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HUMAN RESOURCE SERVICE QUALITY AT THE SPECIAL LIBRARY (JDIH) OF LAMPUNG PROVINCE

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Abstract
This study is motivated by the important role of human resources (HR) in determining the quality of library services, particularly at the Legal Documentation and Information Network (JDIH) Library of Lampung Province. The identified problems include a limited number of library personnel, gaps in educational qualifications, and suboptimal human resource competencies, all of which may affect the quality of services provided to library users. This study employed a quantitative approach using a survey method involving 69 respondents. The research instrument consisted of 12 items measuring the Human Resources variable and 15 items measuring the Service Quality variable, using a five-point Likert scale. Data were analyzed using SPSS version 27 through validity, reliability, residual normality, linearity, simple linear regression, t-test, and coefficient of determination analyses. All instrument items were found to be valid, with Cronbach's Alpha values of 0.942 for the Human Resources variable and 0.945 for the Service Quality variable. The residuals were normally distributed, and the relationship between the two variables was linear. The resulting regression equation was Y = 23.793 + 0.609X. Human Resources had a positive and significant effect on Service Quality ($t = 4.755$; $p < 0.001$). The R Square value of 0.252 indicates that Human Resources explained 25.2% of the variance in Service Quality. Descriptively, the mean score for Human Resources was 2.84, while the mean score for Service Quality was 2.97, both of which were categorized as Fairly Good..

Keywords: Human Resources; Service Quality; JDIH Library; Library Services

INTRODUCTION

According to Law of the Republic of Indonesia Number 43 of 2007 concerning Libraries, Chapter I, Article 1 Paragraph (1), a library is defined as an institution that professionally manages collections of written works, printed works, and/or recorded works using standardized systems to meet users' needs for education, research, preservation, information, and recreation. Basuki (1991) defines a library as a room or part of a building used to store books and other publications. Based on these perspectives, a library can be understood as an

institution that provides access to various forms of information, both conventional and digital, while simultaneously serving as a means of preserving information (Risparyanto, 2022).

Human resources constitute a fundamental component of library management and therefore need to be managed effectively. A library can operate and perform its functions properly when its human resources are capable of utilizing and managing other available resources (Sihombing & Baperasda, 2023). Human resources are essential in library management, particularly in organizing, managing, and administering personnel in order to achieve institutional objectives (Mastiur & Siagian, 2025).

This explanation indicates that human resources represent one of the most dominant resources compared with other library resources, such as collections, service facilities and infrastructure, and financial resources. Human resources are required to organize and manage various aspects of library operations in order to achieve institutional goals. Libraries can function effectively and efficiently when they are supported by competent and appropriately managed personnel (Tijan et al., 2023).

The Legal Documentation and Information Network (Jaringan Dokumentasi dan Informasi Hukum, JDIH) Library of the Lampung Provincial Secretariat is categorized as a special library (Law Number 43 of 2007 concerning Libraries). Article 20 of Law Number 43 of 2007 stipulates that libraries in Indonesia are classified into five types, each of which performs specific functions and roles within society: national libraries, public libraries, school/madrasah libraries, higher education libraries, and special libraries (Ariani et al., 2023). Special libraries are established to support the vision and mission of their parent institutions by functioning as information centers and repositories (Ag et al., 2024). They are responsible for fulfilling the information needs of their users and facilitating information searching and retrieval. Special libraries may also function as research institutions, data centers, or organizational libraries with collections focused on particular subject areas (Putra et al., 2024).

The JDIH Library of the Lampung Provincial Secretariat is a special library operating within a government institution. The library currently has only one staff member responsible for its daily operations. Such limited staffing may substantially affect the effectiveness of library management and, consequently, the quality of services provided to users. In the era of public information transparency, the Legal Documentation and Information Network plays a vital role as a means of disseminating legal information to the public, government officials, and other stakeholders. JDIH is intended to ensure the establishment of an integrated and coordinated system for managing legal documentation and information (Perpustakaan & Republik, 2022). Managing human resources, however, is not a simple task. Differences in individual backgrounds can influence patterns of behavior and therefore require appropriate human resource management by library leadership (Putu Ester Mirayanti & Ni Putu Premierita Haryanti, 2024).

