Index of Library Users Satisfaction At Governance Institute of Home Affairs (IPDN) Nusa Tenggara Barat Campus in 2021

Indeks Kepuasan Pemustaka Perpustakaan Pada Institut Pemerintahan Dalam Negeri (IPDN) Kampus Nusa Tenggara Barat Tahun 2021

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Abstract

Background: Library user satisfaction is one of the benchmarks in public service implementation. However, a measurement which is based on the indicators stated in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017 on Guidelines of Public Satisfaction Survey Creation in Public Service Administrator Unit, has never been carried out in the Library of Governance Institute of Home Affairs NTB Campus. A similar survey was conducted in 2018 but used different indicators. Thus, a study on library users' satisfaction index of the library services of Governance Institute of Home Affairs NTB Campus was conducted by the researchers. Purpose: This research aims at determining the index of library users' satisfaction towards the library service of Governance Institute of Home Affairs Nusa Tenggara Barat Campus. Method: This study uses a quantitative descriptive approach along with a survey method which refers to the measurement of library users' satisfaction index and is supported by secondary data with literature reviews from the result of previous relevant studies. Result: Index of service satisfaction on the system, mechanism, and procedure feature is 3,252 (scale of 3) and belongs to the good category. Requirements feature is 3,149 (scale of 3) and belongs to the good category. A feature based on completion time is 3,119 (scale of 3) and belongs to the good category. A feature according to costs/tariffs is 3,305 (scale of 3) and belongs to the good category. A feature on product specifications for the type of services is 3,809 (scale of 3) and belongs to the good category. A feature on executing officer's ability is 3,179 (scale of 3) and belongs to the good category. A feature on executing officer's behavior is 3,311 (scale of 3) and belongs to the good category. A feature based on handlings of complaints, suggestions, and feedbacks is 3,109 (scale of 3) and belongs to the good category, while a feature on infrastructure is 3,502 (scale of 3) and belongs to the good category. On the other hand, the service satisfaction level in 2018 is higher than the service satisfaction level in 2021. If the amount of average of these levels is acquired, it can be concluded that there is a 7% decline of every service performance feature. Conclusion: The study suggests that even though there is a decline from Muaidi's research findings in 2018, the Index of Library Users Satisfaction towards the library service of Governance Institute of Home Affairs NTB Campus in 2021 can be considered as "good" with the value of Public Satisfaction Index (IKM) 3,194.

Keywords: Library; Library Users; Public Satisfaction Index, Library of Governance Institute of Home Affairs NTB Campus.

Abstrak

Latar Belakang: Kepuasan pemustaka menjadi salah satu tolak ukur keberhasilan layanan publik. Sementara itu pengukuran berdasarkan indikator yang mengacu pada Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Nomor 14 Tahun 2017 tentang Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik belum pernah dilakukan di Perpustakaan IPDN Kampus NTB sebagai salah satu badan publik terkecuali survei dengan indikator yang berbeda pada tahun 2018. Oleh karena itu, penelitian berkaitan indeks kepuasan pemustaka terhadap layanan perpustakaan IPDN Kampus NTB menarik untuk diteliti. **Tujuan**: Tujuan penelitian adalah untuk mengetahui indeks kepuasan pemustaka terhadap layanan perpustakaan IPDN Kampus NTB. **Metode**: Penelitian ini menggunakan pendekatan deskriptif kuantitatif dengan metode survei yang merujuk pada pengukuran indeks kepuasan pemustaka dan didukung data sekunder melalui studi literatur dari hasil penelitian sejenis terdahulu yang relevan. **Temuan:** Indeks kepuasan layanan pada

atribut sistem, mekanisme, dan prosedur sebesar 3,252 (skala 3) termasuk dalam kategori baik. Atribut persyaratan sebesar 3,149 (skala 3) kategori baik. Atribut berdasarkan waktu penyelesaian sebesar 3,119 (skala 3) berkategori baik. Atribut berdasarkan biaya/tarif sebesar 3,305 (skala 3) berkategori baik. Atribut berdasarkan produk spesifikasi jenis layanan sebesar 3,089 (skala 3) berkategori baik. Atribut berdasarkan kompetensi pelaksana sebesar 3,179 (skala 3) berkategori baik. Atribut berdasarkan prilaku pelaksana sebesar 3,311 (skala 3) berkategori baik. Atribut berdasarkan penanganan pengaduan, saran, dan masukan bernilai 3,109 (skala 3) berkategori baik, dan atribut berdasarkan sarana dan prasarana bernilai 3,520 (skala 3) dengan kategori baik. Sedangkan tingkat kepuasan layanan pada tahun 2018 lebih tinggi dibandingkan dengan tingkat kepuasan tahun 2021 ini, apabila di rata-rata maka terdapat penurunan sebesar 7% pada setiap atribut kinerja layanan. **Kesimpulan**: Kesimpulannya adalah meskipun terdapat penurunan dari hasil penelitian Muaidi tahun 2018, Indeks Kepuasan Pemustaka terhadap layanan Perpustakaan IPDN Kampus NTB tahun 2021 masih tergolong dalam kategori "Baik" dengan perolehan nilai IKM sebesar 3,194.

