

## Research Article

# The Use of UIN Raden Fatah's E-Library Application Reviewed from Total Quality Management (TQM)

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**Abstract.**

This research is motivated by an interesting phenomenon of changing times marked by the mushrooming use of information technology that makes the Library able to provide all services quickly, precisely, accurately, anytime, and anywhere. And, in real-time these services can be utilized by users, namely the use of e-library applications applied at the UIN Raden Fatah Library is very interesting to be researched. This research is quantitative, and data were collected by using applications from the Library Science students of class 2020. To see the use of the application, researchers use the theory of total quality management (TQM) which is reviewed through 4 principles, namely the principles of user satisfaction, respect for users, management in line with facts, and continuous improvement. Of the four principles, the survey results are above the average of 50%, meaning that each indicator in each principle has good service quality such as a comfortable application interface, user-friendly application use, good and satisfactory e-library service quality, adequate collection, and can meet user needs. Library efforts that continuously add to existing collections in the e-library application are updated to the latest version. There is a huge need to socialize the use of the application and promotional activities for the application to continue to be carried out. The research data shows that the survey results 75% on average, have gone well. Based on the results of this simple research, all principles in TQM have achieved excellent scores, this is shown by the average acquisition of survey numbers above 50%.

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## 1. Introduction

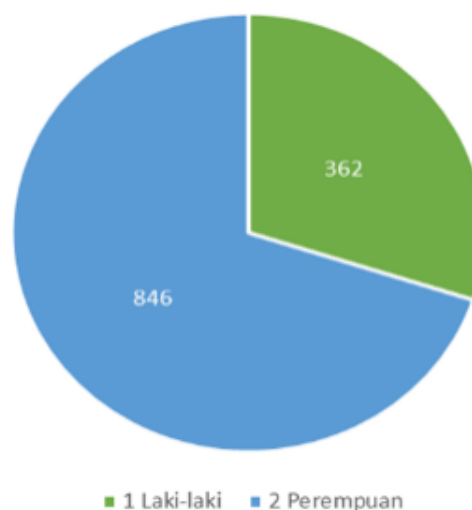
Along with the rapid development of information technology, libraries as information management institutions must migrate their collections from printing to digital form, the rapid reaction carried out by libraries in adjusting the development of science, technology, information, and communication.[1] Since the outbreak of COVID-19 (Pandemic), all human activities are carried out from home and are usually called online or online, including meeting one's information needs do not have to come directly to the library.[10] With the existence of this digital library, it is a solution or answer to the problems faced when the pagebluk era hit.[11] The changes that occur require libraries to maintain the

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quality of information services by providing a platform that makes it easier for users to meet their information needs, namely *e-library applications*. [2]

To improve the quality of information services, libraries need to have the right management concept. [12] Library management must prioritize the quality of service and accountability of the library to users. [3] To meet the demands and needs of its users, it requires the library to provide services that maintain the quality of service in the library, namely by providing an application, namely *e-library*. [13] In order to support the organization of *e-library* applications, there needs to be good library management to achieve these goals. [14] To get maximum results, *e-library applications* must refer to and be guided by the principles of *Total Quality Management (TQM)*, which is a system to control the quality of service quality to meet the satisfaction of its users. [4]

The *e-library* application is a facility provided by the library where users are given convenience in everything related to access to information in the library ranging from reading, tracing, borrowing and returning books that can be done online or *online*. [15] Where the things mentioned above used to be done directly or had to come directly to the library, then users can do it. But with the service facility, it allows everyone to do it just by opening the gadget. *E-library* applications have recently become more trending along with the widespread use of gadgets among Indonesian people, including students. [16] Therefore, UIN Raden Fatah Palembang Library has developed the application to meet the needs of its students in accessing library services quickly, precisely, accurately, real time, anytime and anywhere. [17] Based on the data obtained that students who have used the UIN Raden Fatah *e-library* application in the last 3 years amounted to 1,208 students, see the following data;



**Figure 1:** Percentage of Members by Gender?.

Of course, the member data is still very small when compared to the total number of UIN Raden Fatah Palembang students which amounts to + 20 thousand students, meaning that only 6% of them. Then report visitors in the last 3 months with an average number per month of 812. From the results of these initial observations, researchers are interested in conducting research on the *UIN Raden Fatah* e-library application. So from the explanation above, which became the background of this study with the aim of knowing the use of the *UIN Raden Fatah* e-library application in terms of *Total Quality Management (TQM)*.