Several previous studies have demonstrated a relationship between the quality of human resources and library services. Research by Syahruramadhan and Haruddin found that librarian competencies—including knowledge, skills, and attitudes—had a positive and significant effect on user satisfaction and service quality (Syahruramadhan, 2024). Research by Muhamad and Yudi similarly showed that service quality had a positive and significant influence on visitor satisfaction (Fathoni et al., 2022). In addition, Putu Dewi Puspitawati's study demonstrated that the quality of human resources influenced service quality (Putu Dewi Puspitawati, 2023).

Nevertheless, a common phenomenon in public service institutions is the existence of a gap between users' expectations and their perceptions of the services they actually receive.

Human resources constitute one of the key factors in bridging this gap. Advanced information technology and comprehensive collections cannot operate optimally without competent, responsive, and professionally committed human resources, including librarians and supporting staff.

The urgency of the present study is reinforced by the consistency of previous findings demonstrating that library service quality is strongly influenced by librarian competence and the quality of human resources (M et al., 2025). Various studies have shown that improvements in competence—particularly in terms of knowledge, skills, and attitudes—make a significant contribution to user satisfaction and the quality of services delivered. The novelty of the present study lies in re-examining the role of human resource competence within the more specific context of a JDIH library, which has distinctive characteristics as a legal information service institution. A research gap therefore remains that requires further investigation, particularly regarding service provision within specialized legal libraries (Mulyana, 2026).

Based on this research gap, the hypothesis proposed in this study is that service quality influences user satisfaction in the library. Based on the preceding discussion, this study aims to determine the effect of service quality on human resources at the Legal Documentation and Information Network (JDIH) Library.