Kata kunci: Perpustakaan; Pemustaka; Indeks Kepuasan Masyarakat; Perpustakaan IPDN Kampus NTB

I. INTRODUCTION

Background. In this period, global information undergoes such a vast development (Rais et al., 2018; Setiawan, 2018), that it affects government services and enables it to be seen, studied, and assessed by the public (Prasetyo, 2021). Such action is done to find the shortcomings and weaknesses in order to find out the services which do not meet the standards. For example, complaints which are addressed by people on mass media, social media, and other channels can create an unfavorable impression on the government (Rahmi et al., 2020). Considering that the core function of government is to provide services to the community, the government must continuously strive to improve the quality of its services (Agustina, 2019; Mulyadi, 2018). Government's obligation as a public service administrator is to provide better services for public needs in accordance with the principle of good governance (Sahadi, 2021), which was stated in the constitutional mandate of The 1945 Constitution of the Republic of Indonesia. Providing public services carried out by stakeholders is an activity that must be done on an ongoing basis, in line with public's expectation which demands to implement the enhancement of public service according to the standards of public service implementation (Suhartoyo, 2019). Especially during the current pandemic, libraries are required to be able to provide the best service even though it has to online services or work from home (Hapsari, Pambayun, et al., 2020). Libraries must be able to increasing the digital literacy of librarians and users, the transformation to high-tech virtual and digital services also stands as an adaptation effort (Pambayun, 2021).

As stated in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, there are several services elements which can be a basis in determining the quality of public service. It contains at least 9 elements or features, namely (1) Requirements, (2) System, mechanism, and procedure, (3) Costs/tariffs, (4) Completion time, (5) Product specifications for the type of services, (6) Executing officer's ability, (7) Executing officer's behavior, (8) Handlings of complaints, suggestions, and feedback, (9) Facilities and infrastructure. In order to continuously improve the quality of public service, it is necessary to do an evaluation on the implementation of public service (Kementerian PANRB, 2017). For this reason, the

authors carried out a study on the library users' satisfaction index on the library service of Governance Institute of Home Affairs Nusa Tenggara Barat Campus, as a part of public services of government agencies.

Problems. Rector's policy regarding Praja's placement with the pattern of gathering, spreading, gathering together resulted in the placement of Praja on regional campuses with a dynamic number each year. It also affects the library users at regional campus library as the number of students changes every year, including in the library of Governance Institute of Home Affairs Nusa Tenggara Barat. With the policy of Praja's relocation periodically, new Praja can regularly enjoy the library service with better facilities. The measurement result of library users' satisfaction index in 2018 was 86,252 and categorized as the good category or at the range of 81,26-100,00. It refers to the Decree of the Minister of State Apparatus Empowerment Number: KEP/25/M.PAN/2/2004 and has not referred to the latest service elements based on the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 14 of 2017. Several additional facilities have been added by the library of Governance Institute of Home Affairs NTB Campus in 2019, 2020, and 2021, for example, a new Building/Library Facilities and Infrastructure, which is expected to increase user satisfaction compared to Muaidi's research in 2018. Apart from the periodical Public Satisfaction Index (IKM), public service of government agencies must be measured continuously and evaluated with a guideline whose standards have been improved.

Previous Literature Review. The previous studies have examined and reviewed many indexes of user satisfaction in the library. Muaidi's research which analyzed the index of library users' satisfaction within the library service of Governance Institute of Home Affairs NTB Campus in 2018, used a qualitative descriptive approach along with a survey method. It was revealed that the total measurement of 86.252 belongs to a "Very Good" category (Muaidi, 2018). Another study done by National Library Research Teams along with PT SWA-Sembada Media Bisnis in 2019, examined the Study of Users Satisfaction of National Library Services in 2019 in which they applied a mixed method of quantitative and qualitative along with a survey method as the research methodology (Perpustakaan Nasional RI, 2019)

The next study was done by Hanany and Sudirmaa with the research title "Library Users Satisfaction of the Library of UIN Sunan Gunung Djati Bandung and the Influence of Library Users' Word of Mouth" used a quantitative research method namely the survey method (Hanany & Sudirman, 2019). The following study used an analysis indicator of Public Satisfaction Index (IKM) based on the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) in 2004. The study presented the data quantitatively with an observation and questionnaires filled out by 165 respondents who have been randomly chosen. The data used were being edited, classified on a table, then analyzed by using a formula of Public Satisfaction Index analysis method (Nurmalina & Alpionita, 2020).

State of The Art. . In accordance with the previous studies, the researchers conducted a study on the index of library users' satisfaction within the library service of Governance Insititute of Home Affairs NTB Campus in 2021. This study used and referred to the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017 on Guidelines of Public Satisfaction Survey Creation. The research objects were college students of boarding school in which they always need library collections especially printed books when doing their assignments. In contrast with the previous studies, this study compared the index of library users' satisfaction done by Muaidi, which used an indicator of General Guidelines of the Arrangement of Public Satisfaction Index at the Government Institution Service Unit and regulated by a Ministerial Decree of State Apparatus Empowerment and Bureaucratic Reform Number: KEP/25/M.PAN/2/2004, with the number of indicators that are adjusted in the form of questions (questionnaire) of 14 (fourteen) elements.

Purpose. This research aims at determining the index of library users' satisfaction towards the library service of Governance Institute of Home Affairs Nusa Tenggara Barat Campus.

