Analysis of Universitas Pembangunan Nasional Veteran Jakarta Student Satisfaction With Library Website

James Sihar Gabriel Tambunan[1], Putri Nurul Hasanah[2]
[1]Sains Informasi, Universitas Pembangunan Nasional Veteran Jakarta, Jakarta, Indonesia
[2]Ilmu Komunikasi, Universitas Pembangunan Nasional Veteran Jakarta, Jakarta, Indonesia

Email: 2310414064@mahasiswa.upnvj.ac.id
2010411168@mahasiswa.upnvj.ac.id

Abstract

The library website is a vital tool in supporting the accessibility of academic information for students.This study aims to measure the level of student satisfaction with the library website of Universitas Pembangunan Nasional Veteran Jakarta (UPNVJ).The urgency of this study lies in the need to ensure that library digital services are able to meet user expectations and needs in the ever-evolving digital era. The WebQual method was used to assess the quality of the website based on three main dimensions: usability, information quality, and service interaction quality. With the results showing positive user ratings of the usability, information quality, and interaction quality of the UPN Veteran Jakarta library website, it can be concluded that the UPN Veteran Jakarta library website has successfully provided a satisfying experience for its users.This research is expected to provide input for library managers in improving the quality of their digital services to meet student expectations and needs.

Keywords: Student satisfaction; Library website; User needs; WebQual method

INTRODUCTION

Sen et al (in Afrina, 2023) say that a library is a place where library collections are collected and organized properly, making it easier for access to find information quickly and efficiently when needed. According to Junaeti and Arwani (2016) Libraries play an important role as a facility for education, research, knowledge preservation, information sources, and also as a place of recreation, which aims to increase intelligence and community empowerment.

According to Endarti (2022) Libraries play a very important role in the world of education because they are a vital repository of information for an institution to support the development of science. According to Septiana and Ati (2019) Higher education as an educational institution can take advantage of advances in information technology in the library, one way is to create a library website. Web-based library services refer to services provided via the internet to provide easier access to various library facilities. This system uses online networks as a means to provide these services, including the management of book collections and library databases such as electronic journals and electronic books.(Andayan, 2020)

In practice, sometimes the use of library websites often experiences problems. Whether it's because the network is unstable, or the website itself is too complicated to operate. This is very difficult for users, where most users are students, therefore it is important to understand the extent to which the library website meets the needs and expectations of students. UPN "Veteran" Jakarta Library, as the main support for academic activities on campus, not only provides access to physical information resources such as books and printed materials, but also through the management of the library website. The library website is an important tool that allows students and faculty to access information efficiently and in a timely manner. Therefore, effective management of the library website is vital in meeting their information needs. This research journal aims to evaluate the management of the UPN "Veteran" Jakarta library website, focusing on identifying existing strengths and weaknesses using the

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webqual method and formulating recommendations for improvements that can enhance UPN Veteran Jakarta library services.

METHOD

This research uses quantitative methods. Researchers collected data using a questionnaire via google form which contains several questions related to the UPN Veteran Jakarta library website to 30 students who have used the UPNVJ library website. the questionnaire given to respondents was made based on the webqual method and the data obtained from the questionnaire will be analyzed, and conclusions will be drawn based on existing data.

According to Waruwu (2023) Qualitative research is a type of research that emphasizes description and analysis. The descriptive aspect focuses on describing and explaining the events, phenomena, and social context under study. Meanwhile, the analytical aspect involves interpretation, understanding, and comparison of the data obtained from the research results.

Webqual The WebQual method was developed by Barnes and Vidgen in 1998 to assess the quality of websites from the user's perspective. The rationale behind the development of this method was the need for a tool capable of measuring the various aspects that influence users' perceptions of website quality, especially given the importance of websites in e-business and digital interaction.

Main Dimensions of WebQual:

1. Usability: This dimension assesses how easily users can interact with the website and achieve their goals without significant difficulty. It includes ease of navigation, availability of information, and efficiency in accomplishing tasks.
2. Information Quality: This dimension assesses the accuracy, relevance, and completeness of the information provided by the website. Users assess whether the information they find is useful, trustworthy, and beneficial to their needs.
3 Service Interaction Quality: This dimension assesses how well the website can facilitate satisfactory interactions between the user and the site. It includes responsiveness, user interface (UI), and a satisfying interactive experience.

