

ABSTRACT

This study aims to determine how the search behavior of students in the Archives and Libraries Service of Central Java Province in obtaining archives to meet their information needs. Using qualitative research methods with a case study approach and data collection techniques in the form of observation and interviews. Interviews were conducted online, namely through the media in the form of WhatsApp. The data obtained, the analysis researcher uses thematic analysis, and tests the validity of the data using the credibility test. The researcher's credibility test was done by triangulating and conducting member checks with several informants. Based on the results of the analysis, there are 4 (four) themes, while some of these themes include information, reasons for choosing the Arpusda Office, information seeking behavior and service satisfaction. As for student information needs, namely textual archives such as train archives, opium and so on, while the source of information used by students is the Archives and Libraries Office of Central Java Province and for student archive retrieval systems using a list of archives, archive source manuscripts and systems. dynamic archival information provided by the Arpusda office. The second theme is the reason for choosing the Arpusda Office as a source of information, while the reason for students choosing the Arpusda Office as a source of information is because the information center is one of the most complete information centers that stores archives from various regions in Central Java Province. The third theme is the core theme that answers the formulation of research problems, namely student information seeking behavior, while the student information search behavior pattern starts from the background of the emergence of information needs so that students carry out reference searches, then search information to get information according to the needs of each student, after getting information students select any information that appears by looking at the title or reading the information as a whole, after that students test the validity of the information by comparing the information obtained with other sources, then students process the information obtained and each processing result is presented in accordance with the assignment obtained. Service satisfaction is the last theme, namely to see user service satisfaction in another sense to see how the response or user opinion after utilizing services at the information center, namely as an evaluation material to continue to improve services to users.

Keywords: *Information Seeking Behavior; Archive Retrieval; College Students; The Role of the Archivist; Service Satisfaction*