's alpha)	Interpretation	Information
Service Affect	0.933	Very Strong	Reliable
Library as Place	0.915	Very Strong	Reliable
Personal Control	0.915	Very Strong	Reliable
Information Access	0.887	Very Strong	Reliable

Source: Author's preparation (2024)

Based on the reliability tests using SPSS Version 25 software, it is known that the Service Affect (SA1, SA2, SA3, SA4, SA5, SA6, and SA7), Library as Place (LP1, LP2, LP3, LP4, LP5, LP6, LP7, and LP8), Personal Control (PC1, PC2, PC3, PC4, PC5, PC6, and PC7), and Information Access (IA1, IA2, IA3, and IA4) have r values (Cronbach's alpha) greater than 0.60, so that the 26 items stating the level of performance were declared reliable and very strong.

Conformity Level Analysis

This research analyzed the suitability level by comparing the performance level total score with the importance level total score. Suppose the level of conformity is less than 100%. In that case, the quality of library services has been under the expectations of service recipients, and service recipients have not been satisfied. If the level of conformity is 100%, then the library services quality meets the expectations of service recipients, and service recipients are satisfied. If the level of conformity is more than 100%, then the library servicesquality exceeds the service recipient expectations, and the service recipient feels satisfied. Table 7 is the suitability level analysis in this research:

Table 7. Conformity Level Analysis

Code	Total Performance Level Score	Total Importance Level Score	Conformity Level (Tki)
SA1	1030	1042	98,85 %
SA2	1031	1041	99,04 %
SA3	1030	1042	98,85 %
SA4	1035	1045	99,04 %
SA5	1037	1047	99,04 %
SA6	1032	1034	99,81 %
SA7	1026	1031	99,52 %
LP1	1008	1004	100,40 %
LP2	1012	1024	98,83 %
LP3	1028	1032	99,61 %
LP4	995	992	100,30 %
LP5	989	1016	97,34 %
LP6	1040	1043	99,71 %
LP7	1027	1038	98,94 %
LP8	1020	1040	98,08 %
PC1	1020	1034	98,65 %
PC2	1007	1021	98,63 %
PC3	919	1012	90,81 %
PC4	1010	1008	100,20 %
PC5	478	867	55,13 %
PC6	758	942	80,47 %
PC7	1021	1011	100,99 %
IA1	943	997	94,58 %
IA2	1011	1016	99,51 %
IA3	1010	1022	98,83 %
IA4	950	992	95,77 %
Average Conformity Level			96,19%

Source: Author's preparation (2024)

Based on Table 7. Conformity Level Analysis, it is known that the level of conformity in the indicators Service Affect (SA1, SA2, SA3, SA4, SA5, SA6, and SA7), Library as Place (LP2, LP3, LP5, LP6, LP7, and LP8), Personal Control (PC1, PC2, PC3, PC5, and PC6), and Information Access (IA1, IA2, IA3, and IA4) have a conformity level of less than 100%, so that the library services quality in these indicators has been under the recipient expectations services and service recipients are not satisfied. However, the Library as Place (LP1 and LP4) and Personal Control (PC4 and PC7) indicators have a conformity level of more than 100%, so the library services quality in these indicators has exceeded the expectations of service users, and service users feel satisfied. The average level of conformity between the performance level and the importance level in library services at the Balai Layanan Perpustakaan DPAD DIY is less than 100%, namely 96.19%, so it has been under the expectations of service recipients, and service recipients have not been satisfied.

Gap Level Analysis

The gap level analysis used to determine the library services quality at the Balai Layanan Perpustakaan DPAD DIY by calculating the gap between the performance level and the importance level of each statement item in the research instrument. The following data is the results of the gap level analysis:

