

THE RELATIONSHIP BETWEEN THE CLOSED SERVICE SYSTEM AND USER SATISFACTION AT UISU PRIVATE HIGH SCHOOLS

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ABSTRACT

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The relationship between a closed service system and user satisfaction at UISU Private High School has a strong and positive significant value. This data is obtained if the quality of service is higher, the satisfaction felt by users is also high, supported by dimensions of service quality that provide satisfaction to users such as concrete evidence of availability. And completeness of the collection, infrastructure owned by the library such as tables, chairs, shelves, reading room, neatness of staff. Reliability, thoroughness, expertise, discipline of librarians when meeting library needs, discipline and timeliness of librarians when providing services for users. Good and fast response from officers to user complaints and needs. Guaranteed certainty of timely service and also guaranteed certainty of meeting user needs. Officer empathy prioritizes serving user needs. Officers are friendly and polite in serving user needs, do not differentiate between services to users. Officers respect user needs.

INTRODUCTION

Library services are an important part of a library, because they are the spearhead for meeting the needs of library users (pustaka). In fact, one of the keys to success in a library lies in how the library provides quality services. Library services mean library activities in providing information to readers or users according to their needs. Service is the responsibility of librarians or library staff to always have strong motivation, broad insight and always make active efforts to be able to carry out the service as well as possible. And to be responsive to the interests of readers, librarians must provide library materials when needed. Based on the above, library services must be user-oriented so that they can support the empowerment of the Indonesian people to become a more advanced nation.

In each library the services provided are of course different. This is adjusted to the circumstances and conditions of the library, so that services can be carried out well in accordance with the conditions of the library, a clear service system is needed. Judging from

the system, services are divided into two services, namely: open service system (open access) and closed service system (close access). The first service system allows users to take their own collections provided in the library. Meanwhile, a closed service system is a service system that does not allow users to enter the collection room to collect the library materials they need from the collection storage area or bookshelves themselves. In a closed service system, someone who wants service to search for a collection does not have the freedom to search for books according to what they want directly.

Thus, in a closed system users must know exactly what they want to look for in the library, such as the title of the book or the year the book was published. In this way, a closed service system should be better able to protect collections from loss or misplacement, resulting in users having no difficulty in finding the collections they need. Even though this system is not widely implemented, this system also has advantages, including that the collection will be kept neater; the possibility of loss or damage to library materials is smaller; the space required for the collection line is not too large; very suitable for collections that are susceptible to damage or are of a special nature. However, this system also has weaknesses.

Readers can only imagine the physical and content of library materials according to the information listed in the catalogue; It is rather difficult for users to find other alternatives if the required documents do not match what is required; more service personnel are needed; If there are limited staff, but there are quite a lot of requests, the time required for users to wait will be longer. The service system implemented by the library must influence the quality of service. Quality library services are the maximum effort that a library can provide to meet the expectations and needs of users so that satisfaction is achieved.

The relationship between closed service systems and user satisfaction at UISU private high schools will focus on how the characteristics of closed service systems, such as student admissions policies, curriculum and school management, impact the level of user satisfaction, namely students, parents and staff. This will highlight the importance of a deep understanding of how a school's internal policies influence user perceptions and experiences.

The relationship between closed service systems and user satisfaction at UISU Private High Schools can be started by stating that closed service systems refer to an approach where access to information and services is limited to a certain number of parties, while user satisfaction is an important measure of the extent to which an institution, such as schools, meeting the needs and expectations of its users. In the context of UISU Private High School, the implementation of a closed service system can have an impact on the perception and

satisfaction of students, parents, teachers and administrative staff with the school. By understanding the relationship between closed service systems and user satisfaction, existing policies and practices can be evaluated, as well as identification of areas that need to be improved to increase satisfaction and service quality at the school.

The closed service system used by UISU can affect user satisfaction, especially in terms of service effectiveness and the quality of the services provided. Good service quality can increase user satisfaction, while poor service quality can reduce user satisfaction. Therefore, this research aims to analyze the relationship between closed service systems and user satisfaction at UISU Private High Schools.

