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# THE EFFECT OF FACILITIES AND INFORMATION TECHNOLOGY ON USER SATISFACTION WITH THE MEDIATING OF SERVICE QUALITY: A CONCEPTUAL MODEL (A CASE AT THE NATIONAL LIBRARY OF THE REPUBLIC OF INDONESIA)

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## ABSTRACT

The condition of user satisfaction during the period last two years experienced a significant decline at the National Library of the Republic of Indonesia. The research proposed a conceptual model to test the mediation effect of service quality on the influence of facilities and information technology toward user satisfaction. The population of this study is 100 people who had become library members in the Library Information Service Center and Manuscript Management Unit of the National Library of the Republic of Indonesia. Data collection will be carried out using a questionnaire. This paper contains several things, including research background, literature review, conceptual model, hypothesis, and research methodology.

## Keywords

National Library, Facilities, Information Technology, Service Quality, User Satisfaction, Conceptual Model

## INTRODUCTION

Library is an institution that manages the collection of written works, printed works, and/or recorded works professionally with a standard system to meet the needs of education, research, preservation, information, and recreation of users. (Law Number 43, 2007). As a center of the library institution, the National Library of Indonesia must strive to improve facilities with the support of the latest library information technology such as to improve service quality.

One of the efforts to improve the services quality carried out by the National Library is to improve library facilities (Asyro et al., 2020). The use of information technology makes it easier to carry out repetitive data processes that make work simplified and accelerated, so that maximum results are obtained in managerial processes that can improve organizational performance (Sinaga et al., 2020). The use of information technology through online services has a considerable contribution of 23,088,321 or 46.74% of users who utilize online/information technology-based services. The development of information technology through online services is one of the facilities most used by users.

## LITERATURE REVIEW

### A. Library Facilities

Facilities are important infrastructure as an effort to increase satisfaction such as the provision of convenience, fulfillment of needs, and comfort for service users (Manik, et al., 2022). If the facilities provided are in accordance with their needs, customers will feel satisfied (Oetama & Sari, 2017)., A facility is a form of treasury that serves to add value to a product or service offered (Andari, 2017). An expert explains that facilities are everything that is physical equipment provided by service sellers to support consumer comfort (Kotler, 2018).

Fitriyani & Pramusinto (2018) determine the indicators of library facilities are:

1. This indicator library room explains that a building intended for the library is expected to have a number of rooms to accommodate various library activities.
2. Library equipment, this indicator explains that library furniture is in the form of furniture needed to accommodate collections, staff workplaces, and places for readers/study of library visitors.
3. This indicator reading book collection explains that the collection is the basic capital of the library that will determine and support the smooth implementation and services of the library.

### B. Information Technology

Information technology is a technology used to process data, including processing, obtaining, compiling, storing, manipulating data in various ways to produce quality information, namely relevant, accurate and timely information, which is used for personal, business and government purposes to obtain strategic information in decision making. The use of information technology makes it easier to carry out repetitive data processes that make work simplified and accelerated, so that maximum results are obtained in managerial processes that can improve organizational performance more efficiently and effectively (Sinaga et al., 2020).

Muharti (2004) said that the application of IT in libraries can be functioned in various forms, including:

1. Management information System. Activities or jobs that can be integrated with library information systems include procurement, inventory, cataloging, collection circulation, and member data management and statistics. This function is often termed as a form of library automation.
2. As a means to store, obtain, and disseminate scientific information in digital format. This form of IT implementation in libraries is often known as digital libraries. Both functions of IT implementation can be carried out separately or integrated in the library information system. This condition depends on the capabilities of the software used, human resources and the infrastructure of the information technology equipment used.
3. The advantages of using IT in libraries are: Facilitating the processing of library materials, Managing library management efficiently and effectively, Easy in building information network systems with other libraries. The indicators of the usefulness of the use of information technology according to Narulita et al. (2022) include: 1) Speed (quickly); 2) Productivity (productivity); 3) Effectiveness (effectiveness); 4) Sharing tasks (sharing jobs) and 5) Useful (useful).

### C. Service Quality

Service quality as a dynamic condition related to service products, people, processes, the environment that can meet and or exceed consumer expectations (Mulyapradana, et al., 2020). Furthermore, according to (Ullah & Yasmin, n.d.) service quality is the overall characteristics and characteristics of a good or service that has the ability to satisfy both stated and implied needs. Quality of Service provided by the company to meet the expectations of its customers.

Dimensions of measure service quality (Tjiptono, 2017):

1. Tangibles (Physical Evidence).  
Tangibles are tangible evidence of the care and attention given by service providers to consumers. The importance of this dimension of Tangibles will lead to the image of service providers, especially for new consumers in evaluating the quality of service.
2. Reability  
Reability is the ability to provide accurate services in accordance with promises and is the company's ability to carry out services in accordance with what has been promised in a timely manner. The importance of this dimension is because customer satisfaction would decrease if the services provided are not as promised.
4. Responsiveness  
Responsiveness is the willingness to help customers and provide appropriate services and is the company's ability carried out directly by employees to perform services quickly and responsively.

5. Assurance

Assurance or guarantee is the knowledge and behavior of employees to build customer trust and confidence in consuming the services offered. This dimension is very important because it involves consumer perception of the risk of high uncertainty to the ability of service providers. The company builds consumer trust and quality through employees who are directly involved in handling consumers.

