Community Satisfaction Index for Services at the Hulu Sungai Utara District Regional Library

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Sections Info	ABSTRACT
Article history: Submitted: November 09, 2025 Final Revised: November 25, 2025 Accepted: December 12, 2025 Published: December 30, 2025 *Keywords:* Index Community Satisfaction IKM Service	*Objective: This study aims to evaluate the level of community satisfaction with the services provided by the Hulu Sungai Utara District Regional Library and determine the Community Satisfaction Index (IKM) based on several service indicators. Method: A descriptive quantitative research design was employed, utilizing a sample of 94 respondents. Data were collected through questionnaires, observations, literature reviews, and documentation. The research used the Public Satisfaction Index (IKM) analysis, as prescribed by PERMENPAN-RB No. 14 of 2017, which applies a Likert scale to assess satisfaction across nine service elements. Results: The study found a Community Satisfaction Index of 76.1, placing the service quality in the "Less Good/Unsatisfied" category. While the highest satisfaction was recorded for requirements (79.4), the lowest was for facilities and infrastructure (74.2). Four service indicators, including completion time and staff competence, were identified as needing improvement. Novelty: This research provides valuable insights into public satisfaction with regional library services, highlighting specific service areas for enhancement and offering recommendations for improving overall service quality. It contributes to the body of knowledge on public service evaluation in Indonesia, particularly in library services.*

INTRODUCTION

As science and learning media continue to advance, the public's need for information and learning materials must also increase to improve the quality of public knowledge about various types of information, so that the public can add value by contributing their potential to the country. One way to increase the public's need for information and knowledge is thru the existence of libraries [1], [2], [3], [4].

The Hulu Sungai Utara District Library and Archives Service is one of the institutions that provides library services to the public. With the presence of this library, it is hoped that the community will make good use of the facilities provided and receive the expected service, leading to high reading interest and a strong desire to pursue knowledge. Improving library services is stated in the Law of the Republic of Indonesia Number 43 of 2007, Article 14 paragraph 1, concerning library services, which states, "library services are provided in an excellent manner and are oriented toward the interests of library users," and Article 14 paragraph 3, which states that "every library develops library services in accordance with advances in information and technology." The development of library services is essential to ensure that services are satisfactory and acceptable to the public.
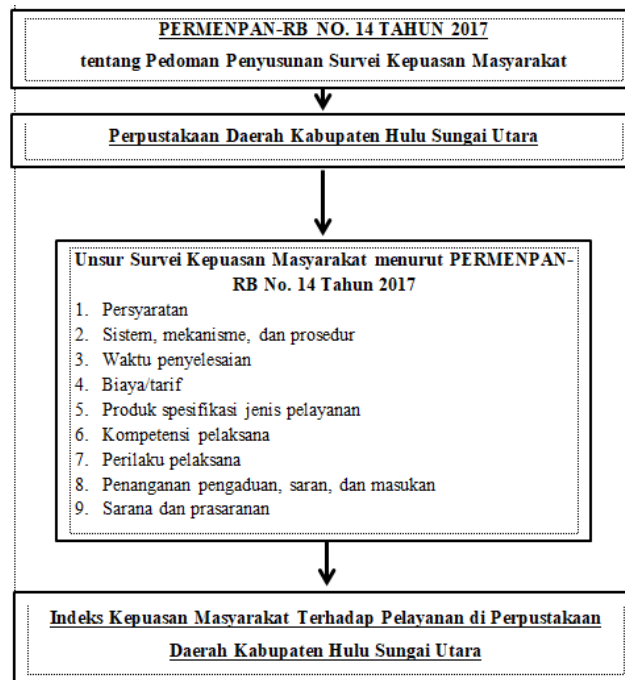
According to Harbani Pasolong (2021: 305-306), a consumer's decision to consume or not consume a good or service is influenced by various factors, including the perception of the service quality provided by the provider, which depends on the consumer's perception of the service offered. This statement indicates a strong interaction between "visitor satisfaction" and service quality. As a place that serves as a destination for students and the public to seek information and education, both scientific and non-scientific, the Hulu Sungai Utara District Library and Archives Service must maximize the quality of its services to visitors.

Based on observations conducted at the Regional Library in the Hulu Sungai Utara District Library and Archives Service, the researcher found several issues in service, including difficulties in providing facilities such as barcode scanners that sometimes take a long time for attendance or using circulation services. Other issues include the absence of a waiting area in the circulation service, a shortage of staff in the circulation service, noise in the library's Reading Room area which should be a quiet place, a lack of updates to scientific or non-scientific books, and books being placed incorrectly according to their book codes. Based on the description, the researcher is interested in conducting a study and compiling it into a thesis research titled "Community Satisfaction Index Toward Services at the Hulu Sungai Utara District Regional Library".

