Policy Implementation of Luwu Regional Library Development Policy

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ABSTRACT

This study aims to measure the implementation of regional library development service policies in Luwu Regency based on 4 indicators, namely: development and arrangement of library service systems, promotion of library services and promotions, development of future library services, and development of integrated service systems with libraries and information centers. This study uses a quantitative method with non-probability sampling technique that is exploratory, the determination of the sample is carried out by purposive sampling involving 194 respondents consisting of: Regional Librarians. Campus/School/Mosque Librarians, Community Reading Park Librarians (TBM), Village Library Librarians, Literacy Activists, and Library Visitors. The results showed that the development and arrangement of the library service system was in good category, namely 55%, service promotion and library promotion was in good category, 57%, future library service development was in good category, which was 52%, and the development of integrated service system with libraries and information centers was in the good category. good that is 56%.

Keywords: Policy Implementation;Service; Regional Library Developer.

INTRODUCTION

The existence of collections in an information institution (library) has a very important role, even quite determining the success of the implementation of a library (Nawir et al., 2018; Syamsiar et al., 2018). On the other hand, the presence of library collections is a crucial factor that affects whether the library can be used properly or not by users (Bensman, 2012; Sivathaasan, 2013; Söderholm & Nolin, 2015). Library collection is one of the factors influencing visitors to visit the library because the collection is the main purpose of the user to come to visit the library and take advantage of its services (Benach, 2021; Manolova et al., 2020; Will, 2012; Wilson & McCarthy, 2010). In order to be able to provide maximum service, the library must be able to provide and collect information in accordance with the needs of users.

The digital era of library collections is not only centered on print collections, but collections that have been combined with types of electronic collections because they follow technological developments and follow the behavior of users who are used to reading collections in the form of electronic types (Barner, 2011; Kaur & Gaur, 2017; Raju, 2014). However, currently there are

still many libraries that only store and have library materials in the form of books and other printed collections (Altermatt & Hilton, 2012; Colahan, 2014). that the library collection is not limited to just books but includes all kinds and printed forms. Efforts to develop interest and love of reading are by distributing books (Allington et al., 2010; Doiron, 2011; Sweeney, 2010). The library itself aims to provide assistance with library materials or books needed by users.

Books are one of the absolute requirements needed for the development of programs to develop interest and love of reading, especially for young children who of course are not very familiar with information technology (Graves, 2016; Phillips, 2012; Sweeney, 2010). This means that the function of the book is to provide a separate place for children's development. This has implications for the increasingly widespread book industry/publisher in Indonesia in particular and the world of books globally. The development of ICT eventually gave birth to a computer-based library. There is library automation, there is also a digital library. Often people equate library automation with digital libraries. Libraries who crave the application of digital libraries in their management. However, it is not as easy as one might think. Limited funds and low human resources are suspected to be the dominant factors of powerlessness to create a digital library. Previous research revealed that the implementation of digital library services is not easy to have obstacles, namely: First, competent human resources in digitizing activities, Second, constraints in budgeting for the need for internal equipment and the addition of human resources in developing digital collections. Implementing a regional library service policy in Luwu Regency is part of the demand to increase interest in reading and increase visitors so that the library becomes an educational tourist spot for the community.

Policy implementation is a process of interaction between the goals that have been set and the actions intended to realize these goals (Coburn, 2016; Datnow & Park, 2012; Kotzebue et al., 2010). Another view reveals that policy implementation is in principle the way or step taken so that a policy can achieve its goals, Mazmanian and Sabatier Implementing a public policy can be done two choices, namely directly implementing in the form of programs and implemented through the formulation of derivative policies or derivatives of a policy public.

Implementing a public policy is not an easy thing, because the policy implemented will certainly give birth to a reaction from the community, especially when the policy is a public service, therefore implementation needs to be understood based on the terms and conditions. To carry out the policy implementation, several conditions are needed, namely: (1) The first condition relates to guarantees that the external conditions faced by the implementing agencies/agencies will not cause major problems. (2) The second condition is whether to implement it there are adequate resources, including time resources. (3) The third condition is whether the combination of the required sources really exists. d. The fourth requirement is whether the policy to be implemented is based on a reliable causal relationship. (4) The fifth condition is how much causality there is. The assumption is that the fewer cause-and-effect relationships, the higher the results desired by the policy can be achieved. (5) The sixth condition is whether the interdependence relationship is small. The assumption is that if the interdependence relationship is high, the implementation will not be able to run effectively. (6) The seventh condition, deep understanding and agreement on goals. (8) The eighth condition, the tasks have been detailed and placed in the correct order. (9) The ninth condition, perfect communication and coordination. And (10) the tenth condition is that parties who have the power to demand and obtain perfect obedience.