METHOD RESEARCH

The method used or used in preparing this article is the literature study method, where literature study is a method used to solve a problem by tracing several reference sources in the form of writings that have been written or previously researched. Apart from that, the terms in this literature study can also be said to be very familiar with several studies, one of which is literature study. There are several methods that can be taken or used in conducting literature studies, such as comparing, criticizing, synthesizing literature and summarizing. Location The research was conducted at UISU Private High School. Based on the explanation above, in writing this article the method used or used is literature study by prioritizing aspects of summarizing, analyzing and collecting literature, then analysis will be provided.

RESULT AND DISCUSSION

RESULT

Libraries services are the process of disseminating all kinds of information to the wider community. There are several types of services in libraries, including collection lending services, reference and information services, guidance services to users and library opening hours services. In general, there are two types of library service systems, namely closed services and open library services. This grouping is based on the freedom given by the library to library users in finding collections owned by the library. These two systems basically aim to:

- a. Securing library collections and avoiding or reducing loss of library collections,
- b. Find out who the library collection borrowers are and how much they are borrowing,

- c. Know the deadline for returning books that are being borrowed (temporarily leaving the library collection). Each service system has advantages and disadvantages. Based on the description above, it can be concluded that these two service systems aim to protect the collections in the library to avoid damage and loss.

There are several types of library service systems, namely:

- a. Open Services

Open service is a service system that gives users the freedom to choose and take the desired collection themselves from the shelves. Users can go straight to the collection on the shelves. In this system, readers can browse library materials from the collection. If the reader does not find the library materials he needs, then he can find other alternatives that might be able to replace the library materials that were not found.

In implementing an open service system, it has advantages and disadvantages disadvantages and advantages of an open service system are:

1. Users have the freedom to choose their own collections desired, so it is hoped that it can provide more satisfaction to users.
2. Readers don't have to use a catalog because they can do it directly towards the shelves.
3. Users can obtain alternative collections if the material is available the desired library is not available.
4. Providing opportunities for all collections to be utilized by user.
5. Service personnel do not need to take collections
6. There is no suspicion from the user towards the officer if there is a collection desired is not available because it is on loan

The disadvantages of an open service system are:

- 1) Not all users know how to find collections desired, so for beginner users it is quite difficult. Matter this requires carefulness/alertness from officers. It is hoped that the librarian will soon provide assistance/guidance if you find a user seemed to have difficulty finding the book he needed. In this case it is necessary to provide user education to library users, to be able to independently utilize the available collections.
- 2) The arrangement of collections on the shelves is more often misplaced. This matter because users are free to insert collections they have just read as they wish. This can be addressed routinely reshelving of the collections on the shelves was carried out. In this way, misplaced collections can be identified immediately librarian.
- 3) It requires officers/librarians who are always ready to make repairs arrangement of collections on shelves.

- 4) The possibility of losing library collections is greater, so careful monitoring of entry and exit to the library is necessary.

- b. Closed Service

Closed service is a library service system that does not allow users to take their own library materials from the library. Collection of library materials must go through library staff, as well as returning library materials that have been borrowed. In a closed system, users cannot search for library materials themselves, so users cannot find alternative library materials they need.

Before coming to the library user officer, you must know the title of the library material you want to borrow by looking at the catalog available in the library. The library user records the placement number and book title on a blank or piece of paper provided by the library and then hands it over to the library staff. Next, the officers looked for the requested collection on the book storage shelves. If a book is found, the officer records the process of borrowing library materials, and if the book is not found, the officer notifies the user that the book they need is not on the shelf (is being borrowed).

The relationship between closed service systems and user satisfaction at UISU Private High Schools can be very significant. Closed service systems may limit users' access or involvement in the decision-making process or providing feedback, which may affect their satisfaction with the school. Openness and user participation are needed to increase their satisfaction.

The relationship between closed service systems and user satisfaction at UISU Private High Schools may be related to how effective the system is in meeting the needs of students, teachers, and administrative staff. Discussions can include how easy it is to access information, the availability of resources, the responsiveness of services to requests, and the extent to which the system supports the learning process and overall school management.

Closed service systems at private schools such as UISU High School may have advantages in managing the privacy and security of student and staff data. However, this can also limit access and collaboration between school stakeholders, which may impact user satisfaction. It is important to evaluate the extent to which the system meets user needs, and whether there is room for improvement in providing more open and inclusive services.

Some problems that arise in closed service systems include:

1. The use of the library by users is not optimal considering that not all users, especially in Indonesia, understand how to do it search the collection via search tools both print and electronic.