II. METHODS

The study of library users' satisfaction towards the library service of Government Institute of Home Affairs Nusa Tenggara Barat Campus in 2021 used a quantitative approach. This quantitative approach referred to the measurement of the Library Users' Satisfaction Index in order to confirm library services' performance and obtain an objective impression of the services provided. This study was also supported by the secondary data, which was done with literature studies on the findings of service satisfaction surveys in the previous year as well as other relevant literature. This study was conducted in the Library Unit of Governance Institute of Home Affairs Nusa Tenggara Barat Campus, Praya sub-district, Lombok Tengah regency, Nusa Tenggara Barat Province. Meanwhile, the study was conducted in 2 months, starting from July 22 until September 22, 2021.

Respondents were mainly Praja and other academics staffs which were included in the available service scope (Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017), with the number of 610 people and consisted of:

Table 1.
Survey Respondents

Num.	Participant	
	Elements	Total
1.	College students / Praja	392 people
2.	Other academic staffs	218 people
Amount		610 people

Source: Data of Library Profile of IPDN NTB Campus in 2021

The data collection of questionnaires was obtained from the librarian who gave the questionnaire directly to library users. In accordance with the target time of the research, the questionnaires were disseminated for ± 14 (fourteen) days. The number of respondents for the 2021 survey, based on the questionnaire result and advisable to use, was 302 out of 610 questionnaires or 49,51% of the total population, with details as shown in the Table 2.:

Table 2.
Number of Survey Respondents Filling Out Questionnaire

Number	Participant	
	Elements	Total
1.	College students / Praja	266 people
2.	Other academic staffs	36 people
Amount		302 people

Source: Questionnaire Processing in 2021

Most of the respondents in this survey were Praja, namely 88,80% and other academic staffs 11,92%. The result's proportion was mainly dominated by men, namely 62,58% compared to women, 37,42%.

III. RESULTS AND DISCUSSION

The researchers assessed each feature of library services consisting of 9 (nine) features based on the evaluation of library users (respondents) which then analyzed by using Maxdiff technique. These features are based on the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017. The evaluation result of these features can be seen in Table 3 below.

Table 3.
Evaluation on The Importance Level of Service Features

Num	Service Features	Average Value	Percentage
1.	System, mechanism, and procedure	3,252	11 %
2.	Requirements	3,149	11 %
3.	Completion time	3,119	11 %
4.	Costs/tariffs	3,305	11 %
5.	Product specifications for type of service	3,089	11 %
6.	Executing officer's ability	3,179	11 %
7.	Executing officer's behavior	3,311	11 %
8.	Handling of complaints, suggestions, and feedback	3,109	11 %
9.	Infrastructure	3,520	12 %

Source: Questionnaire Data Processing in 2021.

According to the table, the highest feature of 9 library service features is infrastructure with 12%. Meanwhile, other library service features have the same percentage level, namely 11%.

Table 4.
Library Users' Perception Level

Num.	Service Elements	Amount of Perception Level
U1	System, mechanism, and procedure	982
U2	Requirements	951
U3	Completion time	942
U4	Costs/tariffs	998
U5	Product specifications for type of service	933
U6	Executing officer's ability	960
U7	Executing officer's behavior	1.000
U8	Handling of complaints, suggestions, and feedback	939
U9	Infrastructure	1.063

Source: Questionnaire Data Processing in 2021.

According to the respondents, in general there are 3 (three) most important features, such as infrastructure, executing officer's behavior, and costs/tariffs. Considering that the purpose of users visiting the library was to do assignments, it could be said that the

library collections related to Praja's assignments are very important for them. On the other hand, many users (Praja) did not only do their assignments in the library but also for recreational for example reading fiction novels, motivation books, lifestyle books, or even using wifi/internet access provided in the library. Moreover, there were also some library users who visited the library to do a group discussion, small gatherings for Praja's organization activities, and learning activities outside the classroom.

Analysis of the Index of Library Users' Satisfaction

Overall, the Index of Library Users Satisfaction towards the library service of Governance Institute of Home Affairs Nusa Tenggara Barat Campus has decreased, compared to the previous period from Very Good to Good. Based on Table 4.7 scale 4, as stated in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, the Index of Library Users' Satisfaction is 3,194 or belongs to GOOD category. If it is converted into an interval value, the index is at 3,065-3,532.

Table 5.
Tabulation of Library Users' Satisfaction Index

Perception Value	Interval Value (NI)	Conversion Interval Value (NIK)	Service Quality	Service Unit Performance (Y)
1	1,000 – 2,599	25,00 – 64,99	D	Not Good
2	2,600 – 3,064	65,00 – 76,60	C	Not Too Good
3	3,065 – 3,532	76,61 – 88,30	B	Good
4	3,533 – 4,000	88,31 – 100,00	A	Very Good

Source: Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017

All in all, the priority of service quality improvement, in general, is included in the category of average and has a good value. Meanwhile, the weight of value, based on the processed data with the level of features' satisfaction in the order, starts from the lowest to the highest service elements value as follows:

Table 6.
Level of Service Features' Satisfaction

Num.	Service Elements	Amount of Perception Level
U1	System, mechanism, and procedure	0,358
U2	Requirements	0,346
U3	Completion time	0,343
U4	Costs/tariffs	0,364
U5	Product specifications for type of service	0,340
U6	Executing officer's ability	0,350
U7	Executing officer's behavior	0,364
U8	Handling of complaints, suggestions, and feedback	0,342
U9	Infrastructure	0,387

Source: Questionnaire Data Processing in 2021.