RESULT AND DISCUSSION

Tabel 1 Penilaian dan Kelas Interval Kepuasan

Interval	Penilaian
3,26 – 4	Sangat Puas
2,6 - 3,25	Puas
1,76 -2,5	Tidak Puas
1 - 1,75	Sangat Tidak Puas

Tabel 2 Perhitungan Kepuasan Mahasiswa UPN Veteran Jakarta

NO	Variabel Yang Diukur	Skor Jawaban				Rata-Rata	Interprestasi
		SS	S	TS	STS		
I	**Usabiliy (Kegunaan)**						
1	Desain dan tampilan website menarik.	4	23	2	1	3.0	**Puas**
2	Halaman website perpustakaan dimuat dengan cepat.	3	18	7	2	2.73	**Puas**
3	Website perpustakaan mudah digunakan dan navigasinya mudah dipahami.	3	22	5	0	2.93	**Puas**
II	**Information Quality (Kualitas Informasi)**						
4	Website memberikan informasi yang akurat	5	24	1	0	3.13	**Puas**
5	Website memberikan informasi dengan tepat waktu / up to date.	2	22	6	0	2.87	**Puas**
6	Website menyediakan informasi yang lengkap.	3	21	6	0	2.9	**Puas**
III	**Service Interaction Quality (Kualitas Interaksi)**						
7	Website memberi rasa aman saat download file/berkas.	6	23	1	0	3.17	**Puas**
8	Website memberi rasa aman saat menginput data pribadi.	6	24	0	0	3.2	**Puas**
9	Mudah berkomunikasi dengan pihak pengelola website	2	24	3	1	2.9	**Puas**

Usability:

1. Website Design and Appearance: The majority of respondents (23 out of 30) rated the design and appearance of the website as attractive with an average score of 3.0. This indicates the satisfaction of the majority of users with the aesthetics and visual presentation of the UPNVJ library website. An attractive design can increase user attraction to the website and make the user experience more enjoyable.
2. Library Website Pages Load Quickly: The majority of respondents (18 out of 30) felt that the library website pages load quickly, however, there were 7 respondents who gave a lower rating to the page loading speed. Slow page loading speed can disrupt the user experience and reduce their satisfaction.
3. The Library Website is Easy to Use and Navigation is Easy to Understand: The majority of respondents (22 out of 30) felt that the library website is easy to use and the navigation is easy to understand, with an average score of 2.93. Ease of use and good navigation can make users more efficient in finding the information they need on the website.

Information Quality:

1. Website Provides Accurate Information: Most respondents (24 out of 30) felt that the website provides accurate information with an average score of 3.13. Accurate information quality is important to ensure that users get correct and reliable information from the library website.
2. Website Provides Timely/Up to Date Information The majority of respondents (22 out of 30) felt that the information was presented in a timely manner, however, there were some respondents who gave a lower rating. The availability of up-to-date information can increase the added value of the library's website

3. Website Provides Complete Information. Most respondents (21 out of 30) felt that the website provides comprehensive information with an average score of 2.9. Providing complete and comprehensive information can fulfill the various information needs of users.

Service Interaction Quality:
1. The website gives a sense of security when downloading files: Majority of the respondents (23 out of 30) felt that the website provides a sense of security while downloading files. Security in downloading files is an important factor that can increase user trust in the website.
2. The website provides a sense of security while inputting personal data: Majority of the respondents (24 out of 30) felt safe while inputting personal data. Protection of users' personal data is a very important aspect to consider in website design and management.
3. Easy to Communicate with the Website Manager: The majority of respondents (24 out of 30) feel that it is easy to communicate with the website management. Facilitating effective communication between users and website managers can help solve problems and increase user satisfaction.

CONCLUSION

With the results of the study showing a positive user assessment of the usability, information quality, and interaction quality of the UPN Veteran Jakarta library website, it can be concluded that the UPN Veteran Jakarta library website has successfully provided a satisfying experience for its uses.

Based on the research results, there are several suggestions that can be used to improve the quality of the UPN Veteran Jakarta library website:
1. Usability: While the majority of users were satisfied with the usability and navigation of the website, there were some respondents who gave low scores. This may indicate confusion or difficulty in using certain features or navigating the page. A suggestion to simplify the main menu is to group information into fewer and clearer categories. This can help users find information more quickly and easily. Improvements to the user guide are also needed to ensure that new users or users who are less skilled with technology can easily understand how to use the website.
2. Information Quality: A high score for information quality indicates that users are satisfied with the accuracy and completeness of the information provided. However, care needs to be taken to ensure that the information provided remains up-to-date and relevant. This can be done by regularly updating the content and adding new information that users may need.
3. Service Interaction Quality: A high score for interaction quality indicates that users feel safe when downloading files or inputting personal data. However, there are some aspects such as the feeling of security when interacting with the website manager or when communicating that need to be improved. Better data protection and improved communication channels with website managers can increase users' confidence in the safety and professionalism of the service.

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