2. Library staff often take a long time to find collections that users want, resulting in queues of searchers information.
 3. Information search tools often do not match the contents of the collection because they only list general book identities.
 4. As a result of search tools that do not match the contents of the collection, users are often disappointed with the collections they obtain. And often also collection not found.
- Things that need to be considered in a closed service system are:

a) Search Tools

In general, libraries use a closed service system provides a catalog to assist users in searching for collections needed. This catalog is usually in print or electronic form. Catalog basically it only contains the general identity of the book, namely the eight areas of the book description which usually contain; title area and statement of responsibility, edition, mathematical data, publication and distribution, physical description, series, notes, and numbering. The thing to note about catalog cards is that not all of them readers already know the title of the book or author they want search. Sometimes what they are looking for is the contents of the collection. With thus, it is necessary to provide a glimpse of the contents of the book description by including an abstract of the contents of the collection, to make it more informative an explanation of the content discussed in a collection in the library.

b) Library Users

Library users are visitors who come or use the library or are usually called users. In general, library users are not yet able to use catalogs in the collection search system. That's why the library needs to use it a special approach in providing guidance to readers who really do not know the catalog usage system.

c) Librarian

The closed service system demands more active library staf in serving users. Face to face approach in guiding readers, especially on search tools, will be more effective considering the difference abilities of each user. Librarian in a library as an addition to existing collections in the library. Not just serving users, but librarians should also be sources of information that every user who comes to the library needs.

The advantages of a closed service system are:

1. The collections will remain neat because only library staff are allowed to enter the collections.
2. The possibility of loss or damage to library materials can be reduced because the library cannot have direct access to the collection.

3. The room for collections is not very spacious, because of traffic human/officer mobility in the collection area is relatively low.
4. For collections that are very susceptible to damage then this system very suitable.

Apart from having several advantages, closed service systems also have several factors has several disadvantages such as:

- 1) In finding library materials, users can only find out authorship characteristics and physical characteristics of library materials, namely title, author, book size and number of pages, this kind of information it's actually very abstract.
- 2) The title of the book does not always describe the meaning of the book's discussion, so it could be the title that has been selected, but not library material that is what the user means.
- 3) It is impossible for users to browse the shelves, so users are unlikely to find other alternatives to the material necessary libraries
- 4) If there are quite a lot of borrowers, and library staff are relatively limited this requires quite a lot of time and energy fulfill library requests and prepare library materials needed, so users have to wait longer.

From the description above it can be concluded that with the service system if the collection is closed, the neatness will be maintained, the level of loss of the collection will be better is getting lower and there is almost no shredding of library materials. System apart from having advantages, closed services also have disadvantages, such as users who find it difficult to find library materials because they can only describes the physical characteristics of the library materials, and also frequent users get a collection that does not match what is needed.

c. Library user satisfaction

In the Indonesian dictionary, satisfaction is a matter or feeling satisfaction, pleasure because it feels like your heart's desires have been fulfilled. According to M. Nur Nasution, users are users who demand libraries to meet a quality standard that will have an impact on library performance. The intended users are : Individuals, groups of people or institutions who utilize service facilities library.

From the various opinions expressed by the experts above, we can concluded that the definition of user satisfaction is a response to behavior demonstrated by users by comparing performance or results felt with hope. If the perceived results are below expectations, then users will feel disappointed, dissatisfied and even dissatisfied, however conversely, if it meets expectations, the user will be satisfied and if the performance exceeds expectations, the user will feel very satisfied.

Satisfactory library services can provide comfort for visiting users, for that matter librarians and libraries staff are obliged to provide good facilities and services to users so that they feel satisfied visiting the library. The success of a library is something that is often linked to user satisfaction for fulfilling requests for required information.

Measuring user satisfaction is very important because it can providing information for libraries, librarians and users library. The level of customer satisfaction with services is influenced by several factors, namely:

1. Availability of service : that is a condition of the availability of work equipment and other facilities functions as a tool to assist the implementation of services to the community
2. Responsiveness of the staff : namely the ability of service staff to be responsive and willing to help the interests of customers who need services
3. Profesionalisme of the staff : namely ability and the skills of service staff in carrying out tasks or work in the field,
4. Completeness of service to ensure that the service is expected customers can be resolved according to applicable provisions.