According to the aforementioned table, it can be concluded that there are 3 (three) service features which get the highest score, namely infrastructure (0,387), executing

officer's behavior (0,364), and costs/tariffs (0,364). It shows that the library users were comfortable and satisfied with the library, be it from the room arrangement, lighting, room temperature, or behavior of the librarians and the other library staff, as well as the borrowing process and no charge for late book return.

On the other hand, there are 3 (three) service features which have the lowest value, namely product specifications for type of services (0,340), handling of complaints, suggestion, and feedback (0,342), and completion time (0,343). It shows that the library users were not satisfied enough with the service features provided, such as lack of the newest type collections and lack of enough loan period.

Then the survey result of each element or service feature of this research was quite different from the previous research (2018). The 2018 research which used the Decree of the Minister of State Apparatus Empowerment Number: KEP/25/M.PAN/2/2004 has 14 questionnaire elements, while present research used the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017 of which the guidelines refinement of public satisfaction survey towards the government public service administrator consists of 9 questionnaire elements.

Therefore, the researchers in creating comparison in every service element had adjusted from service elements which have the same perception of 14 elements to 9 elements in the present study. As an illustration, the comparison of these elements can be seen in the following table:

Table 7.
A Similarity Approach of Service Features/Elements

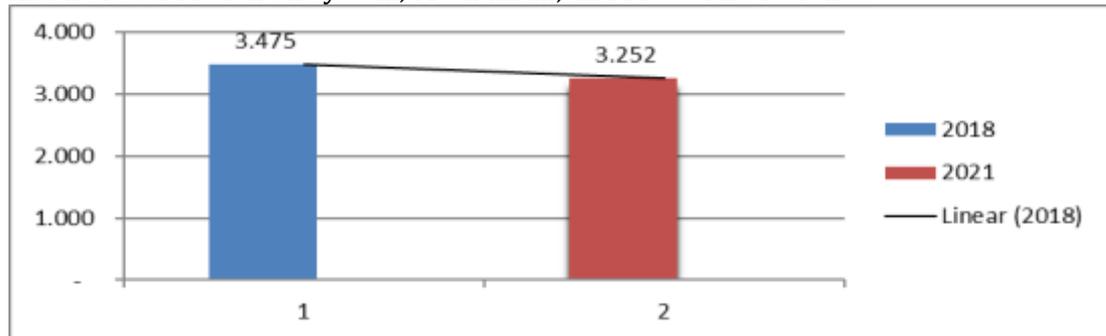| The Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017		Decree of the Minister of State Apparatus Empowerment Number: KEP/25/M.PAN/2/2004	
U1	System, mechanism, and procedure	U1	Service procedure
U2	Requirements	U2	Service requirements
U3	Completion timeU	U12	Service time certainty
U4	Costs/tariffs	U10	Reasonable service costs
U5	Product specifications for type of service	U8	Equality to get service
U6	Executing officer's ability	U6	Ability of the service officer
U7	Executing officer's behavior	U9	Politeness and hospitality of staffs
U8	Handling of complaints, suggestions, and feedback	U5	Responsibility of service officer
U9	Infrastructure	U13	Environmental convenience
		U3	Clarity of service officer
		U4	Discipline of service officer
		U7	Speed of the service
		U11	Service costs certainty
		U14	Security of the service

Source: The Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017 and Decree of the Minister of State Apparatus Empowerment Number: KEP/25/M.PAN/2/2004

The result of data processing on the library users' satisfaction survey in 2021 towards library service of Governance Institute of Home Affairs Nusa Tenggara Barat Campus in each element or service is explained as follows:

a. Index of Library Users' Satisfaction Based on System, Mechanism, and Procedure. Index of service satisfaction at the system, mechanism, and procedure feature is 3,252 (scale of 3), declined -0,223 compared to the previous period, that is 3,475 (scale of 3). Based on the category listed in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, it belongs to the Good category.

Figure 1.
Index of Satisfaction on System, Mechanism, and Procedure Features

Source: Questionnaire Data Processing in 2021.

b. Index of Library Users' Satisfaction based on Requirements. Index of service satisfaction on the requirements feature is 3,149 (scale of 3), declining -0,228 compared to the previous period namely 3,377 (scale of 3). According to the category listed in the the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, this feature belongs to the **Good** category.