The problems to be discussed in this study are: What is the level of community satisfaction with services at the Hulu Sungai Utara District Regional Library? and How high is the level of community satisfaction with services at the Hulu Sungai Utara District Regional Library? LITERATURE REVIEW Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Regulation (PERMENPAN-RB) Number 14 of 2017 concerning Guidelines for Preparing Community Satisfaction Surveys states that the Community Satisfaction Index (IKM) is the result of community satisfaction survey activities in the form of a number. The numbers are set on a scale of 1 to 4. The satisfaction index is a representative result of the satisfaction scale across several dimensions formed from various indicators or attribute items. The level and index of satisfaction represent the value given by the public for the services provided by public service providers. Items are stated in the form of statements that describe the satisfaction measurement scale according to respondents' perceptions. The measurement scale used in this study is from 1 to 4. The number "1" indicates very dissatisfied, "2" indicates less satisfied, "3" indicates satisfied, and the number "4" indicates very satisfied. Based on PERMENPAN-RB Number 14 of 2017 concerning Guidelines for Preparing Community Satisfaction Surveys, there are 9 elements used to measure the Community Satisfaction Index, namely: 1. Requirements; namely, the conditions that must be met in processing a type of service, both technical and administrative requirements. 2. System, Mechanism, and Procedure; namely, the service procedures carried out for service providers and recipients, including complaints. 3. Completion Time; namely, the time required to complete the entire service process for each type of service. 4. Cost/Tariff; namely, the fee charged to service recipients for processing and/or obtaining services from the organizer, the amount of which is determined by agreement between the organizer and

the community. 5. Service Type Product Specifications; namely, the service results provided and received in accordance with the established provisions. This service product is the result of each service type specification. 6. Executor Competencies; these are the abilities that executors must possess, including knowledge, skills, and experience. 7. Executor Behavior; this refers to the attitude of officers in providing services. 8. Handling Complaints, Suggestions, and Input; this outlines the procedures for handling complaints and follow-up actions. 9. Facilities and Infrastructure; facilities are anything that can be used as a tool to achieve the intended purpose and goals. Infrastructure is everything that is the main support for the implementation of a process (business, development, project). Facilities are used for moving objects (computers, machines) and infrastructure for non-moving objects (buildings) [5], [6].

Law Number 43 of 2007 concerning Libraries states that a Library is an institution that professionally manages collections of written, printed, and/or recorded works using a standardized system to meet the educational, research, preservation, information, and recreational needs of library users. A library is a place established with the purpose of being a repository for collecting various printed and recorded knowledge. There are several types of libraries in Indonesia, one of which is the regional library. Regional libraries, or Perpusda for short, are libraries owned by local governments located in every district or city. Perpusda, or Regional Libraries, were established with the aim of promoting a culture of reading and writing, preserving and appreciating reading materials available in the region, such as local stories or folktales, works by local authors, etc. Thus, it is important to know that the role of local government in the development of regional libraries is very significant. Not only providing reading materials, the government must also provide strong support to achieve the goal of building regional libraries.

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│   2.  Sistem, mekanisme, dan prosedur                    │
│   3.  Waktu penyelesaian                                 │
│   4.  Biaya/tarif                                        │
│   5.  Produk spesifikasi jenis pelayanan                 │
│   6.  Kompetensi pelaksana                               │
│   7.  Perilaku pelaksana                                 │
│   8.  Penanganan pengaduan, saran, dan masukan           │
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RESEARCH METHOD

The type of research used in this study is the quantitative research method. Quantitative research is a type of research that fundamentally uses a deductive-inductive approach. The quantitative research method can also be defined as a research method based on the philosophy of positivism, used to study a specific population or sample, data collection using research instruments, data analysis being quantitative/statistical, with the aim of testing predetermined hypotheses.

The type of research used in this study is a survey, which is a method of investigation conducted to obtain facts from existing symptoms and seek factual information. The population in this study is the community that visits the Hulu Sungai Utara District Regional Library. The sampling technique used in this study is the Probability Sampling technique, which gives each element (member) of the population an equal chance of being selected as a sample member. To determine the appropriate sample size for the study, the Slovin's formula was used, resulting in a sample size of 94 samples. The data collection techniques used in this study are questionnaire distribution, observation, literature review, and documentation [7], [8], [9].

In measuring the research score, data processing techniques using the Public Satisfaction Index (IKM) analysis were employed, in accordance with PERMENPAN-RB No. 14 of 2017 concerning Guidelines for Preparing Public Service Provider Community Satisfaction Surveys using the Likert Scale. The IKM value was calculated using the weighted average of each SKM element. In the SKM calculation, there are 9 elements examined, with each service element having the same weight, using the following formula: Weighted average score = (total weight) / (number of elements) = 1/9 = 0.11 Explanation: x = Number of elements surveyed N = Score weight per element To obtain

the IKM value, use the formula: IKM = (Total of perception scores per element) / (total number of filled elements) X Weighting value To facilitate interpretation of the IKM assessment, which is between 25 – 100, the above assessment results are converted to a base value of 25 using the following formula: Community Satisfaction Index X 25 Considering that service units have different characteristics, it is possible for each service unit to: Add elements considered relevant Assign different weights to the 9 (nine) dominant elements in the service unit, provided that the total weight of all elements remains 1.

Table 1.

