

The Influence of Librarians' Services, Collections and Information Technology Utilization on User Satisfaction

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ABSTRACT

The Universitas Ma'soem Library Universityhas undertaken various initiatives to improve user satisfaction, including the provision of professional librarians, the regular expansion of collections, the implementation of a computerized circulation system using the Online Public Access Catalog, and the development of a digital library. In 2025, the library recorded a total of 12,707 visits. Although this number indicates that the library is actively utilized by the academic community, visit statistics alone do not adequately reflect users' satisfaction with the services provided. This study aims to examine the partial and simultaneous effects of librarians' services, collections, and the utilization of information technology on user satisfaction at the Universitas Ma'soem Library. The study employed a quantitative method with a survey approach. Data were collected through observation, interviews, literature review, documentation study, and the distribution of questionnaires to library users. The data were analyzed using validity, reliability, and normality tests, as well as multiple correlation analysis, multiple regression analysis, the coefficient of determination, t-tests, and F-tests. The results show that librarians' services have a positive and significant effect on user satisfaction, contributing 64.0%; collections contribute 62.6%; and the utilization of information technology contributes 62.1%. Simultaneously, these three variables have a positive and significant effect on user satisfaction, with a combined contribution of 76.4%. The correlation analysis indicates a very strong relationship between librarians' services, collections, and the utilization of information technology and user satisfaction. These findings suggest that improving user satisfaction requires strengthening the quality of librarians' services, developing relevant collections, and optimizing library information technology.

Keywords: Collections; Information Technology; Librarians' Services; Universitas Ma'soem Library; User Satisfaction.

INTRODUCTION

Libraries, as one of the essential components of higher education institutions, play a strategic role in supporting the implementation of the Tri Dharma of Higher Education, which encompasses education, research, and community service. One of

the key factors determining a library's success in carrying out its functions is the quality of services provided to its users. This is consistent with Fandy Tjiptono, who states that service quality plays an important role in shaping customer satisfaction[1]. In the context of libraries, librarians' services are not limited to the borrowing and returning of materials; they also include the ability to provide accurate information, maintain a friendly attitude, and respond promptly to users' needs [2]. Professional service enhances users' trust and comfort in utilizing library facilities.

In addition to service quality, the availability of adequate facilities also affects user satisfaction. The availability and quality of library facilities play an important role in shaping users' experiences and satisfaction levels. Adequate facilities, such as comfortable reading rooms, comprehensive literature collections, and reliable internet access, not only support academic activities but also create a conducive learning environment. When a library is able to provide facilities that are relevant to users' needs and manages them according to high service standards, users' positive perceptions will increase. This is directly associated with the creation of satisfaction, which encourages users to continue utilizing library services on an ongoing basis. This finding is consistent with the study by Dora and Asmar, which showed that e-academic services, as one of the institutional facilities provided by higher education institutions, have a positive and significant effect on student satisfaction [3].

The development of information technology has also transformed library service systems from conventional methods to digital-based systems. The strategic use of Information Technology (IT) has become increasingly urgent, particularly due to the limitations of manual processes. Challenges such as difficulties in monitoring, manual document management, and lengthy evaluation times remain significant concerns [4]. In the field of librarianship, the implementation of information technology, such as Online Public Access Catalogs Online Public Access Catalog (OPAC), facilitates users' access to information retrieval and enables librarians to monitor and control the availability of library materials more effectively [5]. Today, the implementation of information technology in libraries is no longer optional. Nugrohadhi argues that library users are already accustomed to using technology and naturally expect technology-based services in libraries to obtain the information they need [6]. On the other hand, user satisfaction is a primary indicator of successful library management. User satisfaction arises when the services received meet or exceed users' expectations [1]. Therefore, library administrators need to conduct regular and continuous evaluations of service quality, facilities, and the utilization of information technology.

Based on preliminary observations and interviews with the management of the Universitas Ma'soem Library, data showed that the number of library visits in 2025 reached 12,707 students. This figure indicates that the library has been actively utilized by the academic community. However, the number of visits alone does not directly reflect whether users are satisfied with the services provided.

The library management has undertaken various initiatives to enhance user satisfaction. These efforts include employing librarians with academic backgrounds in library and information science, implementing an information technology-based

borrowing system through the Online Public Access Catalog (OPAC), regularly expanding the collection, and developing digital library services. These innovations demonstrate the institution's commitment to improving service quality and information accessibility. However, improvements in library facilities and services do not automatically indicate that library users are satisfied. Therefore, empirical research is needed to identify the factors that influence user satisfaction, particularly within the context of the Universitas Ma'soem Library.