Figure 2.
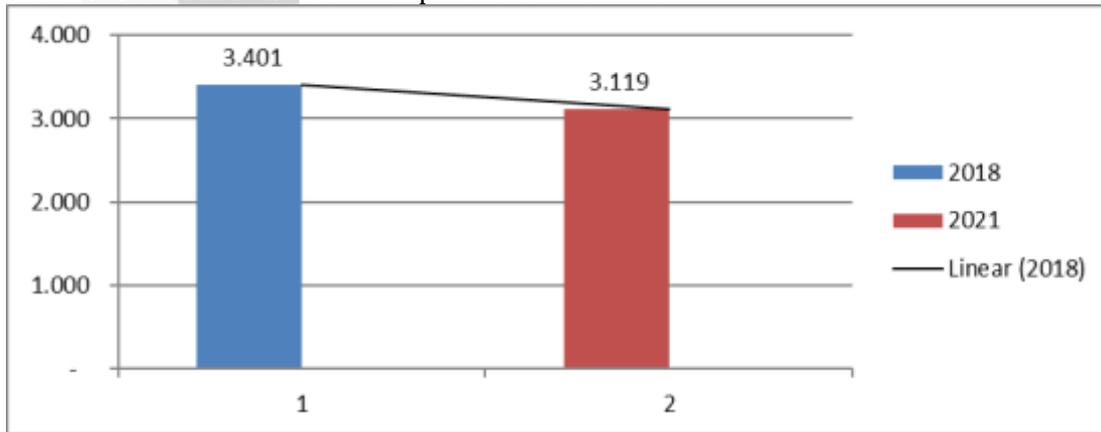Index of Satisfaction on Requirement Feature
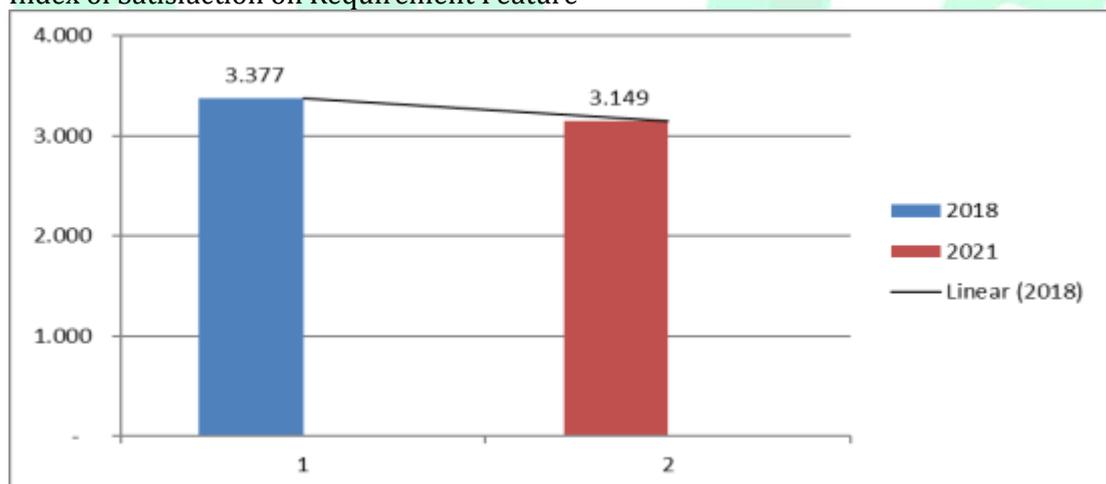
Source: Questionnaire Data Processing in 2021.

c. Index of Library Users Satisfaction on Completion Time. Index of service satisfaction on the completion time is 3,119 (scale of 3), declining -0,282 compared to the last period, namely 3,401 (scale of 3). Based on the category listed in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, this feature belongs to the **Good** category.

Figure 3.
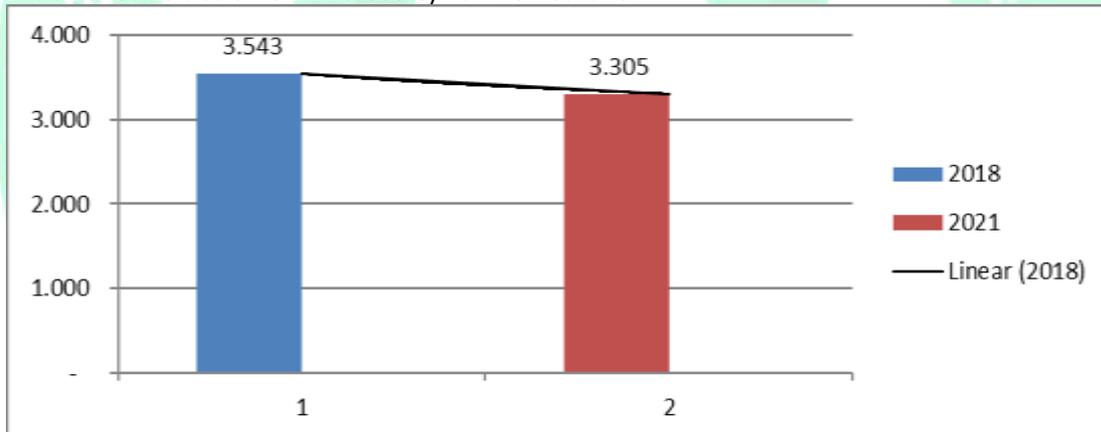Index of Satisfaction on The Completion Time Feature

Source: Questionnaire Data Processing in 2021.

d. Index of Library Users' Satisfaction on Costs/ Tariffs. Index of service satisfaction on costs/tariffs feature is 3,305 (scale of 3), declining -0,238 compared to the previous period namely 3,543 (scale of 4). As stated in the category listed in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, this feature belongs to the **Good** category.