Table 8. Gap Level Analysis

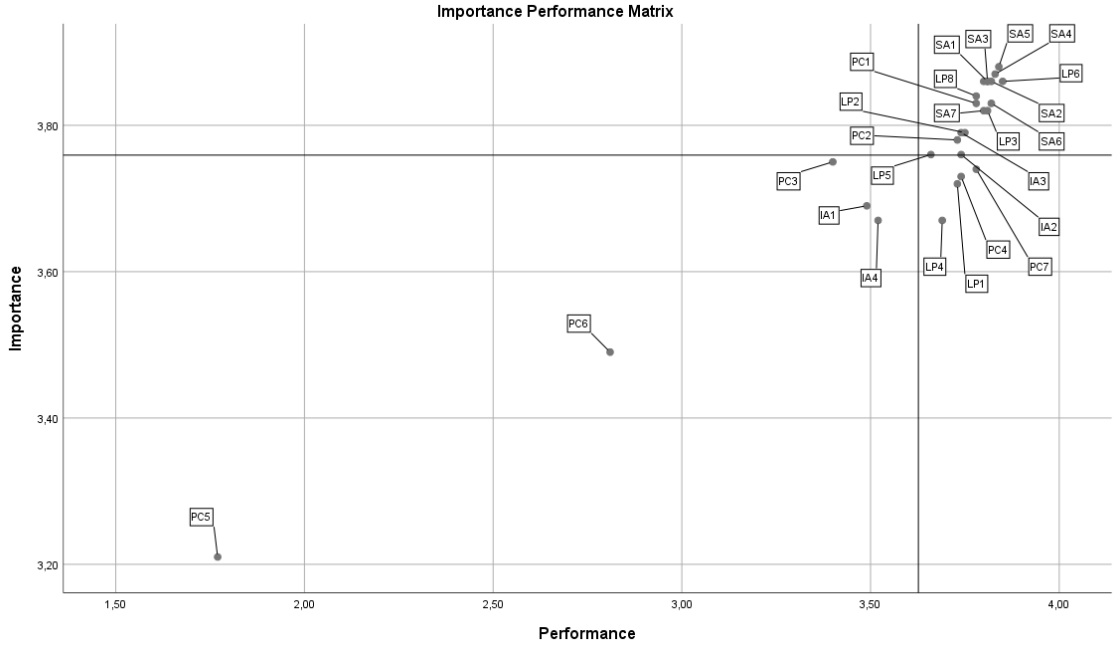
Code	Average Performance Level Score	Average Importance Level Score	Gap
SA1	3,81	3,86	-0,05
SA2	3,82	3,86	-0,04
SA3	3,81	3,86	-0,05
SA4	3,83	3,87	-0,04
SA5	3,84	3,88	-0,04
SA6	3,82	3,83	-0,01
SA7	3,8	3,82	-0,02
LP1	3,73	3,72	0,01
LP2	3,75	3,79	-0,04
LP3	3,81	3,82	-0,01
LP4	3,69	3,67	0,02
LP5	3,66	3,76	-0,10
LP6	3,85	3,86	-0,01
LP7	3,8	3,86	-0,06
LP8	3,78	3,84	-0,06
PC1	3,78	3,83	-0,05
PC2	3,73	3,78	-0,05
PC3	3,4	3,75	-0,35
PC4	3,74	3,73	0,01
PC5	1,77	3,21	-1,44
PC6	2,81	3,49	-0,68
PC7	3,78	3,74	0,04
IA1	3,49	3,69	-0,20
IA2	3,74	3,76	-0,02
IA3	3,74	3,79	-0,05
IA4	3,52	3,67	-0,15
Average Gap Level			-0,13

Source: Author's preparation (2024)

Based on Table 8. Gap Level Analysis, it is known that the level of the gap in the Service Affect indicators (SA1, SA2, SA3, SA4, SA5, SA6, and SA7), Library as Place (LP2, LP3, LP5, LP6, LP7, and LP8), Personal Control (PC1, PC2, PC3, PC5, and PC6), and Information Access (IA1, IA2, IA3, and IA4) have a gap level of less than 0 (negative) so that the performance of the DIY DPAD Library Service Center on these indicators has been under the expectations of service recipients. However, the Library as Place (LP1 and LP4) and Personal Control (PC4 and PC7) indicators have a gap level of more than 0 (positive), so the performance of the Balai Layanan Perpustakaan DPAD DIY on these indicators has met the expectations of service recipients.

IPA Method Analysis

The IPA method analysis aims to model or map research indicators based on their importance and performance. The IPA analysis are in the form of a Cartesian diagram with the average performance level (x axis) and the average importance level (y axis). The following are the results of the IPA method analysis in this research:



Source: Author's Process (2024)

Figure 3. Importance Performance Matrix

Based on the result, the following is an explanation regarding the analysis of indicators in the matrix:

a. Quadrant I (Concentrate Here/Priorities for Improvement)

Indicators located in quadrant I indicate the library services quality at the Balai Layanan Perpustakaan DPAD DIY, which service recipients consider to have a high importance level but a low performance level. Therefore, I must prioritize improving the indicators' quality in the quadrant. Based on the Importance Performance Matrix above, there are no indicators for Service Affect (SA1, SA2, SA3, SA4, SA5, SA6, and SA7), Library as Place (LP1, LP2, LP3, LP4, LP5, LP6, LP7, and LP8), Personal Control (PC1, PC2, PC3, PC4, PC5, PC6, and PC7), and Access Information (AI1, AI2, AI3, and AI4) which are included in quadrant I, so there are no indicators of the library services quality at the Balai Layanan Perpustakaan DPAD DIY which has a priority in improving its quality.

b. Quadrant II (Keep Up The Good Work)

