

## **ABSTRAK**

Nama : Ika Herawati  
Program Studi : Ilmu Pemerintahan  
Judul : Upaya Dinas Perpustakaan dalam meningkatkan Mutu Pelayanan (studi Dinas Perpustakaan dan Kearsipan Kabupaten Jember)

Penelitian ini bertujuan mengetahui tentang Upaya Dinas Perpustakaan dalam meningkatkan mutu pelayanan (studi Dinas Perpustakaan dan Kearsipan Kabupaten Jember) Jenis penelitian menggunakan penelitian kualitatif dengan pendekatan deskriptif. Sumber data diperoleh dari data primer dan sekunder. Pengumpulan data melalui observasi, wawancara dan dokumentasi. Analisis menggunakan analisis data model interaktif yang meliputi,*Pengumpulan Data, Reduksi Data, Penyajian Data dan Concluding Drawing/Verification*. Hasil penelitian menunjukkan bahwa ada beberapa upaya Dinas Perpustakaan dalam meningkatkan mutu pelayanan dapat di ukur menggunakan teori manajemen dengan 4 faktor yakni Planning (Perencanaan), Organizing (Pengorganisasian), Actuating (Pelaksanaan), Controlling (Pengawasan) namun upaya tersebut belum maksimal karena terkendala pada kualitas Sumber Daya Manusianya yang minim

*Kata Kunci : Upaya, Perpustakaan, Mutu Pelayanan*

## **ABSTRACT**

Name : Ika Herawati  
Majors : Governmental Science  
Thesis title : Library Service Efforts to Improve Service Quality (Study of Library and Archives Service of Jember Regency)

This study aims to find out about the efforts of the Library Office in improving the quality of service (study of the Library and Archives Office of Jember Regency). This type of research uses qualitative research with a descriptive approach. Data sources are obtained from primary and secondary data. Collecting data through observation, interviews and documentation. The analysis uses data analysis of interactive models which include, Data Collection, Data Reduction, Data Presentation and Concluding Drawing / Verification. The results showed that there were several efforts of the Library Service in improving the quality of service which could be measured using management theory with 4 factors namely Planning, Organizing, Actuating, Controlling but these efforts had not been maximized due to constraints on the quality of human resources is minimal

Keywords: Effort, Library, Reading Interest, Service Quality

