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The Influence of Librarian's Performance on Student Satisfaction in Junior High Schools

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Abstract: The purpose of this research is to find out how librarians perform at SMPN 1 Bantan, to find out student satisfaction at SMPN 1 Bantan, and to find out whether there is an influence between librarian performance and student satisfaction. This research was carried out at SMPN 1 Bantan, Selatbaru Village, Bantan District. This research was carried out for three months, starting from March-June. The object of this research is the performance of librarians on student satisfaction. Meanwhile, the subjects in this research were students of SMPN 1 Bantan. The number of samples in this study was 40 people. The type of data used in this research is a quantitative correlation approach. Data collection techniques in this research used questionnaires and documentation techniques. The data analysis technique used in the research uses simple linear regression. The research results show that the performance of librarians is categorized as good with a percentage of 86.17%, and the research results show that student satisfaction at SMPN 1 Bantan is categorized as sufficient with a percentage of 75.2%. There is an influence between librarian performance on student satisfaction at SMPN 1 Bantan as proven by the t test (partial), namely 3.147.

Keywords: librarian performance, student satisfaction

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INTRODUCTION

The era of globalization is a time full of challenges, which cannot be avoided, especially in education. One of the factors believed by society in human survival is education. Education is really needed and very important for everyone, which is the main provision for broadening insight and can improve people's standard of living.

One effort to develop and advance library science is by providing library and information science education. The librarian education system is expected to be able to produce professional librarians. Librarians are human resources who will encourage library progress.

According to Kotler and Keller, satisfaction reflects a person's assessment of the performance of a product in relation to expectations. If performance does not meet expectations, customers will be disappointed. If it meets expectations, the customer is satisfied. If it exceeds them, the customer is happy.

From the definition above, it can be concluded that consumer satisfaction is a person's feeling of happiness or disappointment that arises after comparing the performance (results) of a product in mind against the expected performance (results). If performance is below expectations, customers are dissatisfied. If performance exceeds expectations, the customer is satisfied. If performance exceeds expectations, the customer is very satisfied.

So far there have been several studies that have examined student satisfaction regarding the performance of librarians in the field of school libraries in various parts of Indonesia. Sulvira's research, which examines the analysis of student satisfaction with SMAN 4 Palopo library services using a quantitative descriptive approach. This research looks at problems including that there are few students who visit the library due to limited time, lack of insight from librarians, and lack of library facilities. This research aims to determine the level of student satisfaction with SMAN 4 Palopo library services.

Even though there have been various studies examining student satisfaction in various schools, this problem is still a problem in the world of education. This also happened at SMPN 1 Bantan, based on the results of initial observations conducted by researchers at SMP Negeri 1 Bantan, librarians had carried out work activities according to the predetermined time, had a polite attitude in service, an attractive appearance to reflect the user's trust and feelings. comfortable when in the library, responding to statements with attention and fair service to obtain information, as well as the librarian's responsibility towards users in providing direction regarding activities in the library. However, student satisfaction has not been met, it can be seen from student complaints and suggestions regarding library facilities, inadequate services, student encouragement/motivation, student difficulties in searching for book collections, programs and activities that have not been maximized.

The problem of student satisfaction above can be overcome by improving the performance of librarians, information systems are the right alternative or solution. Paying attention to the duties and functions of the school library, it is appropriate for the library to provide services to students, namely by improving service performance that is oriented towards the information needs of students in general. As well as using and developing library information systems.

In connection with this, a librarian must have the quality or ability and effectiveness in order to achieve service satisfaction to users. Therefore, librarians must master and act and have creativity to provide satisfaction to students, create good service procedures and carry out tasks regularly, so that students can feel satisfaction with the existing services.

According to Gibson, performance refers to the level of success in carrying out tasks and the ability to achieve predetermined goals. Performance is declared good and successful if the desired goals can be achieved well.

The performance of librarians in library institutions requires attention and performance improvement. The first step that can be taken is to examine the performance of librarians to find out the weaknesses and strengths of librarian performance.

Based on the symptoms that the author found, the author is interested in researching this problem further with the title "The Influence of Librarian Performance on Student Satisfaction at SMP Negeri 1 Bantan."

METHOD

This type of assessment method is quantitative. This stage involves determining the assessment instrument, which usually takes the form of a questionnaire. The research was carried out at an educational institution, namely at SMP Negeri 1 Bantan. The data scale used in this research is Likert data. By using a basic random sampling approach, the population of this study consisted of 204 students from SMPN 1 Bantan, therefore the researchers took a sample of 20% of the total population or equal to 40 people. The analysis used in this research is simple linear regression analysis.