Quadrant II means that indicators located in quadrant II are indicators that have a high importance level and a high performance level, so their quality needs to be maintained. The following indicators are located in Quadrant II, including:

1. Indicator SA1 is that employees understand the community's needs in the library.
2. SA2 indicator, namely employees helping people with difficulties in the library.
3. SA3 indicator, namely responsive employees assisting in finding information the public needs.
4. SA4 indicator, namely friendly employees in providing services.
5. Indicator SA5 is that employees are polite in providing services.
6. Indicator SA6, the Balai Layanan Perpustakaan DPAD DIY, has service times according to the library's opening/closing hours.
7. Indicator SA7 is that employees can answer questions the public asks.
8. Indicator LP2 indicates that the Balai Layanan Perpustakaan DPAD DIY's building and equipment are in good condition.
9. LP3 indicator, namely the Balai Layanan Perpustakaan DPAD DIY, provides a

peaceful library space for studying.
10. Indicator LP5, namely the Balai Layanan Perpustakaan DPAD DIY, can provide various inspirations for reading and studying.
11. Indicator LP6 indicates that the Balai Layanan Perpustakaan DPAD DIY is open to the public for study and discussion.
12. Indicator LP7, the Balai Layanan Perpustakaan DPAD DIY, has a comfortable study room (Indicators LP7 and LP8 have the same gap level value, -0.06).
13. The LP8 indicator, the Balai Layanan Perpustakaan DPAD DIY, is always clean and well maintained, conducive to learning.
14. Indicator PC1, namely the Balai Layanan Perpustakaan DPAD DIY, makes searching for information in the library easy.
15. Indicator PC2 indicates that the Balai Layanan Perpustakaan DPAD DIY has a library collection arrangement that makes information retrieval more accessible to the public.
16. Indicator IA2, the Balai Layanan Perpustakaan DPAD DIY, provides user guidance when needed.
17. Indicator IA3, namely the Balai Layanan Perpustakaan DPAD DIY, ensures smooth access to information the public needs.

Based on the Importance Performance Matrix, it is known that there are 17 indicators of library service quality at the Balai Layanan Perpustakaan DPAD DIY, which are in quadrant II, including: Service Affect indicators (SA1, SA2, SA3, SA4, SA5, SA6, and SA7), Library as Place (LP2, LP3, LP5, LP6, LP7, and LP8), Personal Control (PC1 and PC2), and Access Information (IA2 and IA3). This means that these indicators have a high importance and performance level and also in line with the expectations of service recipients. Therefore, the Balai Layanan Perpustakaan DPAD DIY must maintain quality in these indicators.

c. Quadrant III (Low Priority)

While the indicators for the library services quality at the Balai Layanan Perpustakaan DPAD DIY are in quadrant III, indicating a low performance and importance level, it's important to note that these areas still require improvement efforts. Even though they are not the main priority, indicators such as PC3 and PC5, which provide clear instructions and photocopying facilities, must be improved to enhance service quality.

1. Indicator PC3, the Balai Layanan Perpustakaan DPAD DIY, provides clear instructions or guidance on using library service facilities.
2. Indicator PC5, the Balai Layanan Perpustakaan DPAD DIY, provides photocopying facilities, which make it easier for the public to obtain library materials.
3. Indicator PC6, the Balai Layanan Perpustakaan DPAD DIY, provides library automation software for searching collections.
4. Indicator IA1, the Balai Layanan Perpustakaan DPAD DIY, provides collections according to the syllabus and community needs.
5. Indicator IA4, the Balai Layanan Perpustakaan DPAD DIY, provides easy access to relevant and accurate information through catalog tools.

It's worth noting that the Personal Control indicators (PC3, PC5, and PC6) and Information Access (AI1 and AI4) are located in quadrant III of the Importance Performance Matrix. This indicates that these indicators have a low importance and performance level. Therefore, it's crucial for the Balai Layanan Perpustakaan DPAD DIY to improve its performance on these indicators, even though they are outside the main priorities, to ensure a comprehensive and high-quality service.

d. Quadrant IV (Possible Overkill)

Quadrant IV is the quadrant where the indicators for the library services quality at the Balai Layanan Perpustakaan DPAD DIY are of excessive-quality because the indicators have a performance level but a low importance level. It is recommended that indicators in this

quadrant allocate their performance to indicators located in Quadrant I. The following are indicators located in quadrant IV, including:

1. Indicator LP1, namely the Balai Layanan Perpustakaan DPAD DIY, provides books in the library to help people complete college assignments.
2. The LP4 indicator, the Balai Layanan Perpustakaan DPAD DIY, has a room designed to attract public interest for discussions.
3. The PC4 indicator, the Balai Layanan Perpustakaan DPAD DIY, shows the speed of time needed to obtain information in the library.
4. Indicator PC7, namely the Balai Layanan Perpustakaan DPAD DIY, allows the public to search for information in the library themselves.