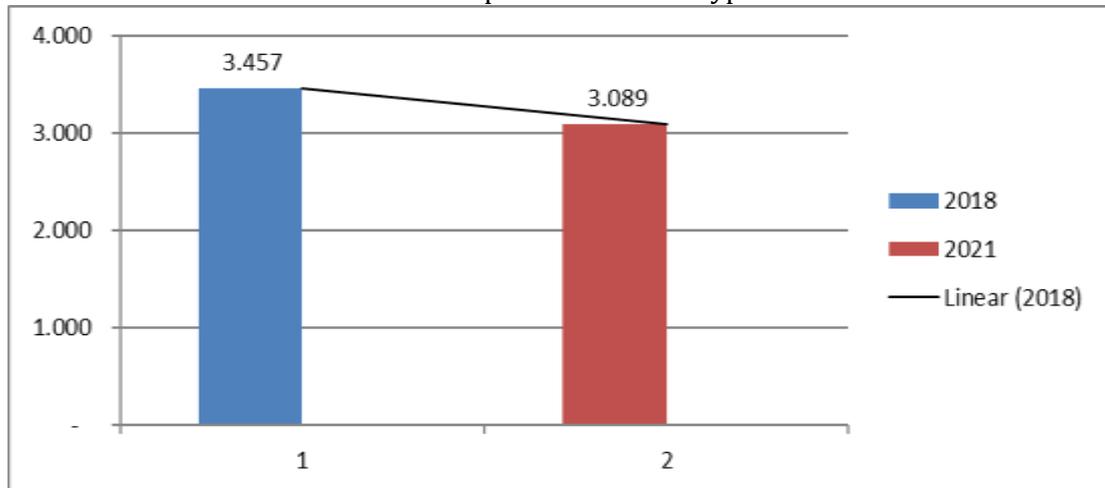**Figure 4**.
Index of Satisfaction on The Costs/Tariffs Feature

Source: Questionnaire Data Processing in 2021.

e. Index of Library Users Satisfaction on Product Specifications for Type of Service. Index of service satisfaction on the product specifications for the type of services feature is 3,089 (scale of 3), declining -0,368 compared to the previous period namely 3,457 (scale of 3). In accordance with the category listed in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, this feature belongs to the **Good** category.

Figure 5.
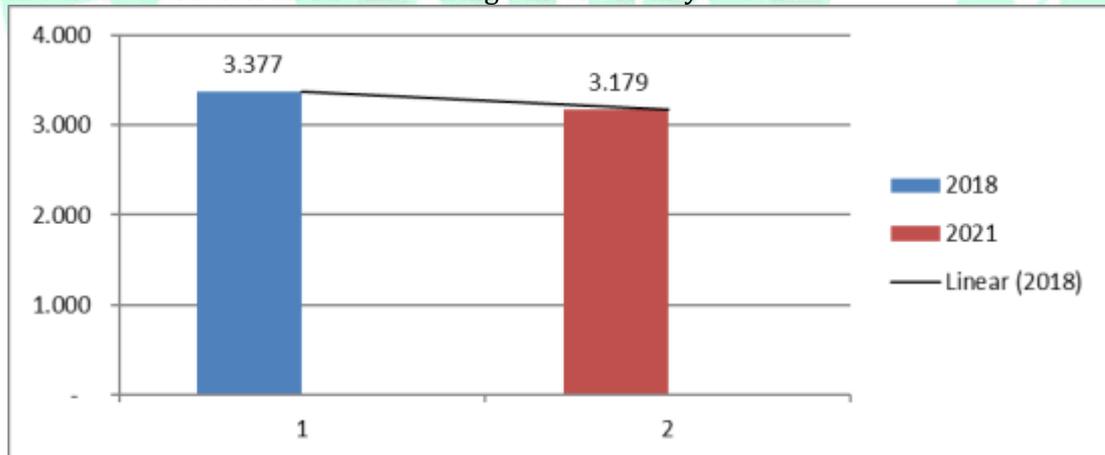Index of Satisfaction on The Product Specifications for Type of Service Feature

Source: Questionnaire Data Processing in 2021.

f. Index of Library Users Satisfaction based on the Executing Officer's Ability. Index of service satisfaction on the executing officer's ability is 3,179 (scale of 3), declining -0,198 compared to the previous period namely 3,377 (scale of 3). Referring to the category listed in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, this index belongs to the **Good** category.

Figure 6.
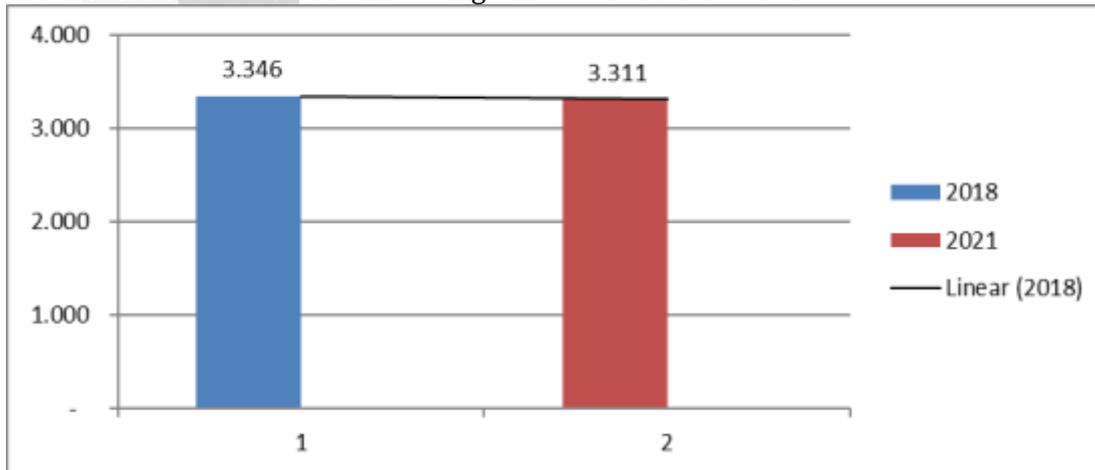Index of Satisfaction on The Execturing Officer's Ability Feature

Source: Questionnaire Data Processing in 2021.

g. Index of Library Users' Satisfaction on the Executing Offcer's Behavior. Index of service satisfaction on the executing officer's behavior is 3,311 (scale of 3), declining -0,198 compared to the previous period namely 3,346 (scale of 3). In line with the category listed in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, this feature belongs to the **Good** category.