Maximum service must be sought by every library to be able to provide satisfaction to users so that it will increase user interest in visiting and using library services

DISCUSSION

A. Factors Affecting Closed Services at UISU Private High Schools

The choice of an open service system or a closed service system depends on several factors such as:

- a. Consider the level of safety of library collections,
- b. Consider the type of collection and the fragile nature of the collection. For collections of hearing and micro forms, in general the services provided are closed,
- c. Comparison between the number of staff, number of users, and number of collections. If the number of users is very large then the library tends to choose an open service system,
- d. Library building area. In general, libraries that occupy very large buildings with a relatively limited number of management staff tend to use open systems,
- e. The ratio between service hours and the number of library staff. To determine a service system in a library, you must consider several things as mentioned above, starting from the level of safety of the library collection to the ratio of service hours to the number of library staff to the size of the library building. The choice of library in a closed system

or an open system certainly has its own goals. The layout of the collection and the condition of the collection may be easily controlled in a closed service system. Apart from that, collection limitations are the reason for implementing this closed service. The UISU Private High School Library has a collection almost entirely of ancient documents and past history. And the information provided in the library is important. For this reason, the UISU Private High School library applies a closed service system. There are also several factors that can influence covered services at UISU Private High School including:

- a) **School Policies:** Policies established by schools may affect the accessibility of covered services, including rules regarding use of school facilities outside of school hours.
- b) **School Infrastructure:** The availability of facilities such as classrooms, libraries, and laboratories can influence the provision of covered services.
- c) **Teaching Staff:** The skills and availability of teaching staff trained in providing covered services also play an important role in the quality and availability of those services.
- d) **Availability of Resources:** Factors such as the school budget and support from others may influence the availability of resources to provide covered services.
- e) **User Satisfaction:** The level of student satisfaction and interest in covered services can also influence the demand and supply of such services at UISU Private High Schools.

B. Factors that Influence User Satisfaction at UISU Private High Schools

Factors that influence user needs must be accompanied by monitoring of user needs and desires. There are several factors for user satisfaction, namely:

a. Service System

An effective service system in the relationship between a closed service system and user satisfaction at UISU Private High School can include a clear communication process between staff and students, efficient management of requests and input from users, as well as continuous improvement based on feedback provided by users to ensure their satisfaction is met.

To be able to satisfy users, this network must function as an integrated and coordinated unit, where all librarians understand the needs and desires of users.

A good service system between a closed service system and user satisfaction at UISU Private High School can include several things. First, guarantee consistent service availability and reliability. Then, it is important to have an efficient process for handling user requests or complaints. Apart from that, transparent communication between users and service providers is also very important to ensure user satisfaction is met.

b. Image

A good library image is an advantage that influences the level of user satisfaction from a positive angle. An image is formed when users get pleasant impressions from the library they visit.

A positive image in the relationship between closed service systems and user satisfaction at UISU Private High Schools involves a good reputation for the quality of services provided, responsiveness to user needs and input, as well as transparency in the management and problem solving process. This can strengthen the trust of students, parents and the general public in the school.

In the context of UISU Private High Schools, a positive image of a closed service system can create the perception that the school pays attention to the needs and welfare of students as a whole. This includes prompt responses to questions and concerns, provision of adequate resources, and an environment that supports student learning and growth. The success of this system in meeting students' needs can increase their satisfaction and strengthen the school's positive image in the eyes of students, parents and the community.

c. Librarian Performance

Performance and service systems depend on how librarians from the organization work together in the process of fulfilling user satisfaction, both pleasant and unpleasant. According to Umberto, there are several main factors that need to be considered in relation to user satisfaction, namely: Furthermore, in terms of factors that hampering user satisfaction in meeting their needs, namely that the services provided are not supported by a smooth internet network. This slows down the process of accessing information that users need or want in circulation services. As stated by Soetminah, service should be said to be good if it is done: (1) quickly, meaning that to get the service, people don't have to wait too long, (2) on time, meaning people can get what they need on time, (3) correct, meaning that librarians help obtain something according to what is desired.

The performance of librarians in the context of the relationship between closed service systems and user satisfaction at UISU Private High Schools is of course very important. Librarians who are efficient and responsive in managing closed service systems will contribute to higher levels of user satisfaction. By providing easy access and relevant information, librarians can enhance students' learning experiences and support overall school success.