This study was conducted to obtain empirical evidence regarding the factors that most significantly influence user satisfaction. In this way, library administrators can move beyond relying solely on quantitative indicators such as the number of visits and gain a deeper understanding of users' experiences when utilizing library services. By identifying the influence of each variable, the library can establish priorities for improvement while maintaining aspects that users already perceive positively.

Furthermore, the total of 12,707 visits in 2025 warrants further analysis to determine whether it is proportional to the number of active students at Universitas Ma'soem and whether it reflects a consistent upward trend. Therefore, this study is important for evaluating the effectiveness of various initiatives that have been implemented, such as employing professional librarians, expanding collections, using the OPAC system, and developing a digital library, while ensuring that these investments genuinely contribute to increased user satisfaction. The findings are expected to provide an objective basis for policy-making and the continuous development of library services.

Previous studies on user satisfaction in academic libraries have generally focused on librarians' service quality and physical facilities as the main determinants. In many studies, the completeness of references and collections is often incorporated into the facilities variable, meaning that the role of collections as the primary source of academic information has not been examined independently. In addition, the use of library information technology has frequently been treated as part of general services rather than as a standalone independent variable. This study offers a novel contribution through an integrative approach that combines librarians' services, collections, and the utilization of information technology in a single research model to explain user satisfaction. Collections are treated as a separate variable, allowing their role to be analyzed in greater depth. Likewise, the utilization of information technology is positioned as an independent variable that reflects the characteristics of modern libraries. Conducted in the context of the Universitas Ma'soem Library, this study is expected to make both theoretical and practical contributions to the development of library services based on user satisfaction in the digital era.

To guide the investigation, this study focuses on examining the effects of librarians' services, library collections, and the utilization of information technology on user satisfaction at the Universitas Ma'soem Library. Specifically, the study investigates the extent to which librarians' services affect user satisfaction, the extent to which the availability and quality of library collections affect user satisfaction, and the extent to which the utilization of information technology affects user satisfaction. In addition, the study examines the simultaneous effect of

librarians' services, library collections, and the utilization of information technology on user satisfaction at the Universitas Ma'soem Library.

METHOD

This study employed a quantitative method with an associative approach aimed at analyzing the effects of librarians' services, collection quality, and the utilization of information technology on user satisfaction at the Universitas Ma'soem Library. Quantitative research is a scientific approach that focuses on collecting data in the form of numbers or other quantifiable information [7].

The subjects of this study were users of the Universitas Ma'soem Library, while the objects of the study were the variables of librarians' services, collections, the utilization of information technology, and user satisfaction. The population was based on the total number of library users in 2025, amounting to 12,707 individuals. The sample size was determined using the Slovin's Formula formula, resulting in 99 respondents. The selected sample was obtained through probability sampling using the simple random sampling method. According to Consuelo G. Sevilla et al., in this technique each individual has an equal chance of being selected as a research subject [7]. The variables, indicators, and measurement instruments used in the questionnaire are presented in the operational definition table below.

Table 1. Research Variables, Indicators, and Measurement Instruments

Variable	Indicators	Measurement Instruments (Questionnaire Statements)	Scale
Librarians' Services (F. [1])	Reliability	- Librarians provide services in accordance with established procedures. - The information provided by librarians is accurate.	
	Responsiveness	- Librarians respond quickly to users' needs. - Librarians are prompt in providing assistance when needed.	
	Assurance	- Librarians possess adequate knowledge. - I feel confident in the services provided by librarians.	
	Empathy	- Librarians are friendly and courteous. - Librarians understand users' needs.	
	Tangibles	- Librarians present themselves neatly and professionally. - Service facilities are well organized.	
	Completeness	- The collection is complete according to users' needs. - Reference materials are easy to find.	

Collections [8]	Relevance	- The collection is relevant to my field of study. - Reference materials support academic activities.	Likert
	Currency	- The collection is up to date. - The collection is updated regularly.	
	Variety of Formats	- Both printed and digital collections are available. - Users can choose collection formats according to their needs.	
	Accessibility	- Materials are easy to locate through the catalog. - The collection search system is easy to use.	
Library Information Technology Utilization [9]	Ease of Use	- The system is easy to use. - The system is easy to learn.	
	System Usefulness	- The system helps in finding information. - The system improves efficiency.	
	System Reliability	- The system rarely experiences disruptions. - The system can be used at any time.	
	System Availability	- The system is available to support library services. - The system is easily accessible.	
	Intensity of Use	- I frequently use the system. - Technology is important in library services.	
User Satisfaction [10]	Expectation Confirmation	- The services meet my expectations. - The library fulfills my needs.	
	Satisfaction with Services	- I am satisfied with the services provided. - The services delivered are satisfactory.	
	Intention to Reuse	- I intend to visit the library again. - I will continue to use the library services.	
	Willingness to Recommend	- I am willing to recommend the library to others. - I will share positive impressions about the library.	