Figure 7.
Index of Satisfaction on The Executing Officer's Behavior Feature
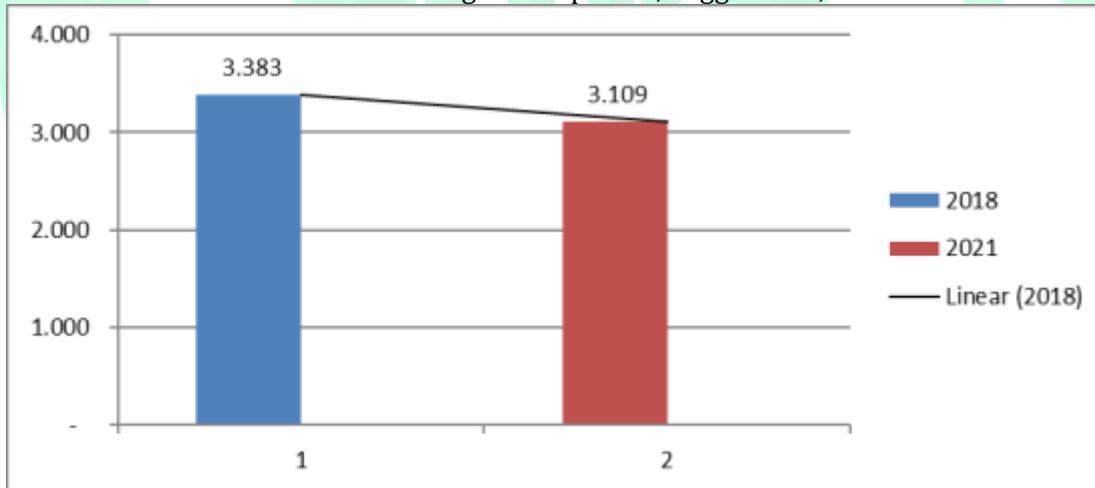

Source: Questionnaire Data Processing in 2021.

h. Index of Library Users Satisfaction on the Handling of Complaints, Suggestion, and Feedback. Index of services satisfaction on the handling of complaints, suggestions, and feedback is 3,109 (scale of 3), declining -0,274 compared to the previous period namely 3,383 (scale of 3). In accordance with the category stated in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, this feature belongs to the **Good** category.

Figure 8.
Index of Satisfaction on The Handling of Complaints, Suggestions, and Feedback Feature

Source: Questionnaire Data Processing in 2021.

i. Index of Library Users' Satisfaction on the Infrastructure. Index of service satisfaction on the infrastructure feature is 3,520 (scale of 3), declining -0,196 compared to the preceding period namely 3,716 (scale of 4). In line with the category stated in the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017, this feature belongs to the **Good** category.
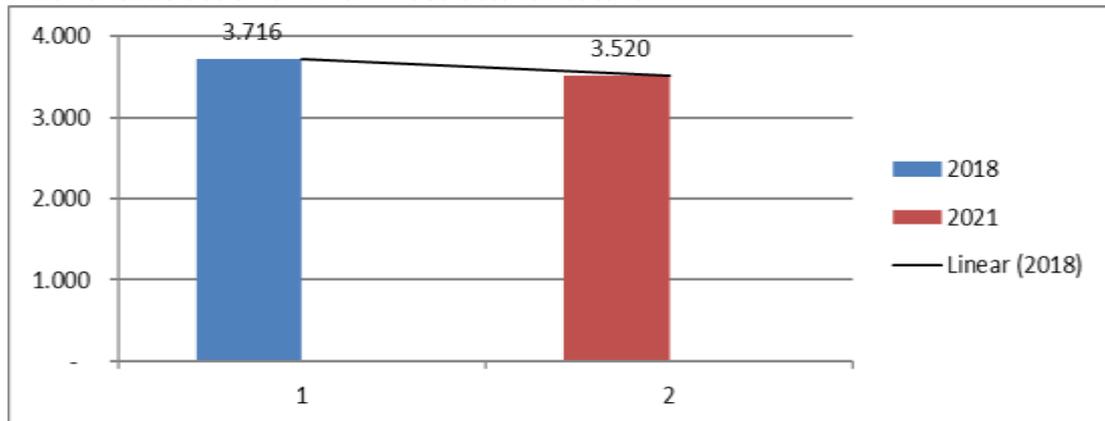
Figure 9.

Index of Satisfaction on The Infrastructure Feature

Source: Questionnaire Data Processing in 2021.

j. Index of Library Users' Satisfaction on Last Year's Parameter. The increase of the Library Users Satisfaction Index for library services was supported by an increase of overall satisfaction assessment parameter based on the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017. The highest Library Users' Satisfaction Index in unit performance parameter is measured from the service feature provided. Meanwhile, there is a decrease according to the data from the previous year.

Table 8.

