



The Relationship of Library Satisfaction with Reference Collection Services: a Study in a Higher College Library

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ABSTRACT	ARTICLE INFO
<p>Reference services are an important form of service which has the function of providing answers, guidance and direction to readers in finding the right library materials. The Knowledge Management Center, especially the Padjadjaran University Library Service as a university library, has a role in meeting information needs so the presence of reference services is very necessary to help students. So this research has the aim of finding out the relationship between user satisfaction with reference service librarians, reference collections and reference service facilities at the Padjadjaran University Library Service Knowledge Management Center. In its implementation, this research used a quantitative approach with a survey method. Researchers carried out research at the Padjadjaran University Library Services Knowledge Management Center. The data collection technique in this research is through distributing questionnaires and interviews using probability sampling or what is known as simple random sampling as a sampling technique. The results of this research are that there is a significant relationship with several indicators, namely speed of purchasing services, skills, completeness of collection, type of collection, and appearance on the website. Researchers used Pearson Product Moment analysis and Chi-square analysis in this research. Meanwhile, the theory used as an indicator of user satisfaction is the DeLone & McLean theory called the IS Success Model.</p>	<p>Article History: Submitted/Received 22 Dec 2023 First Revised 05 Jan 2024 Accepted 20 Apr 2024 First Available online 06 May 2024 Publication Date 31 May 2024</p> <hr/> <p>Keyword: Reference services, User satisfaction, Libraries.</p>
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1. INTRODUCTION

The development of the times makes information circulate very quickly, this makes the need for information increase, so that the existence of libraries is increasingly needed. As an institution providing credible information, libraries have an obligation to always provide information from credible sources to meet the information needs of their users. To meet these information needs, libraries need 2 important aspects, namely collections and services. Libraries as information institutions store collections that can be shared with readers to meet information needs through services provided by librarians. Services are as important as library collections. Collections can be enjoyed by users regardless of the services provided. Library services must be able to meet user needs. Therefore, in carrying out its functions, libraries have several services such as reference services, circulation services, collection services, multimedia services, preservation services and so on. These services are connected to librarians, where librarians play an important role in distributing information from libraries to users through the provision of existing services.

One of the services provided by librarians is reference services. Reference services are an important form of service for a library in carrying out its objectives as an information provider center. This is because the reference services provided by librarians to users can answer questions regarding the availability of collections or provide guidance on the use of reference collections, which of course speeds up the process of retrieving the desired information. In accordance with what Sumardji said (in Mujab et al., 2015) that reference services have the function of providing answers, guidance and direction to users in finding the right library materials. Therefore, the implementation of reference services needs to be supported by the presence of competent reference librarians, the availability of reference collections, and tools to support the search for reference collections such as OPAC and others.

The presence of competent librarians can increase the credibility of librarians and the library itself. This is because users will feel satisfaction in the services provided when they get the information they need accurately and quickly at the library. To meet user satisfaction, excellent service from librarians is needed because the services provided greatly influence the level of user satisfaction. User satisfaction is something that libraries need to pay attention to, according to Kotler (in Saleh 2014) satisfaction is the level of feeling that a person has after feeling and comparing what they expected. So that user satisfaction can be seen when someone has visited and experienced the reference services available in the library. However, satisfaction is not enough just by visiting the library, according to DeLone & McLean (in Gurendrawati et al., 2022) revealed that there are 3 aspects that can have a positive impact on user satisfaction which then has an impact on the final results, namely information quality, system quality and service quality .

The Knowledge Management Center is an institution that functions as the Central Library of Padjadjaran University, especially in reference services. In accordance with the vision and mission of the library's establishment, the Padjadjaran University Library Services Knowledge Management Center is committed to providing world-class superior education by providing information institutions, services and facilities to support its success. In this case, the Padjadjaran University Library Services Knowledge Management Center provides various library services and is supported by library facilities that can be enjoyed by the academic community. This includes reference services with various reference collections that can be used as reference material. The Padjadjaran University Library Services Knowledge Management Center is the information center for the academic community. This library is visited daily by students from various faculties to look for information to help with

assignments or find learning materials. This makes reference services very necessary to help students find the information they need.