Source: Research Data (2026)

Data Analysis and Hypothesis Testing

The collected data were subsequently analyzed using statistical analysis to examine the relationships and effects among the research variables. Before conducting hypothesis testing, the research instrument was first evaluated through validity and reliability tests to ensure that the instrument was valid and reliable for measuring the variables under investigation. In addition, a normality test was conducted to determine whether the collected data were normally distributed and met the requirements for further statistical analysis.

Following these preliminary tests, several statistical analyses were conducted. The coefficient of determination (R^2) was used to determine the extent to which the independent variables explain the variation in user satisfaction. Multiple correlation analysis was conducted to examine the strength and direction of the relationship between the independent variables and user satisfaction collectively. Multiple linear regression analysis was then employed to determine the magnitude and direction of the effects of librarians' services, library collections, and the utilization of information technology on user satisfaction. Hypothesis testing was conducted using the t-test and F-test. The t-test was used to examine the partial effect of each independent variable – librarians' services, library collections, and the utilization of information technology – on user satisfaction. Meanwhile, the F-test was used to examine the simultaneous effect of all three independent variables on user satisfaction.

RESULTS AND DISCUSSION

Validity Test

Based on the results of the IBM SPSS Statistics analysis, the calculated correlation coefficients (r-values) for the variables of librarians' services (X1), library collections (X2), utilization of information technology (X3), and user satisfaction (Y) were all greater than 0.2006, which is the critical value of the correlation coefficient (r-table). Therefore, all questionnaire items for each variable were declared valid and were considered appropriate for use in subsequent statistical analyses.

The results of the instrument testing for the 10 statement items (P1–P10) show that all items have Corrected Item-Total Correlation values ranging from 0.692 to 0.881. These values indicate that each statement item has an adequate correlation with the total score of the construct being measured. Therefore, all statement items (P1–P10) are considered valid and can be retained for further analysis. The results of the instrument testing for the 10 statement items (P11–P20) show that all items have Corrected Item-Total Correlation values ranging from 0.647 to 0.786. The highest correlation value was found for item P15 at 0.786, while the lowest value was found for item P11 at 0.647. All of these values indicate that each statement item has an adequate correlation with the total score of the construct being measured. Therefore, all statement items (P11–P20) are considered valid and can be retained for further analysis.

The results of the instrument testing for the 10 statement items (P21–P30) show that all items have Corrected Item-Total Correlation values ranging from 0.630 to 0.858. The highest correlation value was found for item P22 at 0.858, while the lowest value was found for item P29 at 0.630. All of these values indicate that each

statement item has an adequate correlation with the total score of the construct being measured. Therefore, all statement items (P21–P30) are considered valid and can be retained for further analysis. The results of the instrument testing for the eight statement items (P31–P38) show that all items have Corrected Item-Total Correlation values ranging from 0.712 to 0.854. The highest correlation value was found for item P37 at 0.854, while the lowest value was found for item P32 at 0.712. All of these values indicate that each statement item has an adequate correlation with the total score of the construct being measured. Therefore, all statement items (P31–P38) are considered valid and can be retained for further analysis.

Reliability Test

Based on the results of the IBM SPSS Statistics analysis, the Cronbach's Alpha coefficients for each variable were as follows: librarians' services (X1) = 0.958; library collections (X2) = 0.930; utilization of information technology (X3) = 0.941; and user satisfaction (Y) = 0.939. These results indicate that all variables are reliable, as each Cronbach's Alpha value exceeds the commonly accepted threshold of 0.70. Furthermore, all variables fall into the high reliability category, demonstrating strong internal consistency among the questionnaire items and confirming that the instruments are suitable for further analysis.

Normality Test

**Table 2. Normality Test Results
One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residual
N		96
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.46055477
Most Extreme Differences	Absolute	.084
	Positive	.058
	Negative	-.084
Test Statistic		.084
Asymp. Sig. (2-tailed)		.090 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Based on the results of the IBM SPSS Statistics analysis, the Asymp. Sig. (2-tailed) value obtained from the normality test was 0.090. Since the significance value is greater than 0.05, the data are considered to be normally distributed. This indicates that the assumption of normality has been satisfied, allowing the data to be used for further parametric statistical analyses.