Regional library development services in Luwu Regency are still perceived as far from standardization because of the decline in reading interest and community visits in the library are considered crucial for literacy activists, therefore services that have been conventional in nature need to be better organized so that people who have access to reading needs are very easy. Public *services* are all service activities carried out by public service providers in an effort to meet the needs of service recipients and the implementation of statutory provisions.

In public services, service quality is a priority to be considered because it concerns the value of the responsibility of service providers to service recipients. Service quality is an output that is felt by the community in getting services, it is important to know the elements of quality so that public services are categorized as successful. To determine the level of customer satisfaction can be classified into several levels as follows: (1) Very satisfying, defined as a subjective measure of the results of the assessment of customer feelings that describe the service fully or mostly according to customer needs or desires, such as very clean (for infrastructure), very friendly (for employee relations), or very fast (for administrative processes), all of which represent the highest level of service quality. (2) Satisfactory, defined as a subjective measure of the results of the assessment of customer feelings, which describes the service not fully or partially according to needs or desires such as not too clean (for facilities), a bit less fast (administrative process), or less friendly, all of which describe moderate level of quality. (3) Unsatisfactory, defined as a subjective measure of low customer feeling, which describes the service not according to needs or desires such as not very clean (for facilities), a bit slow (for administrative processes), or unfriendly. (4) Very unsatisfactory, defined as a subjective measure of the results of a low customer feeling assessment, describing health services as not according to needs or desires such as unclean (for facilities), slow (for administrative processes), and unfriendly. All of these things describe the lowest level of quality category.

Several previous studies on the implementation of library development service policies were carried out by other research. With the implementation of library development service policies, access to public information disclosure, increased interest in reading, relevance between regional libraries and literacy activists, and the establishment of cooperation in improving services, namely collections, human resources , users, services, and infrastructure are all realized and can be maximized.

METHOD

This research was conducted in Luwu Regency, with a time rens April to May 2021. The research approach is descriptive quantitative which is exploratory in describing the policy of regional library development services in Luwu Regency. The measurement uses a Likert scale with the *Non-Probability Sampling technique* , the determination of the sample by *purposive sampling* is the determination of the sample with certain considerations, as many as 194 respondents consisting of: Regional Librarians. Campus/School/Mosque Librarians, Community Reading Park Librarians (TBM), Village Library Librarians, Literacy Activists, and Library Visitors. Primary data collection is the technique of observation and structured interviews guided by a questionnaire asking questions to respondents, secondary data collection is a technique *(library research)* by using the literature of books, regulations, journals and related research reports. Data analysis using a Likert scale, which is a psychometric scale used in interviews to measure the attitudes, perceptions, behaviors, and opinions of respondents, is analyzed in the form of a histogram diagram through statistical figures and presented in

percentage form, the answers to each question are arranged in the form of a scoring with the answer choices: Very Good (SB), Not Good (KB), Good (B), and Not Good (TB).

RESULT AND DISCUSSION

Community satisfaction regarding the implementation of policies is an indicator of success in implementing policies for library development services in Luwu Regency. This research is a response to the success of the Luwu Regency government in implementing service policy implementation, to find out the results and discussion of this research, namely.

In research on the implementation of regional library development service policies in Luwu Regency which involved respondents based on the category of Regional Library Librarians. Campus/School/Mosque Librarians, Community Reading Park Librarians (TBM), Village Library Librarians, Literacy Activists, and Library Visitors.

Graph 1. Respondents by Gender

In graph 1, the characteristics of respondents by gender, shows that there are more male respondents, namely 71% than female respondents, which is 29%.
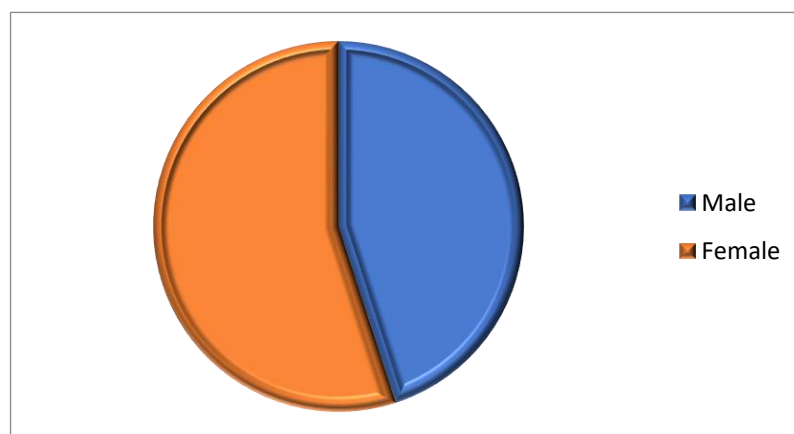

