

## RINGKASAN

Penelitian ini berjudul "Analisis Kualitas Pelayanan Perpustakaan Pada Dinas Kearsipan Dan Perpustakaan Kabupaten Banyumas" penelitian ini bertujuan untuk menganalisis dan mendeskripsikan kualitas pelayanan publik pada Dinas Kearsipan dan Perpustakaan Kabupaten Banyumas. Penelitian ini dilaksanakan di Dinas Kearsipan dan Perpustakaan Kabupaten Banyumas. Metode penelitian yang digunakan adalah deskriptif kualitatif. Penetapan informan menggunakan metode *Purposive Sampling*. Adapun analisis hasil penelitian yaitu menggunakan model analisis interaktif.

Berdasarkan Analisis Pelayanan Hasil penelitian tentang Kualitas Perpustakaan Dinas Kearsipan dan Perpustakaan Kabupaten Banyumas dapat disimpulkan sebagai berikut:

### 1. Aspek Bukti langsung (*tangibles*)

Kebersihan dan kenyamanan ruangan pelayanan sudah cukup baik dapat menciptakan kemudahan dalam proses pelayanan, cepat dan tepat. Petugas pelayanan Administrasi sangat bertanggung jawab, karena pelayanan sesuai jam yang telah ditentukan dan melayani dengan ramah dan sopan. Prosedur pelayanan administrasi mudah dan sesuai dengan aturan berlaku merupakan komitmen dalam menjalankan profesionalisme kerja dan meningkatkan serta menjaga kepuasan pengguna layanan. Waktu penyelesaian Pelayanan administrasi telah sesuai dengan ketentuan yang berlaku yaitu di laksanakan dan standar SOP.

### 2. Aspek Keandalan (*reliability*)

Pelayanan yang dijanjikan dengan segera, akurat dan memuaskan, prosedurnya mudah, fasilitas yang tersedia memberikan kemudahan dalam pelayanan administrasi Kelengkapan alat bantu cukup memadai yaitu ada komputer, aplikasi program, printer dan sebagainya.

### 3. Aspek Daya tanggap (*responsiveness*)

Pelayanan sangat cepat, jika ada pemohon datang langsung ditangani oleh petugas, waktu penyelesaian pelayanan administrasi telah sesuai dengan ketentuan yang berlaku Upaya aparat untuk menyelesaikan pelayanan kepada pemohon sesuai dengan ketentuan waktu yang ditetapkan. Kemampuan petugas dalam membantu permasalahan pemohon sudah cukup baik dengan adanya saling komunikasi antara petugas dan pemohon. Penyelesaian Pelayanan administrasi sangat cepat Setiap pemohon yang datang langsung ditangani oleh petugas sehingga tidak perlu menunggu terlalu lama.

### 4. Aspek Jaminan (*assurance*)

Jaminan legalitas dalam pelayanan diberikan kepada pemohon jelas karena dalam penerbitan administrasi diberikan kewenangan untuk menyeleggarakan Registrasi, Identifikasi, melalui administrasi yang diatur dalam dasar hukum Hasil pelayanan berupa administrasi memberikan

kepastian hukum/legal bagi kepentingan pemohon. Dalam konteks rasa aman seseorang sudah dinyatakan SAH memegang administrasi (secara administrasi dinyatakan legal)

#### 5. Aspek Empati (*empaty*)

Kepedulian pegawai memberikan pelayanan kepada pemohon dengan kecepatan mungkin kepedulian pegawai memberikan pelayanan kepada pemohon dengan kecepatan mungkin dengan respon yang cepat. Sikap petugas dalam memberikan pelayanan yang menunjukkan bahwa ia lebih mementingkan kepentingan pemohon dari pada kepentingan sendiri Cepat tanggap, apa yang dibutuhkan pemohon dengan pelayanan yang dibutuhkan pemohon. Sikap petugas melayani pemohon tanpa memandang status sosial. pemohon, Mereka ramah-ramah, kayaknya ngga ada itu memandang status sosial.

**Kata kunci: Kualitas Pelayanan Perpustakaan**

## SUMMARY

This research is entitled "Analysis of the Quality of Library Services at the Banyumas Regency Archives and Library Service." This research aims to analyze and describe the quality of public services at the Banyumas Regency Archives and Library Service. This research was carried out at the Banyumas Regency Archives and Library Service. The research method used was qualitative descriptive. Determining informants used the Purposive Sampling method. As for the analysis of research results, it used an interactive analysis model.

Based on Service Analysis, the results of research on the quality of the Banyumas Regency Archives and Library Service can be concluded as follows:

### 1. Aspects of direct evidence (tangibles)

The cleanliness and comfort of the service room is good enough to create ease in the service process, quickly and precisely. Administrative service officers are very responsible, because they provide services according to predetermined hours and serve them in a friendly and polite manner. Easy administrative service procedures and in accordance with applicable regulations are a commitment to carrying out work professionalism and increasing and maintaining service user satisfaction. The completion time for administrative services is in accordance with applicable regulations, namely implementation and SOP standards.

### 2. Reliability Aspects

The promised service is immediate, accurate and satisfactory, the procedure is easy, the facilities available make it easy to provide administrative services. The equipment is quite adequate, namely a computer, application program, printer and so on.

### 3. Responsiveness aspect

The service is very fast, if an applicant comes, the officer will immediately handle it, the time for completing administrative services is in accordance with the applicable provisions. The efforts of the apparatus to complete the service to the applicant are in accordance with the stipulated time. The officer's ability to help with the applicant's problems is quite good with mutual communication between the officer and the applicant. Completion of the administration service is very fast. Every applicant who comes is handled immediately by the officer so there is no need to wait too long.

### 4. Guarantee Aspects (assurance)

The guarantee of legality in the service given to the applicant is clear because in the issuance of the administration the authority is given to carry out Registration, Identification, through administration which is regulated in a legal basis. The results of the service in the form of

administration provide legal/legal certainty for the interests of the applicant. In the context of a sense of security, a person has been declared legally holding administration (administratively declared legal)

#### 5. Aspect of Empathy (empathy)

Concern employees provide services to applicants as quickly as possible. Concern employees provide services to applicants as quickly as possible with a quick response. The officer's attitude in providing services shows that he prioritizes the applicant's interests rather than his own interests. Responsive to what the applicant needs and the services the applicant requires. The attitude of officers to serve applicants regardless of social status. applicant, They are friendly, it seems like there is no such thing considering social status.

**Keywords: Quality Of Library Services**