Partial Test of the Effect of Librarians' Services (X1) on User Satisfaction (Y)

1. Coefficient of Determination Test

Based on the statistical analysis conducted using IBM SPSS Statistics, the following results were obtained.

Table 3. Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.800 ^a	.640	.637	3.05466

a. Predictors: (Constant), X1

b. Dependent Variable: Y

Based on the data presented in Table 3, the R Square value is 0.640, indicating that the librarians' services variable (X1) accounts for 64.0% of the variation in the user satisfaction variable (Y). The remaining 36.0% is explained by other variables that were not included in this study.

2. t-Test

The results of the Student's t-test conducted using IBM SPSS Statistics are presented below.

Table 4. Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	4.810	2.308		2.084	.040
X1	.656	.051	.800	12.938	.000

a. Dependent Variable: Y

The results of the t-test show that the calculated t-value is 12.983, with a significance value (Sig.) of 0.000, while the critical t-value is 1.986. Thus, t-value (12.983) > t-table (1.986), and the significance value of 0.000 < 0.05. Therefore, the null hypothesis (H_0) is rejected and the alternative hypothesis (H_1) is accepted. This indicates that librarians' services (X1) have a significant effect on user satisfaction (Y) at the Universitas Ma'soem Library.

Partial Test of the Effect of Library Collections (X2) on User Satisfaction (Y)

1. Coefficient of Determination Test

Based on the statistical analysis conducted using IBM SPSS Statistics, the following results were obtained. Based on the data presented in Table 3, the R Square value is 0.626, indicating that the library collections variable (X2) explains 62.6% of the variation in the user satisfaction variable (Y). The remaining 37.4% is influenced by other variables that were not included in this study.

Table 5. Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.791 ^a	.626	.622	3.11659

a. Predictors: (Constant), X2

b. Dependent Variable: Y

2. t-Test

Table 6. Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	8.862	2.062		4.298	.000
X2	.633	.051	.791	12.534	.000

a. Dependent Variable: Y

The results of the t-test show that the calculated t-value is 12.534, with a significance value (Sig.) of 0.000, while the critical t-value is 1.986. Thus, t-value (12.534) > t table (1.986), and the significance value of 0.000 < 0.05. Therefore, the null hypothesis (H_0) is rejected and the alternative hypothesis (H_1) is accepted. This indicates that library collections (X2) have a significant effect on user satisfaction (Y) at the Universitas Ma'soem Library.

Partial Test of the Effect of Information Technology Utilization (X3) on User Satisfaction (Y)

1. Coefficient of Determination Test

Based on the statistical analysis conducted using IBM SPSS Statistics, the following results were obtained.

Table 7. Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.788 ^a	.621	.617	3.13581

a. Predictors: (Constant), X3

b. Dependent Variable: Y

Based on the data presented in Table 7, the R Square value is 0.621, indicating that the information technology utilization variable (X3) explains 62.1% of the variation in the user satisfaction variable (Y). The remaining 37.9% is influenced by other variables that were not included in this study.

2. t-Test

Table 8. Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	8.532	2.108		4.047	.000
X3	.632	.051	.788	12.411	.000

a. Dependent Variable: Y

The results of the t-test show that the calculated t-value is 12.411, with a significance value (Sig.) of 0.000, while the critical t-value is 1.986. Thus, t-value (12.411) > t table (1.986), and the significance value of 0.000 < 0.05. Therefore, the null hypothesis (H_0) is rejected and the alternative hypothesis (H_1) is accepted. This indicates that the utilization of information technology

(X3) has a significant effect on user satisfaction (Y) at the Universitas Ma'soem Library.

Simultaneous Test of the Effects of Librarians' Services (X1), Library Collections (X2), and Information Technology Utilization (X3) on User Satisfaction (Y)

1. Multiple Correlation Analysis

Based on the statistical analysis conducted using IBM SPSS Statistics, the following results were obtained.

Table 9. Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.874 ^a	.764	.756	2.50035	.764	99.375	3	92	.000

a. Predictors: (Constant), X3, X1, X2

b. Dependent Variable: Y

Based on the data presented in Table 7, the multiple correlation coefficient (R) is 0.874. This indicates a very strong relationship between librarians' services (X1), library collections (X2), and the utilization of information technology (X3) and user satisfaction (Y).

2. Multiple Regression Analysis

Based on the statistical analysis conducted using IBM SPSS Statistics, the following results were obtained.