## 2. Methods

This study uses a type of quantitative research. The sampling technique used is random sampling by taking samples from S1 Library Science students class of 2020 who have used the *UIN Raden Fatah* e-library application. The researcher chose the sample because the student had received a Library Management course and had also done Field Work Practice (PKL).[9] The data collection technique is by giving a questionnaire in the form of a google form to respondents containing sub-variables with a total of 9 questions. Data that has been processed will be displayed in the form of statistics. Total Quality Management (TQM) is a management system for the purpose of improving service quality by using strategies to improve the quality of service and orienting towards customer satisfaction.[5]

The principles of Total Quality Management (TQM), namely there are 4 principles, among others: 1. **User Satisfaction**; Libraries must prioritize user satisfaction and needs by improving the quality of services, in this case the library provides adequate facilities and infrastructure that can create comfort for users. 2. **Respect for Users**; A library user is anyone who uses the facilities provided by the library. A library without users is meaningless, libraries must treat users well and give appreciation for their participation in utilizing the collections held by the library. 3. **Management in Accordance with Facts**; The library uses data as a guide in making decisions, in this case the library procures library materials according to the needs of the library and the facilities required by the library. 4. **Continuous Improvement**; The library carries out continuous improvements, namely providing quality services and organizing activities to promote the latest collections. In this case, the library updates its collections and services to the latest version.[6]

### 3. Results and Discussion

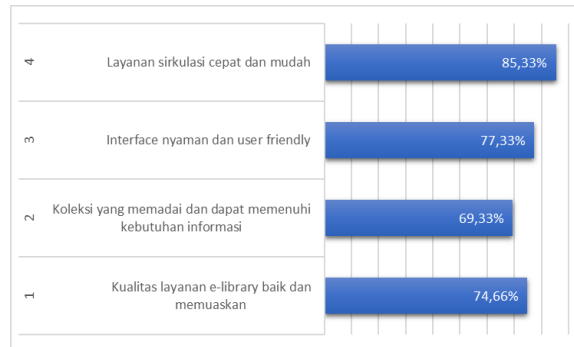
The UIN Raden Fatah *e-library* application is a form of collaboration between UPT Library UIN Raden Fatah Palembang and PT. Enam Kubuku, creating a container for digital collections owned by UPT Library UIN Raden Fatah Palembang. At the beginning of its release in 2018, the *UIN Raden Fatah e-library* provided a digital collection of 41 titles until now in 2,023 totaling 2,805 titles and 3,432 copies. With the total digital collection, it is expected to be able to meet the information needs of users. The most important aspect in terms of using *e-library* applications is the massive transformation of libraries when entering the digital era as stated by Ai Lien Diao quoted by Nurmalina as follows:[7]

TABLE 1: Library Transformation.

Before the Internet	After the Internet
Provide multi-entry service or separate services for procurement, processing, loan transactions, references, etc.	Provides one-stop service: <i>multifunctional librarians serving multi-tasking</i> customers.
Gather information and knowledge (generally printed) locally.	Collect and provide access to information and knowledge and its sources spread across the globe, in multi-formats (including tacit).
Maintain the collection and access of information and knowledge.	Adding value to information and knowledge.
Serving an individual or group regardless of their potential relationship with another individual or group.	Serving individuals or groups as network members.
Provide services on site and limited to service hours.	Providing 24-hour online service.
Information management: providing services limited to access to information and knowledge.	Knowledge management: providing varied and dynamic services covering the entire knowledge cycle (from creation, recording and publication, dissemination, use, and recreation, of knowledge).
Providing user education is limited to library utilization ( <i>library skills and literacy</i> ).	Improve information <i>skills</i> and literacy in such a way that users can utilize ICT to access and utilize information critically; as well as record, publish or share, knowledge efficiently.

Changes in services that occur in the Library[20] are very significant when there is an internet network when compared to when there is no internet, it can be seen in the following aspects, namely a fast search system and various sources of information, changes in data formats to softfiles, and services that are not limited by Library opening time.[8] To see what changes occur and observe the process of using the *e-library* application for its users, the following research results are analyzed from the use of the *UIN Raden Fatah Palembang e-library* using a TQM review.

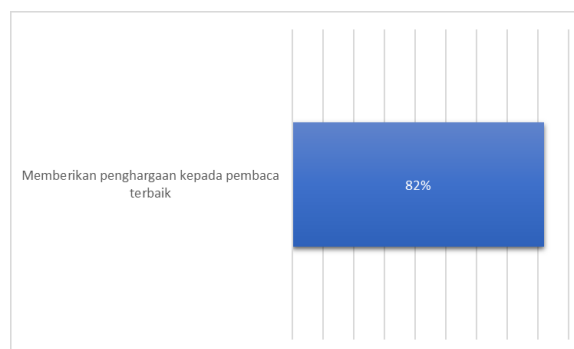
### 3.1. User Satisfaction with the Use of UIN Raden Fatah e-library application.