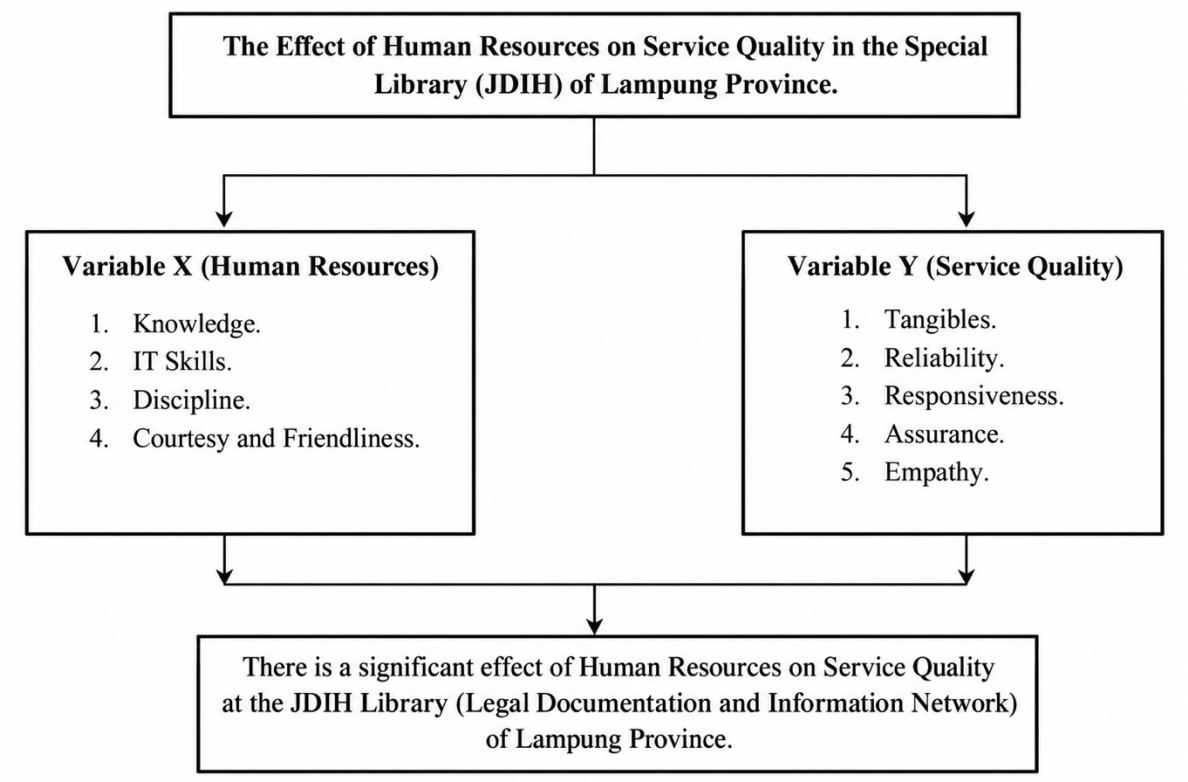


Table 1. Variable Operational

Variable	Indicator	Number of Items	Scale
Human Resources (X)	Knowledge	3	Likert
	IT Skills	3	Likert
	Attitude/Behavior	6	Likert
Service Quality (Y)	Tangibles	3	Likert
	Reliability	3	Likert

Variable	Indicator	Number of Items	Scale
	Responsiveness	3	Likert
	Assurance	3	Likert
	Empathy	3	Likert

RESEARCH METHOD

This study employed a quantitative research method using a causal-associative approach. The research design used a survey method with a structured questionnaire distributed online through Google Forms. Quantitative research refers to research that uses numerical data and statistical analysis to test predetermined hypotheses (Muin, 2023). Quantitative analysis in this study was conducted statistically with the assistance of SPSS (*Statistical Product and Service Solutions*) version 27.

The research population consisted of 226 members of the JDIH Library of Lampung Province. The sample size was determined using Slovin's formula with a sampling error level (e) of 0.10, resulting in 69.33, which was rounded to 69 respondents. The value of e = 0.10 in this calculation refers to the precision level used to determine the sample size, while all statistical tests in this study used a significance level of α = 0.10.

$$n = \frac{N}{1 + N(e)^2}$$

n = Sample size
N = Population size
e = Margin of error (precision) expressed in decimal form, for example, 0.10 for 10%.

The sample calculation using the formula above was as follows:

$$n = \frac{N}{1 + N(e)^2}$$

$$n = \frac{226}{1 + 226(0{,}1)^2}$$

$$n = \frac{226}{1 + 2{,}26}$$

$$n = \frac{226}{3{,}26}$$

$$n = 69{,}33 = 69$$

Based on the calculation, the sample size was determined to be 69 respondents. Sample selection followed a probability sampling technique, in which every member of the population had an opportunity to be selected as a sample according to the research procedure.

The primary data were collected through a closed-ended questionnaire using a five-point Likert scale, while interviews and documentation were used as supporting data. The instrument consisted of 12 items for the Human Resources variable (X) and 15 items for the Service Quality variable (Y). Response alternatives were scored as follows: Strongly Agree (5),

Agree (4), Neutral (3), Disagree (2), and Strongly Disagree (1). The mean scores were subsequently converted into interval categories, as presented in Table 2 (Faisal et al., 2024).

Table 2. Interpretation Intervals for Mean Scores

Mean Interval	Category
1.00–1.80	Very Poor
1.81–2.60	Poor
2.61–3.40	Fairly Good
3.41–4.20	Good
4.21–5.00	Very Good

Source: Calculation results based on the 1–5 Likert scale interval.

