

ABSTRAK

Risda B. Kulibang (2024), Kualitas Pelayanan Publik Dinas Perpustakaan dan Kearsipan Provinsi Sulawesi Selatan.

(Pembimbing: Ansyari Mone dan Muhammad Amril Pratama Putra)

Penelitian ini bertujuan untuk mengetahui Kualitas Pelayanan Publik Dinas Perpustakaan dan Kearsipan Provinsi Sulawesi Selatan dan juga untuk mengetahui apa saja faktor pendukung dan faktor penghambat yang dilakukan oleh Dinas Perpustakaan Dan Kearsipan Provinsi Sulawesi Selatan. Metode penelitian yang digunakan yaitu metode deskriptif dengan pendekatan kualitatif, adapun metode pengumpulan data yaitu melalui observasi, wawancara dan dokumentasi.

Hasil penelitian ini menunjukkan bahwa Kualitas Pelayanan Publik Dinas Perpustakaan dan Kearsipan Provinsi Sulawesi Selatan, dengan berdasarkan pada 5 indikator menurut Zeithaml mengenai kualitas pelayanan publik yaitu 1) Bukti fisik (*tangible*) pengadaan layanan fasilitas fisik yang ada di perpustakaan seperti AC, meja, komputer, dan layanan perpustakaan keliling, serta promosi aktif melalui media sosial, meskipun kecepatan akses Wi-Fi perlu ditingkatkan. 2) Keandalan (*reliability*) yaitu pelayanan terbilang konsisten, tepat waktu, dan setara kepada semua pengunjung, termasuk penggunaan aplikasi iSulsel untuk membaca digital. 3) Daya tanggap (*responsiveness*) terlihat dari respons cepat pegawai terhadap kebutuhan pengunjung, seperti bantuan dalam mencari buku dan penanganan keluhan maupun saran yang diberikan pengunjung. 4) Jaminan (*assurance*) yaitu pelayanan yang konsisten sesuai Standar Operasional Prosedur (SOP) memberikan rasa aman dan kepercayaan bagi pengunjung, serta dalam perlindungan data dan aturan keamanan di lingkungan perpustakaan. 5) Empati (*empathy*) terlihat dari partisipasi pegawai diberbagai kegiatan literasi di 24 Kabupaten/Kota serta program perpustakaan keliling, meskipun ada sedikit saran dari pengunjung mengenai komunikasi dari pegawai agar lebih ditingkatkan.

Kata Kunci: Kualitas, Pelayanan Publik, Perpustakaan

ABSTRACT

Risda B. Kulibang (2024), Quality of Public Services of the Library and Archives Office of South Sulawesi Province.

(Supervisors: Ansyari Mone dan Muhammad Amril Pratama Putra)

This research aims to determine the Quality of Public Services of the Library and Archives Office of South Sulawesi Province and also to find out what are the supporting factors and inhibiting factors carried out by the Library and Archives Office of South Sulawesi Province. The research method used is descriptive method with a qualitative approach, while the data collection method is through observation, interviews and documentation.

The results of this study indicate that the Quality of Public Services of the South Sulawesi Provincial Library and Archives Office, based on 5 indicators according to Zeithaml regarding the quality of public services, namely 1) Physical evidence (tangible) the provision of physical facilities services in the library such as air conditioning, tables, computers, and mobile library services, as well as active promotion through social media, although the speed of Wi-Fi access needs to be improved. 2) Reliability: the service is consistent, timely, and equal to all visitors, including the use of the iSulsel application for digital reading. 3) Responsiveness can be seen from employees' quick response to visitors' needs, such as assistance in finding books and handling complaints and suggestions given by visitors. 4) Assurance, namely consistent service according to Standard Operating Procedures (SOP), provides a sense of security and trust for visitors, as well as in data protection and security rules in the library environment. 5) Empathy can be seen from the participation of employees in various literacy activities in 24 districts / cities and mobile library programs, although there are few suggestions from visitors regarding communication from employees to be further improved.

Keywords: Quality, Public Service, Library