Research regarding user satisfaction with reference services has previously been studied by various researchers, including Sari (2013), Saleh (2014) and Triana et al (2022). In research conducted by Sari (2013) entitled "Reference Service User Satisfaction According to MENPAN Decisions" researched that user satisfaction was measured by 14 specific indicators, for example physical condition, comfort, cleanliness and tranquility. The research results showed that the reference service in this study met user satisfaction by 64%, which was higher than those who were less satisfied. Furthermore, the second research from Saleh (2014) entitled "The Influence of Librarian Credibility in Reference Services on User Satisfaction in the Regional Library and Archives Agency of West Nusa Tenggara Province" revealed that simultaneously the test results were significant, which means that overall the competency variables (X1), attitude (X2), goals (X3), personality (X4) and dynamics (X5) have a significant influence on user satisfaction (Y). Furthermore, further research was conducted by Triana et al (2022) with the title "The Relationship between Reference Services and User Satisfaction at the IAIN Batusangkar Library" which revealed that a positive significant relationship was found between reference services and user satisfaction at the IAIN Batusangkar Library, based on the results of the product correlation test. moment can be seen from the large correlation value between the reference service variable (X) and the user satisfaction variable (Y), the result is 0.819, meaning that there is a significant positive relationship between reference services and user satisfaction.

The difference between this article and the previous article is that this article discusses the relationship between user satisfaction with reference collection services and chooses the Padjadjaran University Library Service Knowledge Management Center as the research object. The author wants to find out the relationship between the existence of reference collection services at the Padjadjaran University Library Service Knowledge Management Center and user satisfaction. This research uses the DeLone and McLean model, namely the Information System Success Model using the Slovin method. Measurements in this study used a Likert scale with (five) points, namely, Strongly Agree (SS), Agree (S), Neutral (N), Disagree (TS), Strongly Disagree (TSS). Reader satisfaction in this study was measured using 3 indicators, namely (i) Suitability of reference service collections, (ii) Skills of reference service librarians, (iii) Facilities and infrastructure to support reference services.

Based on the description above, the problem that occurs can be formulated, namely "Can the Knowledge Management Center reference service, especially the Padjadjaran University Library Service, be able to meet user satisfaction in its implementation?" with the problem formulation as follows: (i) Is there a relationship between user satisfaction and reference services at the Padjadjaran University Library Services Knowledge Management Center? (ii) Is there a relationship between user satisfaction and the reference service collection at the Padjadjaran University Library Service Knowledge Management Center? (iii) Is there a relationship between user satisfaction and reference service facilities at the Padjadjaran University Library Service Knowledge Management Center?

The objectives of the research carried out based on the problem formulation above are: (i) To determine the relationship between user satisfaction and reference service librarians at the Padjadjaran University Library Services Knowledge Management Center (ii) To determine the relationship between user satisfaction with the reference service collection at the Padjadjaran University Library Service Knowledge Management Center (iii) To determine the relationship between user satisfaction with reference service facilities at the Padjadjaran University Library Service Knowledge Management Center

2. METHODS

This research uses a quantitative approach using survey methods. Data collection techniques were carried out using primary data and secondary data. Primary data, namely data obtained directly by research through distributing questionnaires and interviews. In this research, the questionnaire was the main data collection tool which was carried out by asking questions about each indicator. Measurements in this study used a Likert scale with (five) points, namely Strongly Disagree (TSS), Disagree (TS), Neutral (N), Agree (S), to Strongly Agree (SS). Primary data contains users' answers to questions given through a questionnaire. The secondary data used in this research is a literature study using theories relevant to research activities, one of which is the theory of DeLone & McLean (1992) which explains that the success of an information system can be seen from how users view it.

The population in this research is active students at Padjadjaran University at undergraduate and diploma levels with a population of students who use reference services at the Knowledge Management Center for Padjadjaran University Library Services. In this study, simple random sampling (probability sampling) was used to determine the sample size with 155 respondents. Researchers feel it is necessary to add sample units of 10% of the total population to avoid sample damage. The sampling technique uses the formula:

$$n = \frac{n_0}{1 + \left(\frac{n_0}{N}\right)} \quad (1)$$

$$n_0 = \frac{t^2 \cdot (p \cdot q)}{d^2} \quad (2)$$

Notation:

n = Sample (size of simple)

n_0 = Assumed sample

t = Coefficient of confidence (coefficient of confidence)

d = Sampling error

p & q = Binomial proportion parameters

N = Population (size of population)

The objects of this research are reference services, reference collections and infrastructure used to fulfill reference services at the Knowledge Management Center, especially Padjadjaran University Library Services. The dimensions examined in this research are library satisfaction with the services provided by librarians, this is seen from several aspects, namely: reference services by librarians, reference service collections, and facilities and infrastructure to support the services provided.