The interpretation of mean scores was based on the class interval width, calculated as (5 − 1) / 5 = 0.80. Accordingly, mean scores ranging from 1.00–1.80 were categorized as Very Poor; 1.81–2.60 as Poor; 2.61–3.40 as Fairly Good; 3.41–4.20 as Good; and 4.21–5.00 as Very Good. Documentation was used to obtain written data relevant to the research object, while interviews were conducted to complement information concerning management and service conditions at the JDIH Library of Lampung Province. Instrument testing consisted of validity and reliability tests. The validity test employed Pearson's Product-Moment Correlation with n = 69 and df = 67. At a two-tailed significance level of α = 0.10, the critical r value used was approximately 0.200. An item was considered valid when the calculated r value exceeded the critical r value and the significance value was less than 0.10. The reliability test employed Cronbach's Alpha, with an instrument considered reliable when the alpha coefficient was ≥ 0.70 (Abigail Soesana, Hana Subakti, & Karwanto, 2023).

$$r = \frac{\boldsymbol{n}\sum(\boldsymbol{X_i Y_i}) - (\sum \boldsymbol{X_i})(\sum \boldsymbol{Y_i})}{\sqrt{\{(\boldsymbol{nX}\sum_{\boldsymbol{i}}^{\boldsymbol{2}} - (\sum \boldsymbol{X_i})^2)(\boldsymbol{nY}\sum_{\boldsymbol{i}}^{\boldsymbol{2}} - (\sum \boldsymbol{Y_i})^2)}}$$

Description:
- n = Number of samples or respondents.
- Xi = Value of the i-th item in variable X.
- Yi = Value of the i-th item in variable Y.
- ∑Xi = Sum of all X values.
- ∑Yi = Sum of all Y values.
- $\sum Xi^2$ = Sum of the squared X values.
- $\sum Yi^2$ = Sum of the squared Y values.
- ∑(XiYi) = Sum of the products of each paired Xi and Yi value.

The reliability test was used to assess the internal consistency of the research instrument. An instrument was considered reliable when the Cronbach's Alpha value was ≥ 0.70. The higher the alpha coefficient, the stronger the consistency among the items in measuring the same variable.

$$r\left[\frac{k}{(k-1)}\right]\left[1 - \frac{\sum \sigma_b^2}{\sigma_t^2}\right]$$

Description:

- r = Instrument reliability coefficient
- k = Number of questionnaire items
- $\sum\sigma b^2$ = Sum of item variances
- σt^2 = Total variance

The prerequisite tests for data analysis included residual normality and linearity tests. Residual normality was tested using the unstandardized residual values through the Kolmogorov–Smirnov and Shapiro–Wilk tests. The residuals were considered normally distributed when the significance value was greater than 0.10. The linearity test was conducted using the *Test for Linearity*. The relationship between variables X and Y was considered linear when the significance value of *Deviation from Linearity* was greater than 0.10 (Yani Balaka, 2022).

Hypothesis testing was conducted using simple linear regression analysis and a partial t-test. Simple linear regression was employed to determine the direction of the effect of Human Resources (X) on Service Quality (Y), while the t-test was used to examine the statistical significance of the regression coefficient at a significance level of α = 0.10 (Sugiyono, 2022).

The simple linear regression model was formulated as:

$$\hat{Y} = a + bX$$

where:
- $\hat{Y}$ = Predicted value of Service Quality
- a = Constant
- b = Regression coefficient
- X = Human Resources

The null hypothesis (H_0) states that Human Resources do not have a significant effect on Service Quality, whereas the alternative hypothesis (H_a) states that Human Resources have a significant effect on Service Quality. H_0 is rejected if the significance value (Sig.) is < 0.10 or if the calculated t-value exceeds the critical t-value

$$t = \frac{r\sqrt{n-2}}{\sqrt{1-r^2}}$$

Description:
- r = Correlation coefficient
- n = Number of samples
- t = Significance level determined by comparing the calculated t-value (tcount) with the critical t-value (ttable)

RESULT AND DISCUSSION

RESULT

This study employed a quantitative approach with a final sample of 69 respondents. Respondent characteristics are presented to describe the composition of the sample prior to instrument testing, descriptive analysis, and inferential analysis.