Graph 2. Respondents by Age

In chart 2 shows that respondents by age categories sequentially from the largest to the smallest is the age of 17-25 years by 46% of respondents, aged 13-17 years by 22% of respondents, aged 26-35 years by 16% of respondents, age 36-43 years at 8% of respondents, aged 44-52 years at 4% of respondents, and age> 52 years at 3% of respondents.
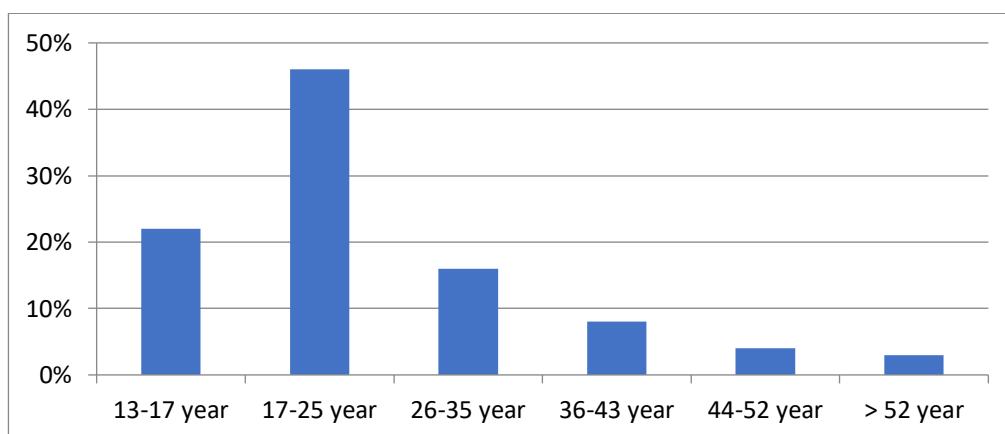
Graph 3. Respondents Based on Profession/Occupation

In graph 3, it shows that the respondents based on being involved in the library survey in order from the largest to the smallest are the category of Library Visitors by 68% of respondents, Librarians of Campus/School/Mosque Libraries of 14% of respondents, Literacy Activists by 9% of respondents, Librarians Village Libraries are 7%, Community Reading Park Librarians (TMB) and Regional Library Librarians each are 1% of respondents.
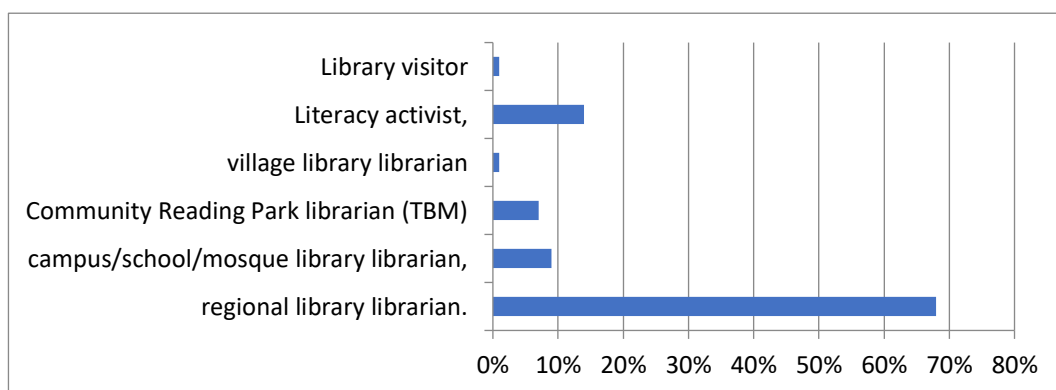
Graph 4. Library Service System Development And Arrangement