RESULTS AND DISCUSSION

1. Librarian Performance

a. Understanding Librarian Performance

Performance has become a popular word that is very interesting in public management discussions. The concept of performance can basically be seen from two aspects, namely employee performance (individual) and organizational performance. According to Bastian, performance is a description of the level of achievement of tasks in an organization, in an effort to realize the goals, objectives, mission and vision of the organization.

According to Gibson, performance refers to the level of success in carrying out tasks and the ability to achieve predetermined goals. Performance is declared good and successful if the desired goals can be achieved well.

However, according to Government Regulation Number 8 of 2006, performance is the output or result of activities/work or programs that are intended or have been achieved in connection with the use of the budget with measurable quantity and quality.

A librarian is someone who carries out library activities by providing services to the community in accordance with the duties of the parent institution based on the library knowledge, documentation and information they have.

Based on the explanations above, it can be concluded that librarian performance is the level of success of librarians in carrying out librarian duties in accordance with the responsibilities and objectives of the parent body they are assigned to and without breaking the law within a certain period. Librarian performance is success in carrying out work in the library sector or the results achieved by an individual employee in their work according to applicable standards.

b. The Performance of Librarians According to Islamic views

Regarding the Islamic perspective, the librarian profession is a very noble part of the job because it is a profession that is based on knowledge, expertise, equality or brotherhood, independence and has responsibilities based on a code of ethics and professional ethics. It is hoped that the librarian profession will be able to participate in making the nation's life more intelligent and improving library management, be it school libraries, college libraries, public libraries, mosque libraries and other libraries as well as disseminating information that is really needed by humans in general. Information sources need to be managed by professional staff. The low quality and quantity of librarians needs to be improved. Needs recognition from society. Thus, librarians have a difficult task in educating the nation's children and developing the information that the public needs as librarians.

A professional librarian has self-confidence, that he has the ability to be independent in developing his profession. With this sense of self-confidence, a librarian must have an attitude that is always consistent and *istiqomah* in carrying out his work and maintaining the good name of members of his profession. In accordance with the hadith of the History of *Muttafaq'alaih*:

عَنْ أَبِي هُرَيْرَةَ رَضِيَ اللَّهُ عَنْهُ، قَالَ: قَالَ رَسُولُ اللَّهِ صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ: لَأَنْيَحْتَطِبَ أَحَدُكُمْ حُزْمَةً عَلَى ظَهْرِهِ خَيْرٌ مِنْ أَنْ يَسْأَلَ أَحَدًا فَيُعْطِيَهُ أَوْ يَمْنَعَهُ

It means: *"The Messenger of Allah said: Someone among you who carries firewood on your shoulders is better than asking someone else, he will either be given or refused."* (hadith from the History of *Muttafaq'alaih*).

A librarian's performance is a person's overall success in completing their tasks and work related to quality, quantity, being able to work together and understanding their duties, as well as being disciplined and able to increase their own potential, and supported by high work enthusiasm. The performance of librarians is important, because it determines the continuity or life of the library. The performance of librarians will have an impact on the continuity of services in the library.

The performance of librarians and the quality of the services they provide have a significant impact on user satisfaction. User satisfaction will be achieved when their information needs are met well. This is a challenge for librarians to always provide excellent service and try as hard as possible to meet the information needs of users. It should be remembered that in some cases, users' information needs may not be fully met. This can be caused by various factors, such as limited collections, resources, or even the librarian's ignorance of the information being sought.

Therefore, librarians are required to have extensive knowledge, be up-to-date, and follow the latest information developments. Apart from that, librarians must also have good interpersonal skills in order to communicate effectively and establish positive relationships with users. In this way, librarians can provide more optimal services and help users meet their information needs better.

c. Important factors in librarian performance assessment

Several important points that can be seen from the definition of librarian performance are:

a) Work Quantity

The performance of librarians is not only limited to completing their duties and responsibilities, but also how they carry out these duties well and have a positive impact on achieving library goals. Librarian performance assessment is not only focused on the quantity of work completed, but also the quality of the work produced.

Librarians who perform well are able to produce high quality work, such as neat and accurate cataloging, information that is presented clearly and easily understood, and satisfactory service for readers.

b) Quality of Work

The quality of librarians' work is not only limited to completing tasks and responsibilities, but also how they carry out these tasks well and have a positive impact on achieving library goals. This is measured by the level of conformity between the librarian's work results and the established standards.

These standards can be quality standards, procedure standards, time standards, and other standards that have been determined by the library. Quality librarians are those who are able to produce work that meets these standards.

