

ABSTRAK

Ardiansyah, 1218010026, (2025) Pengaruh Penerapan E-Government Eplica (Electronic Public Library Card and Access) Terhadap Kualitas Pelayanan Perpustakaan di Dinas Perpustakaan Dan Kearsipan Jawa Barat

Transformasi digital layanan perpustakaan merupakan bagian dari implementasi e-Government untuk meningkatkan kualitas pelayanan publik, salah satunya melalui sistem Electronic Public Library Card and Access (EPLICA) di Dinas Perpustakaan dan Kearsipan Jawa Barat. Penelitian ini bertujuan mengukur pengaruh EPLICA terhadap kualitas pelayanan serta mengidentifikasi elemen dukungan, kapasitas organisasi, dan manfaat bagi pengguna. Teori e-Government dari Indrajit (2002) digunakan dengan tiga elemen utama: support, capacity, dan value. Kualitas pelayanan diukur menggunakan model SERVQUAL (Parasuraman et al., 1988) yang meliputi tangibility, reliability, responsiveness, assurance, dan empathy. Metode penelitian menggunakan pendekatan kuantitatif melalui survei terhadap 396 responden dengan kuesioner skala Likert dan analisis regresi linear berganda. Hasil menunjukkan bahwa ketiga elemen EPLICA berpengaruh positif dan signifikan terhadap kualitas pelayanan, dengan nilai koefisien determinasi (R^2) sebesar 0,809 atau 80,9%. Koefisien regresi masing-masing adalah: support sebesar 1,903 ($\beta = 0,498$), capacity 0,983 ($\beta = 0,260$), dan value 1,454 ($\beta = 0,295$). Kontribusi dimensi EPLICA terhadap persepsi pengguna berturut-turut adalah support 32,78%, capacity 33,44%, dan value 33,78%. Sedangkan kontribusi dimensi kualitas pelayanan: tangibility 20,78%, reliability 17,96%, responsiveness 20,41%, assurance 20,63%, dan empathy 20,21%. Meskipun hasilnya kuat, tantangan seperti rendahnya literasi digital dan resistensi terhadap sistem masih perlu diatasi melalui peningkatan kompetensi pengguna dan penyempurnaan sistem.

Kata Kunci: EPLICA, E-Government, Kualitas Pelayanan

ABSTRACT

The digital transformation of library services is part of the e-Government implementation aimed at improving the quality of public services, one of which is through the Electronic Public Library Card and Access (EPLICA) system at the West Java Library and Archives Office. This study aims to measure the influence of EPLICA on service quality and to identify the elements of support, organizational capacity, and perceived value for users. The study adopts Indrajit's (2002) e-Government theory, which includes three core elements: support, capacity, and value. Service quality is assessed using the SERVQUAL model by Parasuraman et al. (1988), which comprises five dimensions: tangibility, reliability, responsiveness, assurance, and empathy. The research employs a quantitative approach using a survey method with Likert-scale questionnaires distributed to 396 respondents. Data were analyzed using simple linear regression. The results show that all three EPLICA elements have a positive and significant influence on service quality, with a coefficient of determination (R^2) of 0.809 or 80.9%. The regression coefficients are: support = 1.903 ($\beta = 0.498$), capacity = 0.983 ($\beta = 0.260$), and value = 1.454 ($\beta = 0.295$). The contribution of each EPLICA element to user perception is as follows: support 32.78%, capacity 33.44%, and value 33.78%. Meanwhile, the SERVQUAL dimension contributions are: tangibility 20.78%, reliability 17.96%, responsiveness 20.41%, assurance 20.63%, and empathy 20.21%. Despite these strong results, challenges such as low digital literacy and user resistance to the system remain. Therefore, improving user competence and refining the system are necessary to ensure optimal and sustainable library services.

Keywords: EPLICA, E-Government, Service Quality