

ABSTRACT

This thesis studying about the evaluation of service quality on UPT Perpustakaan Library based on LibQUAL+®Lite method. The purpose of this research was to understanding how good UPT Perpustakaan Diponegoro University improving their quality of service. This research using LibQUAL+®Lite method, the newest method of LibQUAL which common used on scale service quality. On taking data dan survey it used descriptive quantitative method on 99 respondense that we got by random sampling method. Data analysis method in this research was descriptive analysis. The result of this research showing that service quality in UPT Perpustakaan Diponegoro University was fulfilled the expectation of library visitors.

Keywords: Service Quality, Service Quality Evaluation, LibQUAL Method, LibQUAL+®Lite Method