**Figure 2:** Percentage of User Satisfaction.

From the results of the data that has been processed above, there are various percentages of user satisfaction with the use of *the UIN Raden Fatah e-library application*, including: *fast and easy circulation services (85.33%) are the highest indicators, users in using the UIN Raden Fatah e-library application*. In addition, the interface is comfortable and user friendly, namely a simple interface and ease of access (77.33%). The quality of e-library services is good and satisfactory (74.66%). And finally, collections that are adequate and can meet information needs (69.33%). However, the overall use of e-library applications when viewed from the average user satisfaction has reached above 50%, this shows that the existence of e-library applications has met the needs of users.

### 3.2. Respect for users who use the Raden Fatah UIN application



**Figure 3:** Percentage of respect for users.

In the sub-variable of respect for users who use the *UIN Raden Fatah e-library application*, only one indicator is giving awards to the best (82%). Based on interviews with several respondents said that the best readers will be displayed on the *homepage*

display in the *UIN* Raden Fatah e-library application. And also the best readers will be given certificates and souvenirs by UPT Library UIN Raden Fatah Palembang. With the appreciation of *e-library* users, it shows respect for library management in order to improve the quality of service in the library.

No.	Nama	Jumlah	Waktu
1	Muhamad Devra Satra Wijaksana	11	03:25:31
2	Putri Nur Hafannah	1	01:23:36
3	Nurditha Febriana Eka Saputri	4	00:49:07

Figure 4: Best Readers.

### 3.3. Fact-Based Management UIN Raden Fatah e-library application

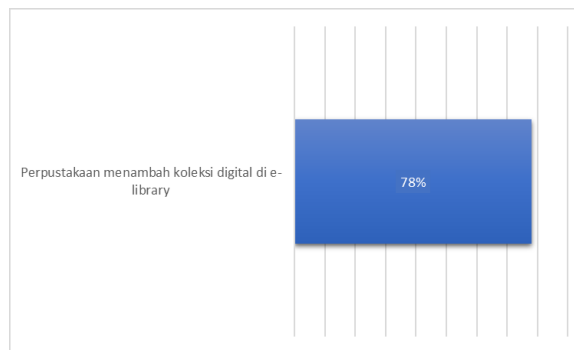


Figure 5: Percentage of Management According to Facts.

In the management sub-variable according to the facts of the UIN Raden Fatah e-library application, only one indicator is that the library adds digital collections to the UIN Raden Fatah e-library application (78%). At the beginning of its release, the digital collection of the UIN Raden Fatah e-library application amounted to 41 titles until now in 2,023 amounting to 2,805 titles and 3,432 copies. The digital collection has 39 subjects with the most subjects in the collection, namely religion with 444 titles and 581 copies. Followed by the subject of the novel with a digital collection of 410 titles and 572 copies.

TABLE 2: Number of UIN *Raden Fatah* e-library collections.

No	Subject	Heading	Copy
1	Agama	444	581
2	Bahasa Dan Sastra	107	125
3	Ekonomi	127	127
4	Filsafat	4	5
5	Hukum	158	175
6	Kehutanan	7	7
7	Kesehatan	80	80
8	Komputer	177	294
9	Matematika dan Sains	167	203
10	Metodologi Penelitian	19	22
11	Pariwisata - Tata Boga - Tata Busana	3	3
12	Pendidikan	202	261
13	Pertanian Perkebunan Peternakan dan Kelautan	47	47
14	Psikologi	119	137
15	Pustaka Anak	20	20
16	Seni	9	9
17	Sosial	143	143
18	Statistika	14	14
19	Teknik dan Arsitektur	27	28
20	Umum	48	48
21	Bisnis	3	3
22	Sejarah	109	109
23	Kesehatan	4	4
24	Pendidikan - Pendamping Pelajaran - Pengayaan	1	2
25	Parenting	7	12
26	Anak Berkebutuhan Khusus (ABK)	38	74
27	Anti Korupsi	14	28
28	Pendidikan Anak Usia Dini( PAUD )	27	27
29	Ensiklopedia	89	89
30	Novel	410	572
31	Buku ajar	14	14
32	Prosiding	3	3
33	Studi dan Pengajaran	14	14
34	Manajemen	79	79
35	Humor	1	1
36	Radio/TV/Film	1	1
37	Ilmu Terapan	1	1
38	Kitab	54	54
39	Kedokteran	14	16
	<b>Sum</b>	2805	3432

The table above shows that the collections available in the UIN Raden Fatah e-library application adjust the collections that users are interested in in printed/conventional book collections. This explains that UPT Library UIN Raden Fatah Palembang in holding digital collections is oriented to the needs and interests of its users.