Community assessment regarding the implementation of library service policies in Luwu Regency, aspects of Library Service System Development and Arrangement, namely.
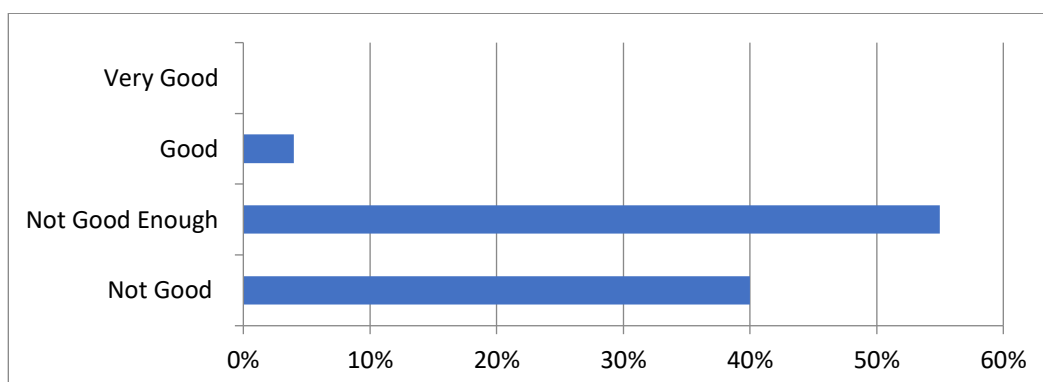
In Figure 4, for an assessment of the development and structuring of the library service, ordered from the largest to the smallest is 55% of respondents said Good, 40% of respondents answered Very Good, 4% of respondents answered less good, and 0% of the respondents answered No Good ,

The data above shows that respondents assess the development and arrangement of the library service system to date in the good category, namely 55%, although some respondents rate it less well, namely 4%. This is due to several services that have not been implemented properly, including *online public access catalog* (OPAC) services and circulation services. The limited capacity of the online catalog system is the cause of the less than optimal OPAC service, we know that the OPAC service in supporting the arrangement of the library service system is very supportive because the catalog is a representative of library materials, because from the catalog users can obtain initial information about library materials before finding the required library materials. . The information contained in the catalog includes: title; affidavit of authorship; impressum (publisher, city of publication and year of publication); physical description of the book/collation (number of pages, book height, bibliography, index); call number (call number); and ISBN/ISSN. The types of catalogs in the library are subject catalogs, title catalogs and author catalogs. In addition to the OPAC service, previous research has also revealed that public satisfaction regarding the arrangement of the library service system is influenced by circulation services because circulation is the access to support information needs. The importance of paying attention to Opac and circulation services for maximum development and arrangement of library service systems

Graph 5. Service Promotion And Library Promotion
Community assessment regarding the implementation of library service policies in Luwu Regency, aspects of Service Promotion and Library Promotion, namely.
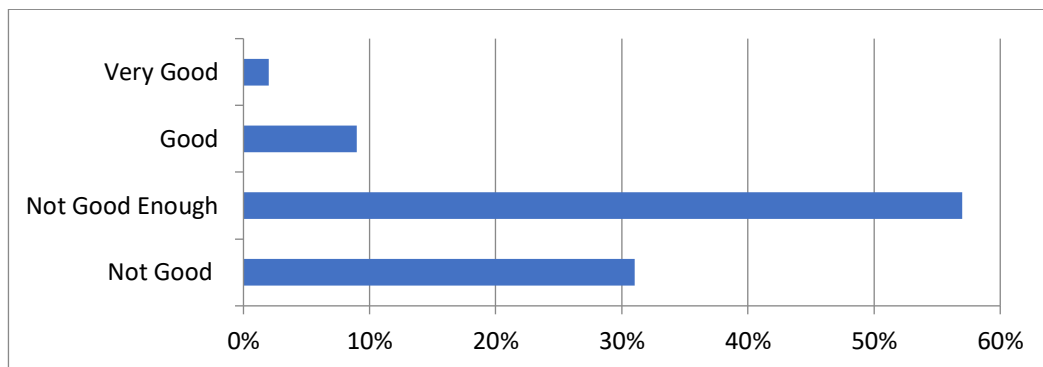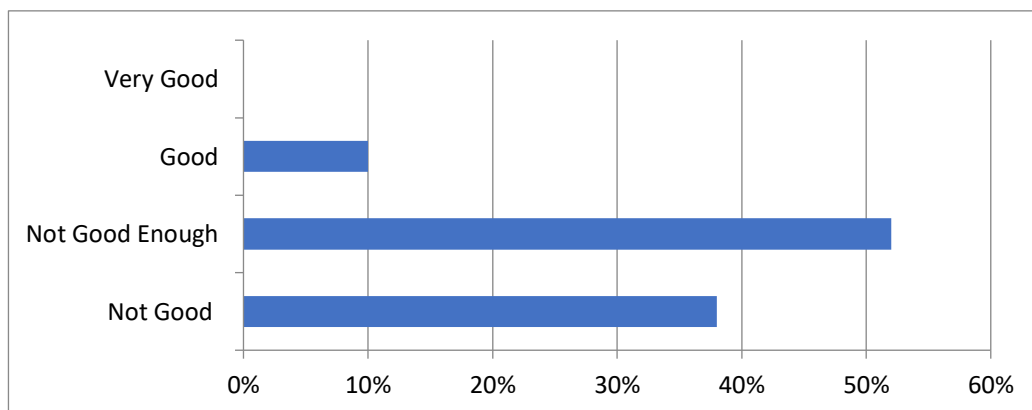
In graph 5, it shows that respondents assess aspects of service promotion and library promotion from the largest to the smallest. 57% of respondents answered Good, 31% of respondents answered Very Good, 9% of respondents answered Less well, and 2% of respondents answered Not Good.