The Library as Place indicators (LP1 and LP4) and Personal Control (PC4 and PC7) are located in Quadrant IV, which means that these indicators are considered to have a high performance level but a low importance level by service recipients. Thus, indicators in Quadrant IV can allocate their performance to indicators in Quadrant I. Considering that there are no indicators of library service quality at the Balai Layanan Perpustakaan DPAD DIY, which is in Quadrant I, the performance of indicators in Quadrant IV can be allocated to indicators in Quadrant III.

Improvement Recommendations

Based on the Importance Performance Matrix analysis, the indicators for the library services quality at the Balai Layanan Perpustakaan DPAD DIY that require quality improvement are in quadrant III. The indicators in quadrant III are the Personal Control indicators (PC3, PC5, and PC6) and Information Access (AI1 and AI4). The following are recommendations for improving the library services quality at the Balai Layanan Perpustakaan DPAD DIY, as in table below.

Table 9. Improvement Recommendations

Dimension	Indicators	Problems	Recommendation
Personal Control	Convenience	[PC3] The clarity of instructions or guidelines for using service facilities at the Balai Layanan Perpustakaan DPAD DIY needs a higher level of performance.	Balai Layanan Perpustakaan DPAD DIY can add instructions or guidelines for using library service facilities that are easy to see, read, understand, and correct so that the public can easily use the provided facilities.
	Modern Equipment	[PC5] The availability of photocopying facilities at the Balai Layanan Perpustakaan DPAD DIY needs a higher level of performance.	The Balai Layanan Perpustakaan DPAD DIY can procure or add photocopiers and scanning machines so that the public can obtain library materials with assistance and convenience.
		[PC6] The availability of automation software at the Balai Layanan Perpustakaan DPAD DIY needs a higher level of performance.	Balai Layanan Perpustakaan DPAD DIY can improve the performance of automation software by increasing server access speed, including the identity of the library material being searched for, an effective coding or indexing system for library materials, as well as developing user-friendly software that is equipped with regular maintenance so that the public feels helped by the automation software. as a collection tracking tool.

Dimension	Indicators	Problems	Recommendation
Information Access	Content/Scope	[IA1] The availability of collections at the Balai Layanan Perpustakaan DPAD DIY needs a higher level of performance.	Balai Layanan Perpustakaan DPAD DIY can procure or add to the collection of library materials, both digital and print so that the public can get library materials according to the syllabus and community needs.
	Timeless	[IA4] Ease of access to find relevant and accurate information through catalog tools at the Balai Layanan Perpustakaan DPAD DIY has a low level of performance.	The Balai Layanan Perpustakaan DPAD DIY can reorganize the display of catalog tools (UI/UX) to be easily understood and informative and include complete information, such as the identity of library materials, indexation, and storage location.

Source: Author's Process (2024)

CONCLUSIONS

The analysis of the level of conformity result, the Balai Layanan Perpustakaan DPAD DIY library services still need to meet the expectations of the community as service recipients. This is proven by the total conformity level of 96.19%, where this value is still less than 100%, so it still needs to meet community expectations. However, several indicators exceed people's expectations, namely the Library as Place (LP1 and LP4) and Personal Control (PC4 and PC7) indicators with a more than 100% conformity level.

The analysis of the gap level result, the library services quality at the Balai Layanan Perpustakaan DPAD DIY has not met the service recipients expectations because the average value of the gap level is -0.13 (negative). This means a gap exists between the importance level and the performance level of library services at the Balai Layanan Perpustakaan DPAD DIY. Apart from that, some indicators have a positive gap level value (>0), namely the Library as Place (LP1 and LP4) and Personal Control (PC4 and PC7) indicators, so that the performance of the Balai Layanan Perpustakaan DPAD DIY on these indicators has met the expectations of service recipients.

In this research, an Importance Performance Matrix analysis was also carried out with the result that it is necessary to improve the indicators quality located in quadrant III, namely the Personal Control indicators (PC3, PC5, and PC6) and Information Access (IA1 and IA4) even though they are not the main priority. There are no indicators of the library services quality at the Balai Layanan Perpustakaan DPAD DIY, which is in quadrant I. Meanwhile, in quadrant II, there are 17 indicators, namely the Service Affect indicators (SA1, SA2, SA3, SA4, SA5, SA6, and SA7), Library as Place (LP2, LP3, LP5, LP6, LP7, and LP8), Personal Control (PC1 and PC2), and Information Access (IA2 and IA3). In quadrant IV are Library as Place indicators (LP1 and LP4) and Personal Control (PC4 and PC7).

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