

ABSTRACT

This thesis is entitled "Quality of Circulation Services to User Satisfaction of Post-Centralized Library Users in Nahdlatul Ulama Islamic University Library Jepara to Students of Class of 2015". The purpose of this study was to determine the quality of circulation services to the satisfaction of post-centralized users at the Unisnu Jepara Library. This research uses a quantitative research design with a descriptive type of research that uses the correlational method. The sample of this research is 87 respondents. The sample is chosen using purposive sampling technique with the criteria of 2015 students of the Jepara Islamic University Nahdlatul Ulama who had used circulation services at the Faculty Library and had used circulation services at the University Library. Data analysis used in this research is descriptive statistical analysis using frequency distribution and using Spearman Correlation Analysis. Spearman correlation coefficient test analysis results show there is a positive and significant relationship with the results of the hypothesis test sig count $0,000 < 0.05$ so that H_0 is rejected and H_1 is accepted. So it can be concluded that there is a significant or moderate relationship between the quality of circulation services to the satisfaction of post-centralization users at the Nahdlatul Ulama Islamic University Library in Jepara for the class of 2015 students with a value of 0.406 or 40.6%.

Keywords: quality of circulation; user satisfaction; Unisnu Jepara Library