Table 3. Respondent Characteristics

Characteristic	Category	Frequency	Percentage
Gender	Male	47	68.12%
Gender	Female	22	31.88%
Occupation	Civil Servant (ASN)	35	50.72%
Occupation	University Student	15	21.74%
Occupation	Teacher	10	14.49%
Occupation	General Public	9	13.04%
Age	20–29 years	16	23.19%
Age	30–39 years	25	36.23%
Age	40–49 years	27	39.13%
Age	50–59 years	1	1.45%

Source: Profile data of 69 respondents, processed in 2026.

Based on Table 3, there were 47 male respondents (68.12%) and 22 female respondents (31.88%). In terms of occupation, civil servants (ASN) constituted the largest group, totaling 35 respondents (50.72%). Meanwhile, respondents aged 40–49 years represented the largest age group, comprising 27 individuals (39.13%). These data provide an overview of the characteristics of the sample used in this study.

Instrument Testing

Instrument testing included validity and reliability tests. With 69 respondents, 67 degrees of freedom (df), and a two-tailed significance level of 10%, the critical r-value used was approximately 0.200. An item was considered valid when the calculated r-value exceeded the critical r-value and the significance value was less than 0.10.

Table 4. Results of the Instrument Validity Test

Variable	Item	Calculated r	Critical r	Sig.	Interpretation
X	X1	0.851	0.200	< 0.001	Valid
X	X2	0.783	0.200	< 0.001	Valid
X	X3	0.825	0.200	< 0.001	Valid
X	X4	0.691	0.200	< 0.001	Valid
X	X5	0.671	0.200	< 0.001	Valid
X	X6	0.802	0.200	< 0.001	Valid
X	X7	0.777	0.200	< 0.001	Valid
X	X8	0.833	0.200	< 0.001	Valid
X	X9	0.745	0.200	< 0.001	Valid
X	X10	0.807	0.200	< 0.001	Valid
X	X11	0.723	0.200	< 0.001	Valid

Variable	Item	Calculated r	Critical r	Sig.	Interpretation
X	X12	0.865	0.200	< 0.001	Valid
Y	Y1	0.810	0.200	< 0.001	Valid
Y	Y2	0.788	0.200	< 0.001	Valid
Y	Y3	0.638	0.200	< 0.001	Valid
Y	Y4	0.781	0.200	< 0.001	Valid
Y	Y5	0.841	0.200	< 0.001	Valid
Y	Y6	0.732	0.200	< 0.001	Valid
Y	Y7	0.784	0.200	< 0.001	Valid
Y	Y8	0.727	0.200	< 0.001	Valid
Y	Y9	0.811	0.200	< 0.001	Valid
Y	Y10	0.580	0.200	< 0.001	Valid
Y	Y11	0.763	0.200	< 0.001	Valid
Y	Y12	0.824	0.200	< 0.001	Valid
Y	Y13	0.667	0.200	< 0.001	Valid
Y	Y14	0.722	0.200	< 0.001	Valid
Y	Y15	0.803	0.200	< 0.001	Valid

Source: Primary data processed using SPSS, 2026

Based on Table 4, all 27 statement items were declared valid. The calculated r-values for the Human Resources variable ranged from 0.671 to 0.865, while those for the Service Quality variable ranged from 0.580 to 0.841. All calculated r-values were higher than the critical r-value of 0.200, with $p < 0.001$. Therefore, all items were considered appropriate for use in the subsequent stages of analysis.

Table 5. Results of the Reliability Test

Variable	Cronbach's Alpha	N of Items	Criterion	Interpretation
Human Resources (X)	0.942	12	≥ 0.70	Reliable
Service Quality (Y)	0.945	15	≥ 0.70	Reliable

Source: Primary data processed using SPSS, 2026.