Data analysis in this study used Chi-square analysis and correlation using the Pearson Product Moment (r) correlation method. Chi-Square analysis is an analysis that uses nominal data (Prijana & Yanto, 2020). The use of this analysis is intended to obtain the degree of results regarding the relationship between the two variables, namely the independent variable and the dependent variable. According to Prijana & Yanto (2020), Pearson Product Moment has statistical measurement scale requirements, namely using an interval scale. In a Pearson Product Moment correlation analysis it is not recommended to use an ordinal scale. However, if the existing data is ordinal data, then the data must first be scaled up using a successive method of intervals.

3. RESULTS AND DISCUSSION

3.1. The Relationship between Speed and Accuracy of Librarians in Providing Services on User Satisfaction

Is there a relationship between the speed and accuracy of service delivery and user satisfaction?

Searching for reference collections directly, carried out quickly and accurately, has no significant relationship to service delivery in terms of user satisfaction at the Knowledge Management Center for Library Services at Padjadjaran University

Searching for reference collections directly, quickly and precisely, has a significant impact on service delivery and user satisfaction at the Knowledge Management Center for Library Services at Padjadjaran University.

Table 1 . The Relationship between Speed and Accuracy of Librarians in Providing Services on User Satisfaction

		Search Speed	Service Delivery
Search Speed	<i>Person Correlation</i>	1	.437**
	Sig. (2-tailed)		.000
	N	155	155
Service Delivery	<i>Pearson Correlation</i>	.437**	1
	Sig. (2-tailed)	.000	
	N	155	155

** . Correlation is significant at the 0.01 level (2-tailed)

Based on the SPSS test using the Pearson Product Moment method, there is a significant relationship between quickly and precisely searching for reference collections on service delivery and user satisfaction. This is indicated by the correlation result, namely α 0.01, so the hypothesis is accepted . From the correlation results, it can be concluded that librarians who can search reference collections quickly and precisely will help users get the information they need efficiently, thereby increasing user satisfaction.

3.2. The Relationship between Librarian Skills and the Ability to Answer Users in User Satisfaction

Is there a relationship between the skills possessed by librarians and their ability to respond to library needs?

Librarian Skills do not have a significant relationship with the Librarian's Answering Ability in Librarian Satisfaction at the Center for Knowledge Management of Library Services at Padjadjaran University

Reference service library users providing good service has a significant relationship to user satisfaction at the Knowledge Management Center for Library Services at Padjadjaran University

Table 2. The Relationship between Librarian Skills and the Ability to Answer Users in User Satisfaction

		Librarian Skills	Reader Answering Ability
Librarian Skills	<i>Pearson Correlation</i>	1	.590**
	<i>Sig. (2-tailed)</i>		.000
	<i>N</i>	155	155
Reader Answering Ability	<i>Pearson Correlation</i>	.590**	1
	<i>Sig. (2-tailed)</i>	.000	
	<i>N</i>	155	155

** . Correlation is significant at the level 0.01 (2-tailed)

Based on the SPSS test results using the Pearson Product Moment method, there is a significant relationship between librarians' skills in providing services and their abilities when responding to users. This is indicated by the correlation results, namely α 0.01, so the hypothesis is accepted. From the results of this correlation, it can be concluded that librarians who have sufficient skills are able to answer the needs of users well, so that users feel listened to and accommodated well in seeking information.

3.3. The relationship between the type of reference collection and the credibility of the reference service collection on user satisfaction

Is there a type of reference collection with the credibility of the reference service collection on user satisfaction?

The type of reference collection does not have a significant relationship to the credibility of the reference collection in user satisfaction. Center for Knowledge Management of Library Services, Padjadjaran University

Type of Reference Collection has a significant relationship to the Credibility of Reference Collections in User Satisfaction Knowledge Management Center for Library Services, Padjadjaran University

Table 3. The relationship between the type of reference collection and the credibility of the reference service collection on user satisfaction

		Reference Collection Type	Credibility of Reference Collections
Reference Collection Type	<i>Pearson Correlation</i>	1	.408**
	<i>Sig. (2-tailed)</i>		.000
	<i>N</i>	155	155
Credibility of Reference Collections	<i>Pearson Correlation</i>	.408**	1
	<i>Sig. (2-tailed)</i>	.000	
	<i>N</i>	155	155

** . Correlation is significant at the 0.01 level (2-tailed).

Based on the SPSS test using the Pearson Product Moment method, there is a significant relationship between reference service collections originating from credible sources and user satisfaction with the Knowledge Management Center for Padjadjaran University Library Services. This is indicated by the correlation result, namely α 0.01, so the hypothesis is accepted. From the correlation results, it can be concluded that the type of reference service collection available is a credible reference collection that makes users satisfied. A credible collection makes it easier for readers to carry out their research.