The data above shows that respondents assess the aspects of service promotion and library promotion in good category, namely 57%, there are other respondents' assessments that say not good, namely 2%. This is due to the fact that several activities in supporting the promotion of services and library promotions have not been carried out, including book exhibitions and activities for guiding library users. Luwu Regency currently does not carry out these activities. It is known that promotion is a way to inform collections to users so that the collection is known by users so that its usability and usability is getting higher, one form of promotion of library collections, namely conducting book exhibitions is one form of promotion that has high appeal. In addition, these activities are easy to carry out and do not require high costs, book fairs can also affect the increase in reading interest and public visits to the library.

Graph 6. Future Library Service Development

Community assessment regarding the implementation of library service policies in Luwu Regency, aspects of Future Library Service Development, namely.
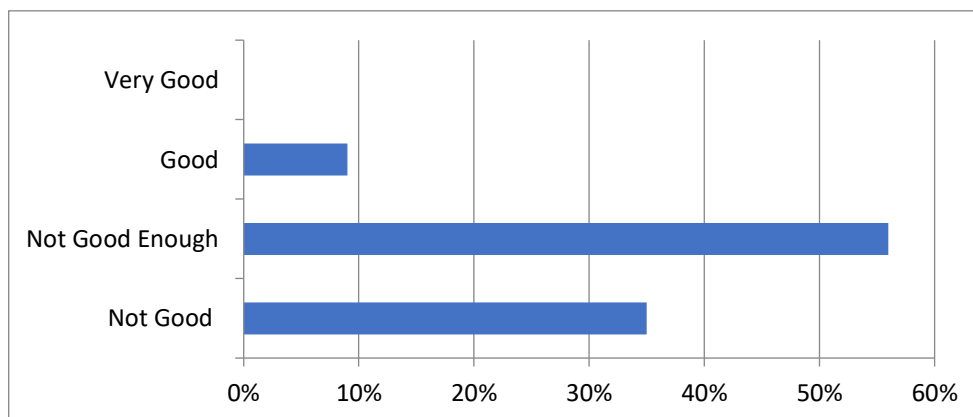

In graph 6, it shows that respondents assess the development of future library services from the largest to the smallest, 52% of respondents answered Good, 38% of respondents

answered Very Good, 10% of respondents answered Less well, and 0% of respondents answered Not Good.

The data above shows that respondents assess the development of future library services in good category, namely 52% and there is an assessment of respondents in poor category, namely 10%. This is due to the fact that the development of future library services in the Luwu Regency regional library has an incomplete system, namely the use of the latest technology applied in the Luwu Regency regional library has not been optimized, so that the accessibility of users of Luwu Regency regional library services is still not satisfied. The use of the latest technology in the development of future library services cannot be denied, so the professionalism of librarians is at stake. Users who are used to being pampered by technological facilities will of course demand that they will also get information technology-based services that can assist them in obtaining the necessary information.

Graph 7. Development of an Integrated Service System with a Library and Information Center Center in Luwu Regency.