A quality librarian is able to produce work that is accurate, complete, timely, and in accordance with the needs of the library. They are also able to use technology well, communicate and collaborate effectively

c) Knowledge of the Job

Knowledge about work for librarians is an understanding of the duties, responsibilities, procedures, standards and best practices related to the librarian profession. This knowledge can be obtained through formal education, training, work experience, and self-development. Librarians who have extensive knowledge about their work will make a positive contribution to the library. They will be better able to provide quality services to users and complete tasks effectively and efficiently

d) Activity Planning

Planning librarian activities is the process of determining the goals to be achieved, the steps to be taken, and the resources needed to achieve these goals. Good activity planning will help librarians to work effectively and efficiently, and achieve optimal results. Librarians who plan activities well will make a positive contribution to the library. They will be better able to provide quality services to readers and achieve library goals.

e) Authority "Authority"

Authority or authority in the library context can be interpreted as the power possessed by librarians to make decisions and take action in carrying out their duties. This authority is granted to librarians by library regulations or policies, as well as by their superiors. Librarians who have clear authority will find it easier to make decisions and take the necessary actions to achieve library goals. They will also be more respected by patrons and other library staff.

f) Discipline

Discipline in the library context can be interpreted as the ability of librarians to comply with library regulations and policies, and carry out their duties with full responsibility. Discipline is also defined as a librarian's ability to manage time and manage his time effectively. Disciplined librarians will find it easier to comply with library regulations and policies, as well as carrying out their duties with full responsibility. They will also be more skilled at managing time and managing their time responsibly. effective. Good discipline will also help librarians to maintain focus and concentration at work, thereby increasing their productivity.

g) Initiative

Initiative in the library context can be interpreted as the librarian's ability to take proactive action to improve library services and achieve library goals. Initiative is also defined as the ability of librarians to seek new opportunities to improve library performance.

2. Student Satisfaction

a. Understanding Student Satisfaction

Satisfaction can be interpreted as a person's feeling of satisfaction, pleasure and relief due to consuming a product or service to obtain a service.

According to Djaslim Saladin, customer satisfaction is a person's emotion of satisfaction or dissatisfaction resulting from a comparison between his perception of the performance (results) of a product and his expectations.

According to Tjiptono, consumer satisfaction is a condition shown by consumers when they realize that their requests and desires have been fulfilled well and according to expectations.

According to Philip Kotler, in his book marketing management, he provides a definition that customer satisfaction is the level of condition felt by a person which is the result of comparing the perceived appearance or outcome of the product in relation to one's expectations. Thus the level of satisfaction is a function of the difference between perceived performance and expectations.(Habib & Dwi, 2024)

According to some of the definitions given above, it can be said that customer satisfaction refers to clients' overall assessment of the goods or services they receive from a business or organization, comparing how well it meets their expectations. Consumer loyalty, trust, and devotion to a company or brand are further indicators of customer happiness. As a result, company vision, missions, goals, positioning statements, and many other things have evolved to encompass customer delight.

Students in a service context are also called customers. Customers are all people who demand that we or the institution meet certain quality standards, and therefore will have an influence on the institution's performance.

From the definition above, it can be concluded that student satisfaction is a person's feeling of being satisfied or dissatisfied with using or making use of the library, regarding the library as a result of a comparison between perceived and expected achievements.

b. Concept of Student Satisfaction

Library user satisfaction is a complex and multidimensional concept. This concept is not only related to feelings of pleasure or dissatisfaction with library

services, but also involves various other components, such as different individual goals and perceptions of the library organization. First, it is important to remember that satisfaction for each person is individual. What one person finds satisfying, may be unsatisfying to another. This is caused by various factors, such as different backgrounds, experiences and individual needs. Second, it needs to be understood that library user satisfaction can change over time. A person's satisfaction with library services can change depending on the situation and conditions they face. For example, a student who needs information to complete an assignment may feel satisfied with library services at that time, but may not feel satisfied at a later time when they need the information for another purpose. Third, the concept of library user satisfaction cannot be separated from their perception of the library organization. (Habib et al., n.d.) Library users will feel satisfied if they feel that the library organization understands their needs and makes every effort to fulfill them.

If it is related to the user satisfaction process observed in this research, it will be seen that the library as a service organization will produce information services and at the same time deliver them to users who need information services, the results of which will be assessed by the users.

On the other hand, users have their own needs according to what they want and hope to get quality service. From this expectation, the level of user assessment will emerge, whether they are satisfied or not with the service they receive.

The existence of a customer really determines whether a service activity will continue or not. An unhappy customer can cause tension and stress in employees and other customers. Therefore, measuring customer satisfaction is very important.