Table 5 shows that the Cronbach's Alpha value was 0.942 for the Human Resources variable and 0.945 for the Service Quality variable. Both values exceeded the minimum reliability threshold of 0.70. Therefore, the instruments used to measure both variables demonstrated adequate internal consistency and were considered reliable.

Prerequisite Tests for Data Analysis

The prerequisite tests were conducted on the regression residuals and on the relationship between the Human Resources and Service Quality variables. All statistical decisions were made using a significance level of $\alpha = 0.10$.

Normality Test

The normality test was conducted on the regression residuals to determine whether the residuals followed a normal distribution.

Table 6. Results of the Residual Normality Test (Tests of Normality)

Method	Statistic	df	Sig.	Interpretation
Kolmogorov–Smirnov	0.049	69	0.200*	Normal
Shapiro–Wilk	0.985	69	0.597	Normal

Source: Primary data processed using SPSS, 2026.

Based on Table 6, the significance value of the Kolmogorov–Smirnov test was 0.200, while that of the Shapiro–Wilk test was 0.597. Both values were greater than 0.10, indicating that the regression residuals satisfied the normality assumption. The asterisk (*) attached to the value of 0.200 follows the SPSS output and indicates the lower bound of the true significance under the Lilliefors significance correction.

Linearity Test

The linearity test was conducted to determine whether the relationship between the Human Resources and Service Quality variables could be appropriately explained using a linear model.

Table 7. Results of the Linearity Test (ANOVA Table)

Component	Sum of Squares	df	Mean Square	F	Sig.
Combined	7,746.923	34	227.851	1.943	0.028
Linearity	2,961.013	1	2,961.013	25.244	< 0.001
Deviation from Linearity	4,785.910	33	145.028	1.236	0.271
Within Groups	3,988.033	34	117.295	—	—
Total	11,734.957	68	—	—	—

Source: Primary data processed using SPSS, 2026.

Table 7 shows that the significance value for Deviation from Linearity was 0.271, which is greater than 0.10, while the Linearity component had a significance value of $p < 0.001$. These results indicate that there was no significant deviation from a linear relationship between Human Resources and Service Quality. Therefore, the linearity assumption was satisfied.

Simple Linear Regression Analysis

Simple linear regression analysis was used to examine the direction and magnitude of the effect of Human Resources on Service Quality. The adequacy of the regression model was first assessed through the regression ANOVA table.

Table 8. Results of the Regression Test (ANOVA)

Source	Sum of Squares	df	Mean Square	F	Sig.
Regression	2,961.013	1	2,961.013	22.611	< 0.001
Residual	8,773.943	67	130.954	—	—
Total	11,734.957	68	—	—	—

Source: Primary data processed using SPSS, 2026.

Based on Table 8, the F-value was 22.611 with $p < 0.001$. Since the p-value was lower than 0.10, the regression model was statistically significant and could therefore be used to analyze the effect of Human Resources on Service Quality.

Table 9. Results of the Regression Test (Coefficients)

Model	B	Std. Error	Beta	t	Sig.
(Constant)	23.793	4.580	—	5.194	< 0.001
Human Resources (X)	0.609	0.128	0.502	4.755	< 0.001

Source: Primary data processed using SPSS, 2026.

Based on Table 9, the constant value was 23.793, while the regression coefficient for the Human Resources variable was 0.609. Therefore, the regression equation obtained was:
Y = 23.793 + 0.609X

The positive regression coefficient indicates that an increase in the Human Resources score is associated with an increase in the Service Quality score.

Hypothesis Testing

Partial Test (t-Test)

Based on the t-test results, the calculated t-value was 4.755, which was greater than the critical t-value of 1.668 (df = 67), with $p < 0.001$. At a significance level of $\alpha = 0.10$, H_0 was rejected and H_a was accepted. This means that Human Resources have a positive and significant effect on Service Quality at the JDIH Library of Lampung Province.

