

# Erratum to: Improving Public Library Service Quality in Local City of Indonesia

Prima Fithri\*, Afri Adnan, and Verra Syahmer

Andalas University, Industrial Engineering, Kampus Unand Limau Manis Pauh, Padang, Indonesia

Original article:

MATEC Web of Conferences **154**, 01047 (2018), <https://doi.org/10.1051/mateconf/201815401047>

The email for the author should be replaced with:

[primafithri@eng.unand.ac.id](mailto:primafithri@eng.unand.ac.id)

The finding and results should be replaced by the following text:

In this study, the data are obtained from questionnaires and interviews. The questionnaire which used is addressed to users of the circulation and reference library of West Sumatera Province. After making the design of the questionnaire, conducted a pilot test to analyze whether the questionnaire is understandable that deserves to be deployed, then the distribution of the questionnaire conducted in accordance with the number of samples that have been counted. Interviews are used to obtain preliminary data in this study.

Data which are obtained from the collection of the data processed in three stages, as follow:

1. Using a statistical test aimed at testing the questionnaire, the validity and reliability using SPSS. And based on the results of the processing, all the data are valid and reliable because it is obtained the value of  $r$  that it is greater than the value of  $r$  table.
2. Calculation Servqual method  
Calculation is used to determine whether there is a gap between the studied variables and attributes, that has gaps. In this study it is determined that the perception and expectation of user as Gap 5 which has been defined by the formula Average User Perception - Average User Expectations. Figure 1 below shows the gap that occurred on the service attributions.

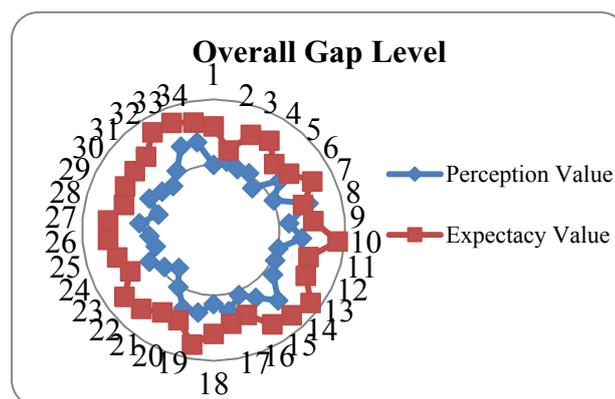


Figure 1. Overall Gap Level of 34 Attributes

There are 34 attributes statements that is used in the questionnaire study. Based on the calculation of the value gap 5 which has been done, found only one attribute that has a positive gap value, the 8<sup>th</sup> attribute. Positive gap values

indicate that the user expectations have been met by existing services. Then, the calculation of the 8th attribute QFD is not included because the expectations have been fulfilled it does not need repairment.

3. Calculation methode of QFD

This calculation can help companies to fulfill consumer expectations in order to improve the quality of provided services. This calculation is made on the product planning QFD to translate consumer needs into engineering characteristics. Step HOQ manufacture of Phase I as follows.

- a. Calculating the level of consumer interest
- b. Determining the engineering characteristics
- c. Determining the relationship matrix technique needs of consumers with characteristics
- d. Calculating the value of priority technical characteristics
- e. Determining the correlation technique

From the QFD calculations, there are eight characteristics of the techniques that will be used to meet the user expectations. And the end result of this QFD calculation is priority of improvements are done to meet the user expectations.

Through the data processing can be seen how the quality of provided services, how big a gap between the expectations and perceptions of the service quality has been provided by the Library of West Sumatera Province and repair what needs to be done to meet the user expectations.

From the result of processing, it is obtained that all gap value service attributes and dimensions of quality. There is one attribute that has a positive gap value, the 8<sup>th</sup> attribute, cool air circulation library. This means that user expectations have been met to attribute the coolness of the room. Then there are 33 attributes that have a negative gap value. So for the first phase of QFD calculation uses, only 33 attributes that have a negative gap values to determine repairment priority.

**Table 1** Score of Technical Characteristics Priority

No.	Technical Characteristics	Priority Value
1	Construction of library buildings that are appropriate and meet library standards	38.935
2	Add Information Management Training	38.739
3	Adjustment and placement of employees or officers who have problems in implementing services	38.678
4	Addition of service support devices (service infrastructure)	38.348
5	Addition of collections along with infrastructure	38.087
6	Carry out more effective supervision	34.710
7	Adding Technical Training to Library Management	12.946
8	Adding to the Training of Quality Improvement in Personality Services (Capacity Building)	12.946

The first phase of QFD is a design product that translates the consumer needs into engineering characteristic shape. The results of this first stage is QFD is a big priority value for each characteristic techniques.

1. Analysis of the level of consumer interest

The value of the consumer's interest rate is the result of the assessment of user characteristics of the library service. Value of the interest rate indicates the priority level of the user needs, the higher the value of the interest rate, the higher the priority of user characteristics such user needs to be met by the library.

2. Relationship matrix analysis technique needs of consumers with characteristics

In the relationship matrix between customer needs with technical characteristics can be seen whether the characteristics of the technique developed by the library provide or affect the level of satisfaction user. In matrix relationship with the customer needs technical characteristics can be seen how the effect of each characteristic to the needs user techniques. Slight change in the characteristics of the technique can affect user satisfaction. This is due to the fact that the library did feel the need to make improvements in order to optimally meet the needs user, where the services provided by the library experienced a considerable decline due to the occurrence of an earthquake in the year 2009.

3. The analysis of correlation characteristic techniques

Correlation of characteristic technique is the relationship between the engineering characteristics other characteristics. Through the correlation matrix characteristic of this technique can be seen how much influence karkarakteristik techniques with each other, whether the characteristics of the engineering support, unrelated or even opposed to other characteristic technique.

4. Analysis of priority value

The value of characteristic technique indicates the level of priority order techniques that should be developed by the library. The higher the priority value, the more priority (primary) characteristics such techniques to be developed. Characteristics technique that has the largest priority value will contribute to greater customer satisfaction. The big value of priority for each characteristic is influenced by the level of technique to do with the needs of its consumers. Table 1 shows Score of Technical Characteristics Priority.

After doing the research and seeing the value of the gap and the level of importance of each attribute service, there are some suggestions that can be given to the Library of West Sumatera province to fulfill the user expectations, which that suggestions given by investigator after conducting the research on the Library of West Sumatera Province.