### 3.4. Continuous Improvement of UIN Raden Fatah e-library application

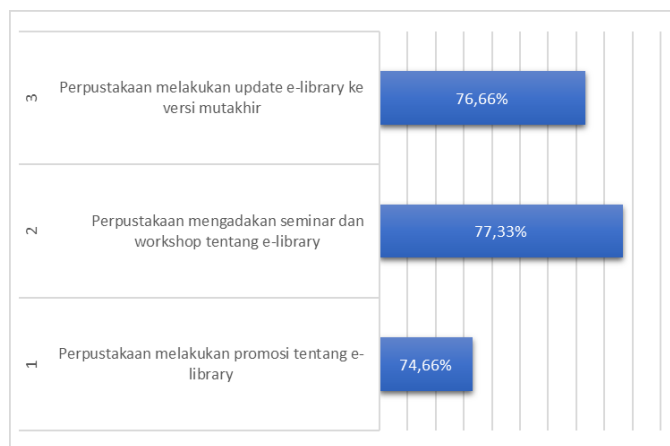


Figure 6: Percentage of Continuous Improvement.

In the sub-variable of continuous improvement of the *UIN Raden Fatah e-library application*, the highest indicator is in the library holding seminars and workshops on e-library (77.33%). Furthermore, the library updated the e-library to the latest version (76.66%). The *UIN Raden Fatah e-library application* was last updated on June 6, 2023 along with a workshop on the use of the *UIN Raden Fatah e-library application* by UPT Raden Fatah UIN Library Palembang with speakers from PT Enam Kubuku. And finally, the library promotes e-library (74.66%).

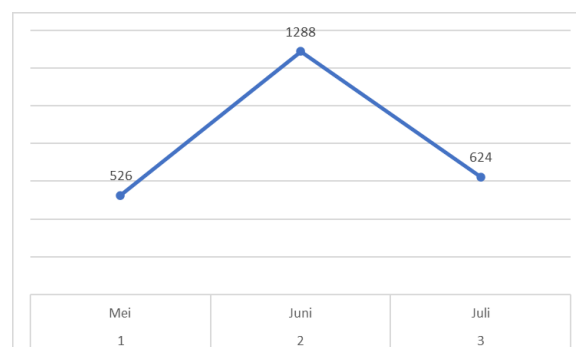


Figure 7: Visitor Reports.



Based on visitor report data on the use of the UIN Raden Fatah *e-library* application from May to July, it shows that June experienced a significant increase of 1,288 visitors and in July it decreased again at 624 visitors. The decrease in data can be caused by the active period of lectures, where when entering July students are on semester break, so that activities to access or use *e-library* applications have decreased very drastically. Unlike the data when entering June, where at that time lecture activities were still active, so many lecture assignments had to be completed by students so that students used or used the *e-library* application more that month.

## 4. Conclusion

The use of *e-library* applications is a form of quick response of library management to changing times and developments in information technology, meaning that it focuses on implementing the application with the aim that users can be served properly. To review the use of an application, *Total Quality Management* (TQM) is one method that can review the management system, see the improvement of service quality by using strategies in improving the quality of service and oriented to customer satisfaction, by focusing on 4 principles, namely First, User Satisfaction, Second, Respect for Users, Third, Management in Harmony with Facts and Fourth, Continuous Improvement. Based on the results of this simple research, all principles in TQM have achieved excellent scores, this is shown by the average acquisition of survey numbers above 50%. This can be seen in each principle, namely the First Principle of User Satisfaction which is seen from the fast and easy circulation service when using the *e-library* application. In addition, other indicators on the first principle are a comfortable and *user friendly* interface, namely a simple interface and ease of access, good *and satisfactory e-library* service quality and adequate collection and can meet information needs. Of the four indicators, it can be carried out optimally. The second principle is respect for users as evidenced by the assessment of the use of *e-library applications* to assess the best users. The third principle, management in harmony with facts can be seen from the efforts of the Library to always continue to add to the existing collections in the *e-library* application in order to meet the real needs of the users themselves, data shows that 78% of these efforts have been made. And the fourth principle is continuous improvement which can be seen in the indicator Library always updates applications to the latest applications, socialization of application use and promotional activities for applications continue to be carried out, research data shows that the survey results on average 75% have run well.

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