Level of Satisfaction on Service Features Between 2018 and 2021

Num	Service Features	Year		Declining Percentage
		2018	**2021**	
1.	System, mechanism, and procedure	3,475	3,252	-6%
2.	Requirements	3,377	3,149	-7%
3.	Completion time	3,401	3,119	-8%
4.	Costs/tariffs	3,543	3,305	-7%
5.	Product specifications for type of service	3,457	3,089	-11%
6.	Executing officer's ability	3,377	3,179	-6%
7.	Executing officer's behavior	3,346	3,311	-1%
8.	Handling of complaints, suggestions, and feedback	3,383	3,109	-8%
9.	Infrastructure	3,716	3,520	-5%

Source: Questionnaire Data Processing in 2021.

According to the Table 10., it can be concluded that the level of satisfaction in 2018 was higher than in 2021. When the average amount of these levels was acquired, it is suggested that there is a decline namely 7% at each service performance feature.

k. Library Users' Opinion (Library of Governance Institute of Home Affairs NTB Campus Top of Mind). The opinion of library users regarding with the library of Governance Institute of Home Affairs Nusa Tenggara Barat Campus when the word of library first come to their mind are listed as follows:

Figure 10.
Library User's Top Mind of 2021

Library Users' Top Of Mind 2021
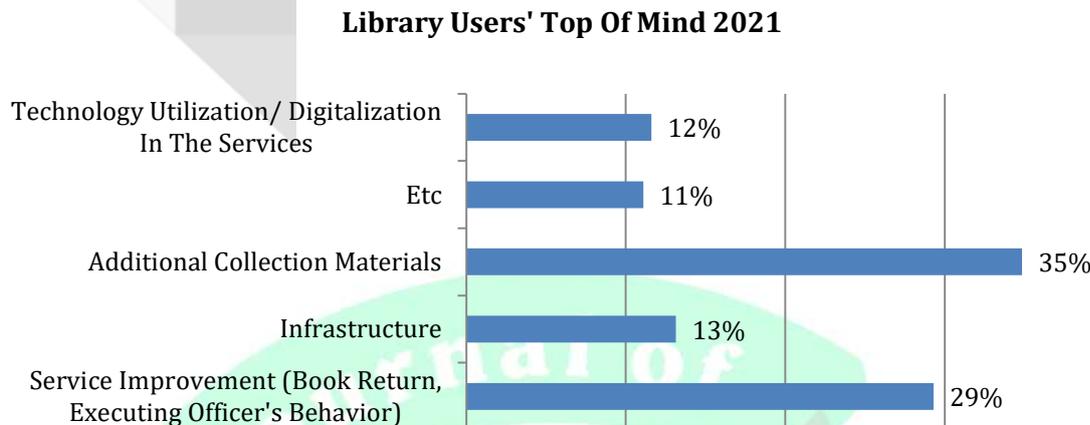
Source: Questionnaire Data Processing in 2021.

Several remarks about the library, which were quoted from library users (*Praja)*, were library is a significant place to *Praja*, library is a place to do assignments or social interaction, and the librarians or other library staffs are viewed as competent and adequate. Furthermore, other results pointed out that: Library of Governance Institute of Home Affairs Nusa Tenggara Campus Campus is always clean and tidy; Librarians along with other library staffs are humble; Library has adequate facilities; Library can be used as a recreational place; Library is equipped with AC and Wi-Fi; Library has plentiful book collections; Librarians, as well as other library staffs, has an adequate competency; Library is a comfortable place to exchange ideas; Library is very helpful during the learning activity process; Library has an adequate infrastructure; Library is a comfortable place to read books. Because infrastructure and non-updated collections is one measure of the success of library service quality (Hapsari, Seftiawan, et al., 2020).

In accordance with the discussion and result, the overall index of library users' satisfaction on the library of Governance Institute of Home Affairs Nusa Tenggara Barat Campus has declined -7% from the previous period (2018), namely 3,450 to 3,194 (scale of 3). This scale is in line with the Ministry Regulation of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 14 of 2017. Then, the decrease of the index of library users' satisfaction in the library of Governance Institute of Home Affairs Nusa Tenggara Barat Campus was due to lack number of book collections which has not been updated according to the users' needs as well as the deprivation of library automatic tools (computer) which need to be repaired or even replaced. Nevertheless, infrastructure in the library obtained the highest value feature according to the library users, while library collections are the lowest value feature.

IV. CONCLUSION

It is suggested that although there is a decline of -7% from Muaidi's research in 2018, the Library Users' Satisfaction Index of the Library of Governance Institute of Home Affairs NTB Campus still belongs to the "Good" category with Public Satisfaction Index value of 3,194. The library service feature which has the highest value and strengthens Public Satisfaction Index evaluation is infrastructure, executing officer's behavior, and costs/tariffs feature. As a research suggestion to improve service quality in the Library of Governance Institute of Home Affairs NTB Campus, the library needs to clarify the specifications of library services, create a clear standard operating procedure (SOP) on

the service completion time, and improve the handling of complaints and suggestions so that it can be done easily by the users.

This study only analyzed the library users' satisfaction of the dominant number of library users, namely *Praja*, in Governance Institute of Home Affairs Nusa Tenggara Barat Campus because the library only serves in a particular place, which resulted in the absence of public community visiting this library. This study was conducted in a qualitative method due to the lack of research time and the research continues to grow and expand during the process.

Nonetheless, this study is expected to provide availability of Public Satisfaction Index (IKM) data of government agencies, especially library services, which can be used as a performance reference for public service implementation. And also, it is expected that it can be used as policy making materials or even an improvement effort to the service performance of a library.

V. ACKNOWLEDGMENTS

VI. REFERENCES

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