6. Empathy (caring).

Empathy is the company's ability carried out directly by employees to pay attention to individual consumers, including sensitivity to consumer needs.

The quality of public services can be measured by the level of satisfaction of people who need services. User satisfaction is obtained from the assessment of the services provided by the librarian and is felt directly by the user, then the user will assess the services provided by the librarian, if it is less than expectations then it is not satisfied, and vice versa.

**D. Beta User Satisfaction**

Kotler and Keller (2016) said customer satisfaction as follows: "Satisfaction reflects a person's judgment of a product's perceived performance in relationship to expectations. If performance falls short of expectations, the customer is disappointed. If it matches expectations, the customer is satisfied. If it exceeds them, the customer is delighted". According to Park in (Irawan et al., 2023), expressing customer satisfaction is a customer feeling in response to goods or services that have been consumed. Meanwhile, according to (Tjiptono, 2017) consumer satisfaction is a post-buy evaluation, where the perception of the alternative performance of the selected product/service meets or exceeds expectations before purchase. According to Daryanto and Setyobudi (2019), consumer satisfaction is an emotional assessment of consumers after consumers use the product where the expectations and needs of consumers who use it are met. According to Daryanto and Setyobudi (2019) stated that consumer satisfaction is an emotional assessment of consumers after consumers use the product where the expectations and needs of consumers who use it are met.

**CONCEPTUAL MODEL**

Based on the literature review and previous studies, it is hypothesized that variables such as facilities and information technology have a direct impact on user satisfaction and service quality. It is suspected that facilities and information technology have an indirect effect on service quality which is influenced by user satisfaction. So, this This paper can build the conceptual model illustrated in figure 1 below:

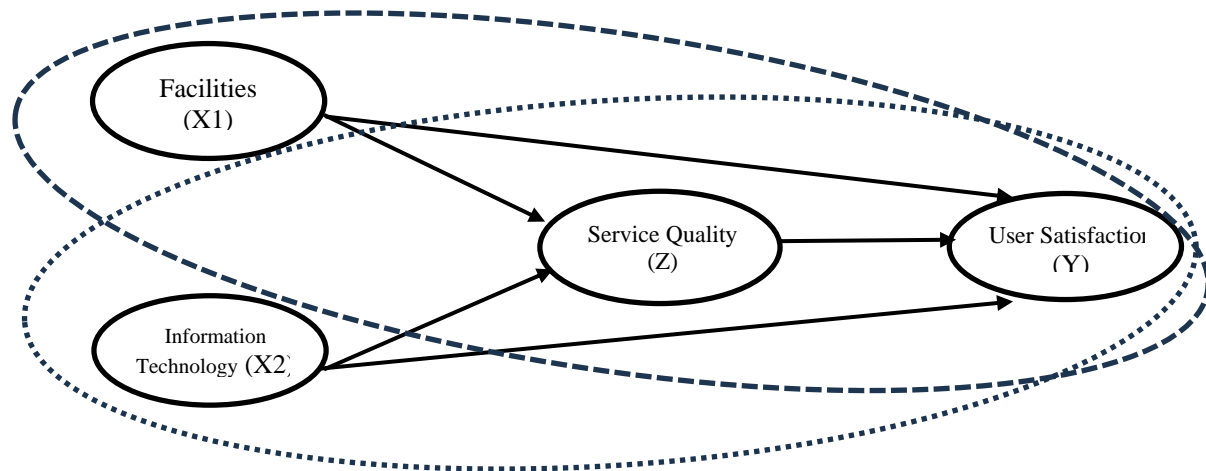


Figure 1. The Conceptual Model

**HYPOTHESES**

This study confirms that the variables of facilities and information technology are believed to affect service quality user satisfaction and indirectly affect. Seven hypotheses were formulated based on conceptual models.

- H1: Facilities directly have a significant effect on service quality.
- H2: Information technology directly has a significant effect on service quality.
- H3: Service quality directly has a significant effect on user satisfaction.
- H4: Facilities directly have a significant effect on user satisfaction.
- H5: Information Technology directly has a significant effect on user satisfaction.
- H6: Service quality mediates the effect of facilities towards user satisfaction.
- H7: Service quality mediates the effect of information technology on user satisfaction.

## METHODOLOGY

This study uses a quantitative approach to examine the relationship between facilities and information technology. is considered as a mediating factor that significantly affects user satisfaction. The population for this study consisted of 100 users who had become library members in the Library Information Service Center and Nusantara Manuscript Management unit of the National Library of the Republic of Indonesia. Instead, the sample was a small group selected from the larger population to accurately represent the entire population. This study uses the *purposive sampling* method, where all individuals from the population who meet the inclusion criteria will be sampled as participants. Data collection was carried out through a questionnaire using a 5-point Likert scale. Validity, reliability, and path of this research Assumptions of analysis will be assessed using SPSS software. The resulting data will be analyzed using path analysis and similar software.

## CONCLUSION

This study aims to build a theoretical framework to examine the influence of facilities and information technology on service quality, with user satisfaction as an intermediary or mediator variable. This paper presents the background of literature review research, conceptual models, hypotheses, and research methodologies regarding service quality problems in the Library Service Center and Manuscript Management unit of the National Library of the Republic of Indonesia. The status of the mediating effect of service quality on the influence of facilities and information technology towards user satisfaction can be determined by applying the conceptual model of this study.

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