3.4. The Relationship between the Completeness of Reference Collections in Meeting User Needs and User Satisfaction

Is there a relationship between the completeness of the reference collection in meeting user needs and user satisfaction?

Completeness of Reference Collections is not significantly related to User Needs in User Satisfaction Knowledge Management Center for Library Services, Padjadjaran University

Completeness of Reference Collections is significantly related to User Needs in User Satisfaction Knowledge Management Center for Library Services, Padjadjaran University

Table 4. The Relationship between the Completeness of Reference Collections in Meeting User Needs and User Satisfaction

		Reference Collection Completeness	Reference Collections Meet Reader Needs
Reference Collection Completeness	<i>Pearson Correlation</i>	1	.446**
	<i>Sig. (2-tailed)</i>		,000
	<i>N</i>	155	155
Reference Collections Meet Reader Needs	<i>Pearson Correlation</i>	.446**	1
	<i>Sig. (2-tailed)</i>	,000	
	<i>N</i>	155	155

** . Correlation is significant at the 0.01 level (2-tailed)

Based on the SPSS test results using the Pearson Product Moment method, there is a significant relationship between the completeness of the reference collection in meeting user needs and user satisfaction. This is indicated by the correlation result, namely α 0.01, so the hypothesis is accepted. From the correlation results, it can be concluded that the reference collections in the library are diverse and suit the needs of its users. The reference collection at the Padjadjaran University Library Services Knowledge Management Center can meet the needs of its users, namely Padjadjaran University students.

3.5. The Relationship between Website Appearance and Ease of Access and User Satisfaction

Is there a relationship between website appearance and ease of access and user satisfaction?

Website appearance is not significantly related to ease of access in user satisfaction. Knowledge Management Center for Library Services, Padjadjaran University

Website appearance is significantly related to ease of access in user satisfaction at the Knowledge Management Center for Padjadjaran University Library Services

Table 5. The Relationship between Website Appearance and Ease of Access and User Satisfaction.

		Website Appearance	Ease of Access
Website Appearance	<i>Pearson Correlation</i>	1	.474**
	<i>Sig. (2-tailed)</i>		.000
	<i>N</i>	155	155
Ease of Access	<i>Pearson Correlation</i>	.474**	1
	<i>Sig. (2-tailed)</i>	.000	
	<i>N</i>	155	155

** . Correlation is significant at the 0.01 level (2-tailed)

Based on the SPSS test results using the Pearson Product Moment method, there is a significant relationship between website appearance and ease of access and user satisfaction. This is indicated by the correlation result, namely α 0.01, so the hypothesis is accepted. From the correlation results, it can be concluded that a clear and informative website display can make it easier for users to access the website. This is because an informative website display can make it easier for users to find the information they need.

3.6. The Relationship between Smooth Website Access and Service Delivery in User Satisfaction

Does smooth website access affect the quality of online reference services provided?

The smoothness of website access is not significantly related to the provision of online reference services in the satisfaction of users of the Knowledge Management Center for Library Services, Padjadjaran University

The smoothness of website access is not significantly related to the provision of online reference services in the satisfaction of users of the Knowledge Management Center for Library Services, Padjadjaran University

Table 6. Relationship between smooth website access and service delivery in user satisfaction

		Smooth Website Access	Online Reference Service
Smooth Website Access	<i>Pearson Correlation</i>	1	.044
	<i>Sig. (2-tailed)</i>		.584
	<i>N</i>	155	155
Online Reference Service	<i>Pearson Correlation</i>	.044	1
	<i>Sig. (2-tailed)</i>	.584	
	<i>N</i>	155	155

Based on the results of the SPSS test using the Pearson Product Moment method, there is a non-significant relationship between librarians' skills in providing services and their abilities when answering users. From the correlation results, it can be concluded that the smoothness of the website when used by users is not related to the quality of the online reference services provided.

