

## ABSTRAK

### **Anggita Permata Dewi, 1218010019. “Kualitas Pelayanan Publik Melalui Sistem *Online Public Access Catalog* (OPAC) Pada Dinas Perpustakaan dan Kearsipan Daerah Provinsi Jawa Barat”**

Sebagai layanan penelusuran koleksi berbasis digital, *Online Public Access Catalog* (OPAC) di Dinas Perpustakaan dan Kearsipan Daerah Provinsi Jawa Barat ditujukan untuk meningkatkan kemudahan akses informasi. Namun, layanan ini masih terkendala akses lambat/*error*, fitur pencarian yang belum optimal, ketidaksesuaian data koleksi, serta literasi digital pengguna yang beragam, sehingga menurunkan efektivitas temu kembali dan kepercayaan pengguna.

Penelitian ini bertujuan mendeskripsikan kualitas pelayanan OPAC berdasarkan persepsi pengguna serta mengidentifikasi faktor yang memengaruhinya. Kerangka pemikiran menggunakan model SERVQUAL melalui lima dimensi, yaitu *tangibles*, *reliability*, *responsiveness*, *assurance*, dan *empathy*, untuk menilai kualitas layanan secara menyeluruh. Metode penelitian yang digunakan adalah kualitatif deskriptif dengan teknik observasi, wawancara mendalam kepada pustakawan/staf dan pengguna OPAC, serta dokumentasi. Keabsahan data diuji melalui triangulasi sumber, teknik, dan waktu, sedangkan analisis dilakukan melalui reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan kualitas pelayanan OPAC masih belum optimal, terutama pada *reliability* dan *responsiveness* terkait stabilitas akses, akurasi data koleksi, serta kecepatan penanganan kendala. Aspek *tangibles* perlu diperkuat melalui kelengkapan informasi koleksi, sedangkan *assurance* dan *empathy* perlu ditingkatkan agar pengguna lebih yakin dan terbantu. Rekomendasi meliputi penguatan infrastruktur dan pemeliharaan sistem, optimalisasi fitur pencarian, pembaruan serta sinkronisasi data dan metadata koleksi, penyediaan SOP dan kanal aduan responsif, serta peningkatan literasi digital pengguna melalui panduan dan pendampingan.

**Kata kunci:** Kualitas Pelayanan Publik, *Online Public Access Catalog* (OPAC), Perpustakaan Daerah.

## **ABSTRACT**

***Anggita Permata Dewi, 1218010019 : “Quality of Public Services Through the Online Public Access Catalog (OPAC) System at the Regional Library and Archives Service of West Java Province”***

*As a digital collection search service, the OPAC at DISPUSIPDA of West Java Province is intended to improve the ease of access to information. However, this service still faces constraints such as slow/error-prone access, suboptimal search features, discrepancies between catalog data and actual collection conditions, and varying levels of users’ digital literacy, which reduce retrieval effectiveness and user trust.*

*This study aims to describe the quality of OPAC services based on users’ perceptions and to identify factors influencing it. The conceptual framework applies the SERVQUAL model through five dimensions tangibles, reliability, responsiveness, assurance, and empathy to assess service quality comprehensively. The research uses a descriptive qualitative method, with data collected through observation, in-depth interviews with librarians/staff and OPAC users, and documentation. Data validity was tested using source, technique, and time triangulation, while data analysis was conducted through data reduction, data display, and conclusion drawing.*

*The research findings indicate that the quality of OPAC services is still not fully optimal, particularly in the reliability and responsiveness dimensions related to access stability, the accuracy of collection data, and the speed of handling issues. The tangibles aspect needs to be strengthened through more complete collection information, while assurance and empathy should be improved so that users feel more confident and better supported when using the OPAC. The recommendations include strengthening infrastructure and system maintenance, optimizing search and retrieval features, updating and synchronizing collection data and metadata, providing SOPs and a responsive complaint/feedback channel, and improving users’ digital literacy through guidance and assistance.*

***Keywords:*** *Public Service Quality, Online Public Access Catalog (OPAC), Regional Library.*