Table 10. Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.342	1.954		.687	.494
X1	.320	.064	.390	5.019	.000
X2	.235	.070	.294	3.382	.001
X3	.223	.070	.278	3.194	.002

a. Dependent Variable: Y

Based on the data presented in Table 10, the multiple regression equation is as follows:

$$Y = 1.342 + 0.320X1 + 0.235X2 + 0.223X3$$

The interpretation of the regression equation is as follows:

- Constant = 1.342. This indicates that when all independent variables are equal to zero, the user satisfaction variable (Y) has a baseline value of 1.342.
- ii) Librarians' Services (X1) = 0.320. This means that if librarians' services (X1) increase by one unit, user satisfaction (Y) is expected to increase by 0.320 units, assuming the other variables remain constant.
- iii) Library Collections (X2) = 0.235. This means that if library collections (X2) increase by one unit, user satisfaction (Y) is expected to increase by 0.235 units, assuming the other variables remain constant.

- d. iv) Information Technology Utilization (X_3) = 0.223. This means that if the utilization of information technology (X_3) increases by one unit, user satisfaction (Y) is expected to increase by 0.223 units, assuming the other variables remain constant.

These results indicate that all independent variables have positive regression coefficients, meaning that improvements in librarians' services, library collections, and information technology utilization are associated with higher levels of user satisfaction at the Universitas Ma'soem Library.

3. Coefficient of Determination Test

Based on the statistical analysis conducted using IBM SPSS Statistics, the following results were obtained.

Table 11. Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.874 ^a	.764	.756	2.50035

a. Predictors: (Constant), X_3 , X_1 , X_2

b. Dependent Variable: Y

Based on the data presented in Table 11, the R Square value is 0.764, indicating that, simultaneously, the variables of librarians' services (X_1), library collections (X_2), and the utilization of information technology (X_3) explain 76.4% of the variation in the user satisfaction variable (Y). The remaining 23.6% is influenced by other variables that were not included in this study.

4. F-Test

Table 12. ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1863.797	3	621.266	99.375	.000 ^b
Residual	575.161	92	6.252		
Total	2438.958	95			

a. Dependent Variable: Y

b. Predictors: (Constant), X_3 , X_1 , X_2

The results of the F-test show that the calculated F-value is 99.375, with a significance value (Sig.) of 0.000, while the critical F-value is 2.70. Thus, F-value (99.375) > F-table (2.70), and the significance value of 0.000 < 0.05. Therefore, the null hypothesis (H_0) is rejected and the alternative hypothesis (H_1) is accepted. This indicates that, simultaneously, librarians' services (X_1), library collections (X_2), and the utilization of information technology (X_3) have a significant effect on user satisfaction (Y) at the Universitas Ma'soem Library.

CONCLUSION

Based on the results of the study entitled The Influence of Librarians' Services, Collection Quality, and Information Technology Utilization on User Satisfaction at the Universitas Ma'soem Library, the following conclusions can be drawn:

1. Librarians' Services (X1) have a positive and significant effect on user satisfaction (Y), with a contribution of 64.0%. This finding indicates that the quality of services provided by librarians, including friendliness, responsiveness, competence, and the ability to assist users, is an important factor in enhancing user satisfaction.
2. Collection Quality (X2) has a positive and significant effect on user satisfaction (Y), with a contribution of 62.6%. This means that the completeness, relevance, currency, and accessibility of library collections play a major role in meeting users' information needs.
3. Information Technology Utilization (X3) has a positive and significant effect on user satisfaction (Y), with a contribution of 62.1%. This finding demonstrates that the use of the Online Public Access Catalog (OPAC), computer-based circulation systems, digital library services, and online services contributes to improving information accessibility and user satisfaction.
4. Simultaneously, librarians' services, collection quality, and information technology utilization have a positive and significant effect on user satisfaction, with a combined contribution of 76.4%. This indicates that most of the variation in user satisfaction can be explained by these three variables, while the remaining 23.6% is influenced by other factors not examined in this study, such as physical facilities, the reading room environment, service hours, and users' personal characteristics.
5. The correlation analysis reveals a very strong relationship between librarians' services, collection quality, and information technology utilization and user satisfaction. Therefore, the better the librarians' services, the higher the quality of the collections, and the more effectively information technology is utilized, the higher the level of user satisfaction at the Universitas Ma'soem Library.

Overall, this study confirms that improving user satisfaction requires an integrated approach involving the enhancement of librarians' service quality, the development of collections that meet users' needs, and the optimization of library information technology.

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