3.7. Frequency Distribution of Knowledge Management Center for Padjadjaran University Library Services

Table 7. Frequency Distribution of Knowledge Management Center for Padjadjaran University Library Services

Characteristics	Category	Frequency	Percentage (%)
Gender	Man	39	25.2
	Woman	116	74.8
Age	15-19	54	34.8
	20-24	101	65.2
Padjadjaran University Library Services Knowledge Management Center	Once	148	95.5
	Never	7	4.5
	Once	128	82.6

Characteristics	Category	Frequency	Percentage (%)
Have accessed the Padjadjaran University Library Services Knowledge Management Center website	Never	27	17.4

From the analysis of the frequency distribution table it is known that there were 155 respondents in this study, with 39 being male, namely 25.2% and 116 being female, namely 74.8%. The majority of students aged 20-24 years were students aged 20-24 years as much as 65.2%. 95.5% of respondents to this research had visited the Padjadjaran University Library Services Knowledge Management Center. Meanwhile, 82.6% of respondents had accessed the Padjadjaran University Library Services Knowledge Management Center website.

3.8. Level of Visits to Library Reference Services

Table 8. Gender with library visitors

Gender	Library Visitors		Total
	Yes	No	
Man	39	0	39
Woman	109	7	116
Total	148	7	155

Table 9. Chi-square test of library visit rates by gender

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
<i>Pearson Chi-Square</i>	2,465 ^a	1	.116		
<i>Continuity Correction^b</i>	1,264	1	,261		
<i>Likelihood Ratio</i>	4,168	1	.041		
<i>Fisher's Exact Test</i>				,193	.125
<i>Linear-by-Linear Association</i>	2,449	1	.118		
<i>N of Valid Cases</i>	155				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 1.76

b. Computed only for a 2x2 table

It is known that the calculated chi square = 2.465, if $\alpha = 0.05$ with $df = 1$, it is known that the table chi square = 3.841, meaning that the calculated chi square is smaller than the table chi square. From here it was decided that gender had a non-significant relationship with the level of library visits. Gender has no influence on the number of library visits.

3.9. Gender Has a Significant Relationship with E-Journal Website Access

Table 10. Gender and students who access the website

Gender	Have you ever accessed an e-journal website?		Total
	Yes	No	
Man	36	3	39
Woman	92	24	116
Total	128	27	155

Table 11. Chi-square test of website access by gender

	<i>Value</i>	<i>df</i>	<i>Asymptotic Significance (2-sided)</i>	<i>Exact Sig. (2-sided)</i>	<i>Exact Sig. (1-sided)</i>
<i>Pearson Chi-Square</i>	3,428 ^a	1	,064		
<i>Continuity Correction^b</i>	2,584	1	.108		
<i>Likelihood Ratio</i>	3,937	1	,047		
<i>Fisher's Exact Test</i>				,087	,048
<i>Linear-by-Linear Association</i>	3,405	1	,065		
<i>N of Valid Cases</i>	155				

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.79.

b. Computed only for a 2x2 table

It is known that the calculated chi square = 3.428, if $\alpha = 0.05$ with $df = 1$, it is known that the table chi square = 3.841, meaning that the calculated chi square is smaller than the table chi square. From here the decision was made that gender had a non-significant relationship with e-journal website access. The hypothesis was rejected .

3.10. Visitor Age Has a Significant Relationship with Library Visitors

Table 12. Age of visitors visiting the Padjadjaran University Library Services Knowledge Management Center

Visitor Age	Library Visitors		Total
	Yes	No	
15-19	51	3	54
20-24	97	4	101
Total	148	7	

Table 13. Chi-square test of the age of visitors who visit the Padjadjaran University Library Services Knowledge Management Center

	<i>Value</i>	<i>df</i>	<i>Asymptotic Significance (2-sided)</i>	<i>Exact Sig. (2-sided)</i>	<i>Exact Sig. (1-sided)</i>
<i>Pearson Chi-Square</i>	.208 ^a	1	,649		
<i>Continuity Correction^b</i>	,002	1	,960		
<i>Likelihood Ratio</i>	,202	1	,653		
<i>Fisher's Exact Test</i>				,695	,465
<i>Linear-by-Linear Association</i>	,206	1	,650		
<i>N of Valid Cases</i>	155				

a. 2 cells (50.0%) have expected count less than 5. The minimum expected count is 2.44.

b. Computed only for a 2x2 table

It is known that the calculated chi square = 0.208 if $\alpha = 0.05$ with $df = 1$ then the table chi square = 3.841, meaning the calculated chi square is smaller than the table chi square. From here the decision was made that the age of visitors had a non-significant relationship with library visitors . The hypothesis was rejected .

