

ABSTRACT

The research identify "Evaluation of iJateng Digital Library Service Quality Using the DigiQUAL Method" is a study conducted on iJateng digital library. This study aims to determine the quality of iJateng digital library services measured using the DigiQUAL method. The number of research respondents amounted to 89 respondents. This type of research is quantitative research. Data is collected by using a questionnaire and analyzed by the DigiQUAL method. The total number of dimensions assessed is 12 dimensions. The assessment of service quality is classified into 3 assessments, namely minimum expectations, actual expectations and accepted reality, followed by the calculation of the adequacy gap and superiority gap. The lowest minimum expectation is the interoperability dimension (5.63). This dimension addresses the ability of the application on the device used. The highest minimum expectation is the copyright dimension (6.21). This dimension refers to copyright management in digital libraries. The highest real expectation is the dimension of digital library sustainability (7.36). This dimension discusses the development of digital libraries. The lowest real expectation is the digital library as community for users dimension (6.96). This dimension discusses features that facilitate user interaction. The highest perception is the copyright dimension (6,8). This dimension discusses copyright management in digital libraries. The lowest perception is the interoperability dimension (4.87). This dimension discusses the ability of applications on the devices used. Dimensions which are considered to be satisfactory to users are the copyright dimension or search feature and for the rest the quality of iJateng digital library services are within the tolerance zone or are still acceptable to the user.

Keywords : *DigiQUAL; digital library;service quality*

