

ABSTRACT

This study discusses the quality improvement of IM Telkom library services base on Quality Function Deployment (QFD) method by using three dimensions of library service quality (LibQUAL^{+TM}). These are *affect of service*, *information control*, and *library as place*. Then, we test the three dimensions based IM Telkom Library's users expectation and performance.

Overall, the quality of services was provided by IM Telkom Library is not good enough. This can be demonstrated by the average value of the student's perception of the level of 4.29 for importance and 3.12 for satisfaction levels, leading to a negative gap of -1.17. The gap has the largest quality of library as place dimension, namely of -1.36. Thus, the library IM Telkom needs to address library as place dimension in the delivery of its services without ignoring the affect of service and information control dimension, because it considered the two dimensions is not ideal in providing benefits to students. By using the Quality Function Deployment (QFD) method, it can be developed recommendations for improving the quality improvement of IM Telkom Library services.

Keywords : Quality Function Deployment (QFD) LibQUAL^{+TM}, Library Quality Improvement