Librarian performance on the relationship between closed service systems and user satisfaction at UISU Private High Schools may involve aspects such as responsiveness to requests, availability of resources, ability to help users find the information they need, and

efficiency in managing collections. A comprehensive evaluation can see how well this closed service system is adapted to user needs and the extent to which librarians can facilitate satisfactory access to information for users.

The performance of librarians in relation to a closed service system can have an impact on user satisfaction at UISU Private High Schools. With a closed service system, librarians are responsible for ensuring efficient and effective access to available resources, such as books and reference materials. Good performance from librarians in maintaining this system can increase user satisfaction by providing easy and fast access to the information needed.

C. The Relationship Between Closed Service Systems and User Satisfaction at Schools at UISU Private High Schools

Satisfactory library services can provide comfort for visiting users, for this reason librarians and library staff are obliged to provide good facilities and services to users so that they feel satisfied visiting the library. The success of a library is something that is often linked to user satisfaction in fulfilling requests for required information. Measuring user satisfaction is very important because it can provide information for libraries, librarians and library users. The level of customer satisfaction with services is influenced by several factors, namely:

1. The existence of service facilities and infrastructure (availability of service), namely a condition of the availability of work equipment and other facilities which function as tools to assist the implementation of services to the community,
2. Responsiveness of the staff, namely the willingness of service staff to be responsive and willing to help the interests of customers who need services,
3. Service staff expertise (professionalism of the staff), namely the ability and skills of service staff in carrying out tasks or work in their field,
4. Completeness of service to ensure that the service expected by customers can be completed in accordance with applicable regulations. Every library must strive for maximum service to be able to provide satisfaction to users so that it will increase user interest in visiting and using library services

A closed service system is a service system that does not allow users to enter the collection room to retrieve the library materials they need from the collection storage area or bookshelves. In a closed service system, someone who wants to search for a collection does not have the freedom to search for books according to what they want directly.

Thus, in a closed service system users must know exactly what they want to look for in the library, such as the title of the book or the year the book was published. In this way, a closed service system should be better able to protect collections from loss or misplacement,

resulting in users having no difficulty in finding the collections they need. Even though this system is not widely implemented, this system also has advantages, including that the collection will be kept neater; the possibility of loss or damage to library materials is smaller; the space required for the collection line is not too large; very suitable for collections that are susceptible to damage or are of a special nature. However, this system also has weaknesses.

Readers can only imagine the physical and content of library materials according to the information listed in the catalogue; It is rather difficult for users to find other alternatives if the required documents do not match what is required; more service personnel are needed; If there are limited staff, but there are quite a lot of requests, the time required for users to wait will be longer. The service system implemented by the library must influence the quality of service.

CONCLUSION

The relationship between a closed service system and user satisfaction at UISU Private High School has a strong and positive significant value. This data is obtained if the quality of service is higher, the satisfaction felt by users is also high, supported by dimensions of service quality that provide satisfaction to users such as concrete evidence of availability. And completeness of the collection, infrastructure owned by the library such as tables, chairs, shelves, reading room, neatness of staff. Reliability, thoroughness, expertise, discipline of librarians when meeting library needs, discipline and timeliness of librarians when providing services for users. Good and fast response from officers to user complaints and needs. Guaranteed certainty of timely service and also guaranteed certainty of meeting user needs. Officer empathy prioritizes serving user needs. Officers are friendly and polite in serving user needs, do not differentiate between services to users. Officers respect user needs.

Overall, the relationship between closed service systems and user satisfaction at UISU Private High Schools highlights the important role of librarians in providing efficient and effective access to information resources. By ensuring that closed service systems are well maintained, librarians can increase user satisfaction by providing easy and fast access to needed information. This strengthens the strategic role of librarians in supporting learning and research in schools, as well as promoting a productive and satisfying learning environment for the entire school community.

Overall, the relationship between closed service systems and user satisfaction at UISU Private High Schools highlights the importance of librarian performance in maintaining and managing the system. By having an efficient and effective closed service system, librarians can ensure smooth and fast access to available resources, thereby increasing user satisfaction

by providing relevant and quality information. Therefore, efforts to improve the performance of librarians and closed service systems in schools can directly support achieving user satisfaction and improving the overall quality of educational services.

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