Community assessment regarding the implementation of the Luwu Regency library service policy, aspects of the Development of an Integrated Service System with the Library and Information Center Center in Luwu Regency, namely
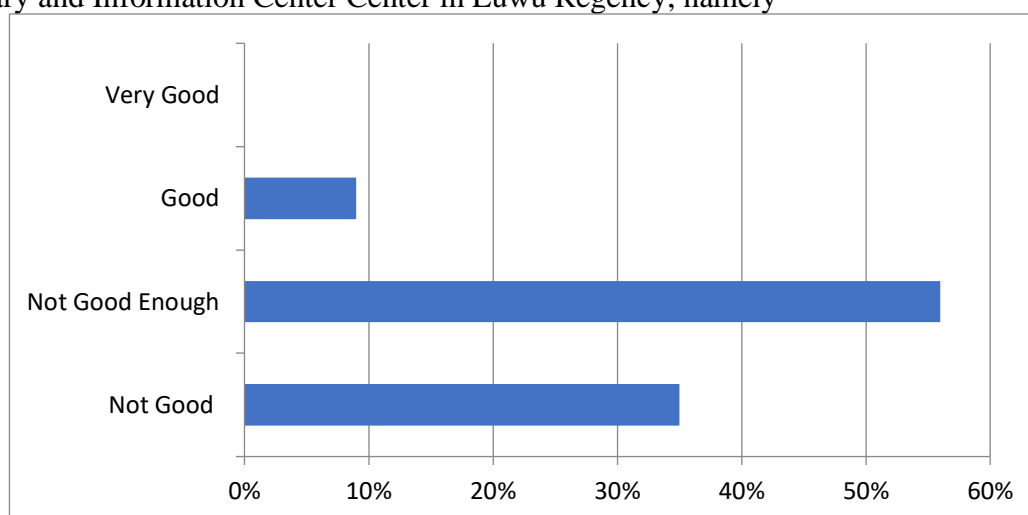

In graph 6, it shows that respondents assess the development of future library services from the largest to the smallest, 52% of respondents answered Good, 38% of respondents answered Very Good, 10% of respondents answered Less well, and 0% of respondents answered Not Good.

The data above shows that respondents assess the development of future library services in good category, namely 52% and there is an assessment of respondents in poor category, namely 10%. This is due to the fact that the development of future library services in the Luwu Regency regional library has an incomplete system, namely the use of the latest technology applied in the Luwu Regency regional library has not been optimized, so that the accessibility of users of Luwu Regency regional library services is still not satisfied. The use of the latest technology in the development of future library services cannot be denied, so the professionalism of librarians is at stake. Users who are used to being pampered by technological facilities will of course demand that they will

also get information technology-based services that can assist them in obtaining the necessary information.

Graph 7. Development of an Integrated Service System with a Library and Information Center Center in Luwu Regency.

Community assessment regarding the implementation of the Luwu Regency library service policy, aspects of the Development of an Integrated Service System with the Library and Information Center Center in Luwu Regency, namely

In graph 7, it shows that respondents assess the development of an integrated service system with libraries and information centers in Luwu Regency from the largest to the smallest, 56% of respondents answered Good, 35% of respondents answered Very Good, 9% of respondents answered Less Good, and 0% of respondents answered Not Good.

The above data shows that the respondents assess the development of an integrated service system with a library and information center in the district center of Luwu so far categorized either that 56% of respondents are also categorized unfavorable ratings of 9%. This is due to the development of an integrated service system with libraries and information centers, the service still has obstacles such as communication infrastructure facilities, preparation of content and metadata, systems and rules are not conducive. Development of an integrated system aimed at ensuring compatibility and interoperability between equipment, data, practices, procedures in access and global electronic information exchange. The previous study conducted revealed that All it became the basis that the development and management of the library will inevitably have to pay attention to the implementation of *Information and Communication Technology* (ICT) in it as the basis and indicator-based integrated development of modern libraries

CONCLUSION

Based on research on the implementation of regional library development service policies in Luwu Regency, as a form of modern library development in terms of 4 aspects, it is concluded that. The aspect of developing and structuring the library service system

is in good category, namely 55%, there is a poor respondent assessment, namely 4% the *online public access catalog* (OPAC) and circulation services are not yet effective. Aspects of service promotion and library promotion are categorized as good 57%, there is a respondent's assessment is not good, namely 2% due to lack of book exhibition activities and user guidance. Aspects of future library service development are categorized as good, namely 52%, there is a poor respondent's assessment of 10% due to not yet optimal application of the use of the latest technology. And the aspect of developing an integrated service system with libraries and information centers is in good category, namely 56%, there is an unfavorable assessment of respondents, namely 9% due to communication infrastructure facilities, content and metadata preparation, systems and rules that are not yet conducive.

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