Coefficient of Determination Test (R^2)

The coefficient of determination test was conducted to determine the proportion of variation in Service Quality that could be explained by Human Resources in the regression model.

Table 10. Results of the Coefficient of Determination Test (Model Summary)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.502	0.252	0.241	11.444

Source: Primary data processed using SPSS, 2026.

Table 10 shows an R value of 0.502, indicating a positive relationship between Human Resources and Service Quality. The R Square value of 0.252 indicates that 25.2% of the variation in Service Quality can be explained by Human Resources, while the remaining 74.8% is explained by other factors outside variable X in the research model.

DISCUSSION

Human Resources Based on Competency Theory

The discussion of the Human Resources variable refers to the competency theory proposed by Lasa HS, as adopted in the research proposal. Human resource competency is formed by three main aspects: knowledge, skills, and attitudes/behavior. To clarify the relationship between indicators, questionnaire items, and measurement results, all items under each indicator are summarized in the following tables (Azkiya, 2022).

Table 11. Questionnaire Results for the Human Resources Variable (X) Based on Indicators

No.	Indicator	Statement	Mean	Interpretation
1	Knowledge	X1. Understanding of the classification of legal products and legal literature search systems. X2. Mastery of legal	2.75	Fairly Good

No.	Indicator	Statement	Mean	Interpretation
		literature search systems. X3. Knowledge of legal terms and subjects required by library users.		
2	Skills	X4. Ability to operate computers and the JDIH database and to locate physical documents. X5. Speed and accuracy in locating documents required by library users. X6. Skills in using library automation systems and digital catalogs.	2.92	Fairly Good
3	Attitude/Behavior	X7. Courtesy, friendliness, and work ethic in serving the public. X8. Friendliness and a welcoming attitude toward visitors. X9. Respectful attitude and appropriate language during service delivery. X10. Discipline in carrying out service duties. X11. Responsibility in completing services for library users. X12. Consistency in work ethic during operational service hours.	2.85	Fairly Good

The knowledge indicator obtained a mean score of 2.75, which falls within the Fairly Good category. This finding indicates that JDIH staff possess an adequate understanding of legal product classification and legal literature searching; however, further improvement is still needed through stronger legal knowledge and enhanced information retrieval skills.

The skills indicator obtained a mean score of 2.92, representing the highest score among the Human Resources indicators, although it remained within the Fairly Good category. The technical abilities of JDIH staff in operating computers, using the JDIH database, and accessing digital catalogs were relatively more prominent. Nevertheless, these competencies still need to be strengthened to ensure that legal information services can be delivered more effectively and efficiently.

The attitude/behavior indicator obtained a mean score of 2.85 and was also categorized as Fairly Good. This indicator includes courtesy, friendliness, discipline, responsibility, and work ethic. Work ethic was perceived as relatively good, while discipline still requires improvement in order to maintain consistent professionalism and service quality for library users.

Service Quality Based on SERVQUAL Dimensions

Service Quality was analyzed based on the five SERVQUAL dimensions used in the research proposal, namely tangibles, reliability, responsiveness, assurance, and empathy. Each dimension is summarized together with its corresponding statement items, mean score, and category in the following table (Apsari & Novitaningtyas, 2022).

Table 12. Questionnaire Results for the Service Quality Variable (Y) Based on SERVQUAL Dimensions

No.	Indicator	Statement	Mean	Interpretation
1	Tangibles	Y1. Cleanliness and comfort of the reading room and digital search facilities. Y2. Neatness and professionalism of staff appearance. Y3. Availability and functionality of digital literature search facilities.	2.90	Fairly Good
2	Reliability	Y4. Punctuality of library opening and closing hours. Y5. Accuracy in providing legal documents without errors or mix-ups. Y6. Reliability of the JDIH library service and management system.	2.95	Fairly Good
3	Responsiveness	Y7. Staff promptness in greeting library users. Y8. Speed in responding to requests for assistance in locating legal	3.00	Fairly Good