3.11. Visitor Age Has a Significant Relationship with E-Journal Website Access

Table 14. Age of visitors and students who access the website

Visitor Age	Have you ever accessed an e-journal website?		Total
	Yes	No	
15-19	42	12	54
20-24	86	15	101
Total	128	27	155

Table 15. Chi-square test of visitor age with students who access the website

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2- sided)	Exact Sig. (1- sided)
Pearson Chi-Square	1,329 ^a	1	,249		
Continuity Correction^b	,866	1	,352		
Likelihood Ratio	1,293	1	,255		
Fisher's Exact Test				,272	,176
Linear-by-Linear Association	1,320	1	,251		
N of Valid Cases	155				

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 9.41.

b. Computed only for a 2x2 table

It is known that the calculated chi square = 1.329 if $\alpha = 0.05$ with $df = 1$ then the table chi square = 3.841, meaning the calculated chi square is smaller than the table chi square. From here the decision was made that the age of visitors had a non-significant relationship with access to the e-journal website. The hypothesis was rejected.

Based on several analyzes previously explained, there is some data that shows a significant relationship, including the speed and accuracy of librarians which gives the result that reference librarians can provide services quickly and precisely, making it easier for readers to access their information. Furthermore, there are also results that librarians who are skilled enough are able to answer the needs required by users. The type of reference collection also shows a significant relationship where a credible collection makes it easier for readers to carry out their research. The completeness of the reference collection in a library also has a significant relationship in meeting the needs of users. At the Padjadjaran University Library Services Knowledge Management Center, it can also be seen that the display of the reference service website also has an influence on increasing user satisfaction, where this display can help users understand more when accessing online reference services.

Meanwhile, based on the data results, there are also things that have non-significant status, where according to the data results they do not have an influence on the level of reference service visits or increase user satisfaction. These include, namely gender, speed of website access, and age of visitors.

4. CONCLUSION

Reference services have a relationship with user satisfaction. This is seen from 3 indicators, namely service, collection and facilities. In this research, it is known that there are various factors that influence user satisfaction. Providing reference services quickly and accurately by librarians can provide satisfaction for users. It is also known that librarians have skills in

providing answers to questions given to users at the Padjadjaran University Library Service Knowledge Management Center. Each service provided by librarians has a significant relationship to user satisfaction.

There is also a close relationship between reference collections and user satisfaction. The type of reference collection and the credibility of the collection with user satisfaction have a significant relationship, in this case the Padjadjaran University Library Services Knowledge Management Center provides collections from credible sources. There is also a significant relationship between the completeness of the collection in meeting the needs of the library, the reference collections in this library can meet the needs of the users. Reference collections at the Padjadjaran University Library Services Knowledge Management Center have a significant relationship with user satisfaction.

Apart from services and collections, an important indicator was found in this research, namely facilities. Facilities in the reference service include a website. From the research results, it was found that there is a significant relationship between website appearance and ease of access in user satisfaction. A clear and informative website display makes it easier for users to access the information they need. However, in the research it was also found that there was a non-significant relationship between smooth website access and service delivery and user satisfaction, meaning that the smoothness of the website had no effect on the quality of the online reference services provided.

Overall, based on the results of the analysis, it shows that the speed and accuracy of service delivery, the skills of librarians, the type of reference collection, the completeness of the reference collection, the appearance of the website, and the ease of website access influence the satisfaction of users of the Padjadjaran University Library Service Knowledge Management Center.

As a result of the presentation of the conclusions above, there are several suggestions that researchers can give which could be taken into consideration in the reference services of the Padjadjaran University Library Services Knowledge Management Center, namely: Increasing accuracy in searching collections, which can be done through training programs and increasing knowledge about search systems and information technology ; Developing librarian skills, in this case can be done by training in the use of electronic resources and communication skills; expanding the collection, the collection is always increasing all the time, librarians in this case can ensure that users can access collections that are up to date; Paying attention to smooth website access, as a reference service facility, the website must be ensured to function properly.

With these suggestions, it is hoped that the Padjadjaran University Library Services Knowledge Management Center can increase user satisfaction and provide better reference services.

5. AUTHORS' NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

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