Perception Value	Interval Value (NI)	Conversion Interval Value (NIK)	Service Quality (x)	Service Unit Performance (y)
1	1,00 – 2,5996	25,00 – 64,99	D	Not Good/Not Satisfied
2	2,60 – 3,064	65,00 – 76,60	C	Not Good Enough / Not Satisfied
3	3,0644 – 3,532	76,61 – 88,30	B	Good/Satisfied
4	3,5324 – 4,00	88,31 – 100,00	A	Very Good/Very Satisfied

RESULTS AND DISCUSSION

In this study, the researcher answered the research problem formulation, which is how satisfied the public is with the services at the Hulu Sungai Utara District Regional Library and to what extent the public is satisfied with the services at the Hulu Sungai Utara District Regional Library.

After processing the data obtained, the researcher then calculated the index value. The following is the data resulting from the processing of the Community Satisfaction Index per element of its Community Satisfaction Index [10], [11], [12], [13].

Table 2.

No.	Service Element	Service Element Value	%
1.	Requirements	3,176	11,47%
2.	Systems, Mechanisms, and Procedures	3,138	11,34%
3.	Completion Time	3,064	11,07%
4.	Costs/Tariffs	3,085	11,14%
5.	Product Specifications Service Type	3,106	11,22%

No.	Service Element	Service Element Value	%
6.	Executor Competence	3,048	11,01%
7.	Executor Behavior	3,081	11,13%
8.	Handling of Complaints, Suggestions, and Input	3,019	10,90%
9.	Facilities and Infrastructure	2,968	10,72%
	Total	**27,685**	**100,0%**

Source: Primary Research Data

The researchers performed calculations based on the number of questionnaires obtained, as follows: (3,176 X 0.11) + (3,138 X 0.11) + (3,064 X 0.11) + (3,085 X 0.11) + (3,106 X 0.11) + (3,048 X 0.11) + (3,081 X 0.11) + (3,019 X 0.11) + (2,968 X 0.11) = 3.044. So, the index value is 3.044.

Given that the index value at the Hulu Sungai Utara District Regional Library is 3.044, the service unit IKM value is then calculated after conversion, which is the service unit IKM interval value X the Basic Value (25) = 3.044 X 25 = 76.1. It can be concluded that the service quality of the Hulu Sungai Utara District Regional Library falls into the Poor/Unsatisfied category.

Based on Table 2, the indicator with the highest IKM value is requirements = 3.176 (11.57%) with a conversion value of (3.176 X 25) = 79.4, a "B" weight value in the Good/Satisfied category. The lowest indicator value is facilities and infrastructure = 2.968 with a conversion value of (2.968 X 25) = 74.2, a "C" weight value in the Less Good/Less Satisfied category. The results of the questionnaire distribution, which included 9 IKM indicators or elements, showed that 4 indicators had IKM values in the less good/less satisfied category or below 3.0644, which require improvement and enhancement. These indicators are completion time (3.064), staff competence (3.048), handling of complaints, suggestions, and feedback (3.019), and facilities and infrastructure (2.968). Additionally, the other 5 indicators in the good/satisfied category are requirements (3.176), systems, mechanisms, and procedures (3.138), costs/fees (3.085), product specifications/type of service (3.106), and staff behavior (3.081).

From the results of distributing the questionnaire to respondents, we can see that the majority of respondents are aged 16 to 20 years, totaling 71 people (75.73%). Additionally, the respondents' gender identity shows more females than males, with 54 people (57.45%). Based on the interpretation of the research results, the index value for the Hulu Sungai Utara District Regional Library was found to be 3.044, and then the IKM value for the service unit after conversion was calculated to be 76.1. It can be concluded that the quality of service at the Hulu Sungai Utara District Regional Library falls into the Poor/Unsatisfied category. Based on these findings, it is known that the quality of library service is poor, therefore Ha is rejected and H0 is accepted. This means that the public satisfaction index for services at the Hulu Sungai Utara District Regional Library is not

good, as evidenced by the converted IKM score for the service unit, which is 76.1 and falls into the poor/unsatisfactory category [14], [15], [16], [17].

CONCLUSION

Fundamental Finding : The Community Satisfaction Index (IKM) for the Hulu Sungai Utara District Regional Library reveals a service quality rating of "C" (76.1), indicating a level of satisfaction categorized as "Less Good/Less Satisfied." Four service indicators, including completion time, staff competence, complaint handling, and facilities and infrastructure, were identified as areas requiring improvement. **Implication** : These findings suggest the need for targeted improvements in library services to enhance community satisfaction. Prioritizing staff training, optimizing service speed, and improving facilities and infrastructure are essential steps to rebuild public trust and elevate service quality. **Limitation** : The study is limited by its reliance on survey data from a single library, which may not be representative of other public service institutions. Additionally, the use of a quantitative approach may not fully capture the nuances of customer satisfaction. **Future Research** : Future studies could expand to include a broader range of libraries or public service units to allow for comparative analysis. Qualitative research methods, such as interviews or focus groups, could also provide deeper insights into user experiences and specific areas for improvement.

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