No.	Indicator	Statement	Mean	Interpretation
		documents. Y9. Promptness in providing solutions to questions or complaints related to legal information.		
4	Assurance	Y10. Staff knowledge in fostering user trust. Y11. Validity and accountability of the legal information provided. Y12. Up-to-dateness of legal products provided to library users.	2.98	Fairly Good
5	Empathy	Y13. Friendly attitude and the practice of greeting library users. Y14. Fair and non-discriminatory service. Y15. Service delivery without discrimination based on users' social status.	3.03	Fairly Good

Source: Primary data from 69 respondents, processed in 2026.

The tangibles dimension obtained a mean score of 2.90 and was categorized as Fairly Good. This dimension includes the cleanliness and comfort of the reading room, the neat appearance of staff, and the availability of digital search facilities. These findings indicate that the physical facilities and overall comfort of JDIH services still require improvement. The reliability dimension obtained a mean score of 2.95 and was categorized as Fairly Good. This dimension relates to punctuality, the accuracy of legal documents, and consistency in service delivery. Reliability therefore needs to be strengthened in order to ensure the accuracy of information and maintain users' trust. The responsiveness dimension obtained a mean score of 3.00 and was categorized as Fairly Good. This dimension reflects the promptness of staff in responding to users' needs and assisting them in locating legal information. Accordingly, the speed and accuracy of responses should continue to be improved. The assurance dimension obtained a mean score of 2.98 and was categorized as Fairly Good. This dimension includes staff knowledge, the validity of information, and the up-to-dateness of legal products. Improving staff competence is necessary to ensure that the information provided is accurate, current, and trustworthy. The empathy dimension obtained a mean score of 3.03, representing the highest score among the Service Quality dimensions, although it remained within the Fairly Good category. This dimension includes friendliness, attentiveness, fairness, and concern for users' needs. These findings indicate that interpersonal relations constitute a relative strength of JDIH services and should be maintained consistently.

The Effect of Human Resources on Service Quality

The regression analysis showed that Human Resources had a positive and significant effect on Service Quality, as indicated by the regression equation $Y = 23.793 + 0.609X$, a calculated t-value of 4.755 that exceeded the critical t-value of 1.668, and $p < 0.001$. These findings support the research hypothesis and are consistent with Syahruramadhan (2024) and Saputra and Junaidi (2026), who found that librarian competence has a positive effect on service quality.

The R Square value of 0.252 indicates that Human Resources explained 25.2% of the variation in Service Quality, while the remaining 74.8% was influenced by other factors outside the model. Therefore, improving service quality at the JDIH Library should not rely solely on strengthening staff competence, but should also be supported by continuous improvements in facilities, information systems, accessibility, and overall service governance.

CONCLUSION

Based on the findings of this study, both Human Resources and Service Quality at the JDIH Library of Lampung Province were categorized as Fairly Good. Human Resources were proven to have a positive and significant effect on Service Quality; therefore, the research hypothesis was accepted. However, Human Resources are not the only factor determining service quality, indicating that service improvement should also consider other supporting factors. Accordingly, continuous staff competency development is required, particularly in legal knowledge, information technology skills, communication, and service ethics. In addition, improvements in facilities, information access, and service systems are also necessary. Future research is recommended to include other variables that may influence service quality and to involve respondents with broader characteristics

SUGGESTION

Library managers should provide continuous training related to information technology and legal documentation in order to strengthen staff competency. Service evaluation should also be conducted regularly, particularly in areas receiving relatively lower assessments, including facilities and infrastructure as well as staff responsiveness. In addition, the library should improve supporting factors such as service facilities, the completeness of legal collections, digital access, and the comfort of service spaces. Future researchers are encouraged to include additional variables, such as facilities, work culture, and information systems, as well as to expand the scope and characteristics of respondents.

THANK YOU-NOTE

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