Fatihudin and Firmansyah, said that customer satisfaction will provide specific benefits, namely:

- a) Generate a positive response to customer loyalty
- b) Become a source of future income through repeat purchases, cross-selling and up-selling
- c) Reduce customer transaction costs in the future, especially marketing communication, sales and customer service costs
- d) Reduce risks associated with projected future cash flows
- e) Increase price tolerance, especially customers' willingness to pay premium prices so that they are not easily tempted to switch
- f) Develop positive infectious disease recommendations

Customers tend to be more repressive towards product-life extensions, brand extensions and new-add-on services offered by the company. Increase the company's relative bargaining power over the supplier network of business partners and distribution channels.

c. Factors Determining Level of Satisfaction

According to Philip Kotler and Kevin Lane Keller, quoted from the book *Marketing Customer Satisfaction*, consumer satisfaction is a person's feeling of happiness or disappointment that arises after comparing the performance (results) that are thought of against the expected performance. There are five factors that influence the level of satisfaction.

- a) Quality of products and services, consumers will feel satisfied if the results of their evaluation show that the products and services they use are quality.
- b) Quality of service, especially for the service industry. Consumers will feel satisfied if they receive good service or that meets expectations. In connection with the world of business competition, business people continue to compete to get consumers who are loyal to their business.
- c) Emotional, consumers will feel proud and gain confidence that other people will admire them if they use products and services from certain brands which tend to have a higher level of satisfaction.
- d) Price, the more expensive the price of treatment, the greater the patient's expectations. Meanwhile, hospitals with the same quality but at lower prices provide higher value to patients.

Cost, patients who do not need to incur additional costs or do not need to waste time getting services, patients tend to be satisfied with these services.

3. Relationship between Librarian Performance and Student Satisfaction

A librarian's performance is a person's overall success in completing their tasks and work related to quality, quantity, being able to work together and understanding their duties, as well as being disciplined and able to increase their own potential, and supported by high work enthusiasm. Satisfaction with librarian performance can be measured through the expectations and perceptions of librarians. Expectations are the level of librarian work that students want and expect, while perception is the level of librarian performance that is felt or accepted by librarians or students.

The performance of librarians is related to student satisfaction because basically, with better performance of librarians, this will also increase satisfaction. With the performance of librarians, higher student satisfaction will also have a good impact on the progress of a library. With good performance, students will move to come back to the library, spread the satisfaction they feel to others, a harmonious relationship will be established between students and librarians so that satisfaction will increase, students will be increasingly satisfied with the librarian's performance and the image of the librarian's performance will increase.

Simple Linear Regression Test

A simple linear regression test is used to test the significance or absence of a relationship between the two variables through the regression coefficient.

Table 1. *Simple Linear Regression Test Results Coefficient*

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	44.517	10.274		4.333	.001
Kinerja Pustakawan	0.509	.162	.455	3.147	.003

Dependent Variable : Student Satisfaction

The Simple Linear Regression Test is used to see the magnitude of the influence between the independent variable (X), namely Librarian Performance, and the variable (Y), namely student satisfaction, which is the object of research. The basis for decision making in this regression test is:

- a. If the significant value is <0.05 then it is declared influential.
- b. If the significant value is > 0.05 then it is declared to have no effect

From the significance value of the table above on librarian performance, it is 0.003 < 0.05, which means there is an influence between the two variables.

Based on the table above, there is a Simple Linear Regression equation, namely:

$$Y = a + bx$$

$$Y = 44.517 + 0.509$$

Librarian Performance is worth 0.509 to Student Satisfaction. This means that variable Y is positive, meaning that there is an influence between the two variables

Correlation Test (T Test)

The t test is used to find out whether it has a significant effect on the dependent variable or not.

Table 2. *Correlation Test Results (T Test) Coefficientsa*

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	44.517	10.274		4.333	.001
Kinerja Pustakawan	0.509	.162	.455	3.147	.003

Dependent Variable : Student Satisfaction

If Tcount > Ttable, then Ho is rejected as in the table above, which is 3.147 > 0.320, indicating that Ho is rejected and Ha is accepted. It is known that there is an influence between librarian performance and student satisfaction.

Based on significance, if significance is > 0.05 then Ho is accepted and Ha is rejected, and if significance is < 0.05 then Ho is rejected and Ha is accepted. So, it can be concluded that 0.003 < 0.05 means Ho is rejected and Ha is accepted, which states that there is an influence between librarian performance and student satisfaction.

CONCLUSION

Based on the data and analysis described in the previous chapters, it can be concluded as follows:

1. The performance of librarians at SMPN 1 Bantan is categorized as good, this is proven by the percentage value of the questionnaire regarding Librarian Performance, which is 86.17%. If the specified percentage is consulted, the quality is between 81%-100%.
2. Student satisfaction at SMPN 1 Bantan is categorized as sufficient, this is proven by the percentage value of the questionnaire regarding Student Satisfaction, namely

75.2%. If the specified percentage is consulted, student satisfaction is between 60%-80%.

3. There is a significant influence between librarian performance and student satisfaction. This is proven by the t test where the calculated t value (3.147) > t table (0.320) is obtained, which means that H_0 is rejected and H_a is accepted.

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