

ANALYSIS OF THE APPLICATION OF NATIONAL STANDARDS ON ASPECTS OF HUMAN RESOURCES IN SPECIAL LIBRARIES

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Abstract

This research investigates the implementation of National Standards concerning the Human Resources Aspect in the Special Library of the Diplomatic Ministry of Foreign Affairs. The primary focus is on the roles and qualifications of human resources (HR) in library development. The study aims to determine the suitability of applying National Standards related to the Human Resources Aspect in the Special Library of the Diplomatic Ministry of Foreign Affairs and to understand the challenges that arise when the library faces a shortage of human resources (HR). This research employs a descriptive qualitative method involving observation, interviews, and documentation. It includes two librarians and two library technical staff members. The findings reveal that within the general standards, one out of three components remains unfulfilled. The qualification standard for the head librarian is entirely unmet due to the absence of a head librarian in the library. For the qualification standard for librarians, one out of three components remains unfulfilled. Similarly, for the qualification standard for library technical staff, two out of three components remain unmet. The human resources in the Diplomatic Ministry of Foreign Affairs Library do not meet all the standard components, resulting in an increased workload for the existing librarians, as they bear responsibility for all tasks within the library. The significance of this research is to find out the deficiencies that exist in the library and then to correct the deficiencies that exist in the library.

Keywords: Human Resources Aspect, Library Development, National Standards

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INTRODUCTION

Based on Law Number 43 of 2007 concerning Libraries, there are several types of libraries, starting from the National Library, Public Libraries, School Libraries, College Libraries and Special Libraries. One of the various types of libraries that is specifically dedicated to providing and meeting the specific information needs of its users is a special library. This library

is devoted to meeting the information needs of library users in government, community institutions, education, religion and other organizations on a limited basis.

It can be seen that the role of special libraries is important in the research domain, thus special libraries must be able to carry out their duties as information providing institutions based on existing regulations (Endarti, 2022). Library regulations or standards are used as a guide in carrying out the management, implementation and improvement of library organizations in Indonesia in order to create libraries that comply with applicable regulations. The regulations regarding special library standards that serve as guidelines are the National Library Regulations of the Republic of Indonesia Number 7 of 2022 concerning National Special Library Standards. So that the library's vision and mission can be achieved more easily, it is hoped that it will refer to Special Library Standards in the administration, management and development of the library.

There are several researchers who have conducted research on national library standards, namely research conducted by Zurika Sintia Putri, a student of the Library Science Study Program, Faculty of Administrative Sciences, Brawijaya University in her thesis entitled "Analysis of National Special Library Standards Based on Regulation of the Head of the National Library of the Republic of Indonesia Number 14 of 2017 (Study at the Library of the Research Institute for Various Nut and Tuber Crops, Kendalpayak Malang)" using descriptive research methods with a qualitative approach. The aim of this research is to explain and analyze the National Special Library Standards at the Research Center for Various Nuts and Tubers and several inhibiting and supporting factors in their implementation. The results of this research indicate that the implementation of the National Special Library Standards in this library has not gone well, because there are still components that are not appropriate. This library has just implemented special library standards for library service components and library infrastructure. And the standards that are still not implemented in libraries are library management, the condition of the collection, library staff and the management carried out. These standards have not been implemented due to inhibiting factors in the budget, changes in information needs, the number of library staff, as well as input from agency leaders (Zurika Sintia Putri, 2018).

Second, namely research from Khuswatun Khasanah, student of the Library Science Study Program, Faculty of Adab and Cultural Sciences, Sunan Kalijaga State Islamic University, Yogyakarta in her thesis in 2016 entitled "Evaluation of the Implementation of National Standards (SNP) 003:2011 in the Management of the Bantul Regency Public Library" which has The aim is to explain the application of National Library Standards (SNP) 003:2011 in the management of the Bantul Regency Public Library using qualitative descriptive methods. The results of this research are, it can be seen that of the 41 total components that have been implemented, there are 24 components that are in accordance with SNP 003:2011, 7 components in total are still not in accordance with SNP 003:2011, and 10 components are still not in accordance with SNP 003:2011. at all SNP 003:2011 (Kuswatun Khasanah, 2016).

Based on these special library standards, there are important components that libraries must fulfill, namely library staff. Library staff are the most important librarians in a library (Hermadilla & Salim, 2022). Library technical personnel or library staff should be able to comply with the criteria in the regulations and carry out professional development. The vision and mission of a library will run as expected if its human resources can adapt to existing standards and carry out professional development. The Diplomacy Library of the Ministry of Foreign

Affairs is one of the institutions that should also implement National Standards regarding the human resources (HR) aspects of Special Libraries (Annisya et al, 2023).

The Diplomacy Library of the Ministry of Foreign Affairs is a library under the Planning, Development and Evaluation (PPE) unit at the PUSDIKLAT of the Ministry of Foreign Affairs. Before becoming the Diplomacy Library of the Ministry of Foreign Affairs, this library was originally called the Ali Alatas Library. The Ali Alatas Library is widely known as the Ministry of Foreign Affairs Library. In 2019 the Ali Alatas Library officially changed its name to the Diplomacy Library of the Ministry of Foreign Affairs of the Republic of Indonesia. As well as moving locations to the Education and Training Center of the Department of Foreign Affairs. The Diplomatic Library of the Ministry of Foreign Affairs applies an open service system, where users can directly search for library materials on the available shelves (Syam, 2016).

The Diplomacy Library of the Ministry of Foreign Affairs has a collection of approximately 32,000 collections. This collection is quite large for a special library. With this number of collections, it is hoped that it can meet all the needs of users or visitors who visit the library. There are 4 librarians at the Diplomacy Library of the Ministry of Foreign Affairs. Overall, the condition of human resources in the Diplomacy Library of the Ministry of Foreign Affairs is still unfulfilled, namely that the organizational structure of this library has not been formed and there is no head of the library.

The Head of the Diplomacy Library at the Ministry of Foreign Affairs is not yet available or is still experiencing a vacancy because this library is still in the management stage. However, the Diplomacy Library of the Ministry of Foreign Affairs is directly supervised by the head of Planning, Development and Evaluation (PPE). The head of PPE plays a role in monitoring developments that occur in the library and indirectly also plays the role of the head of the library even though structurally the head of PPE does not have a Power of Attorney as head of the library.

There are two librarians in the Diplomacy Library of the Ministry of Foreign Affairs, both of whom have educational backgrounds in SI, Library Science, University of Indonesia. These two librarians play a role in all activities in the library, this is because the Diplomacy Library of the Ministry of Foreign Affairs does not yet have an organizational structure and does not have specific rules regarding the duties of each librarian. And with the condition of human resources (HR) in libraries which is still lacking, librarians have more responsibility in managing and providing services in the library.

There are also two library technical staff, of which technical staff I has a high school education background at SMAN 29 Jakarta. The task of this technical staff is to manage the training collection. Then there are also technical staff II who also have a high school/equivalent educational background in Jakarta. These technical personnel serve as staff in inputting individual work papers (taskap) of training participants.

Based on several previous studies which were used as comparisons by researchers in conducting this research, the researchers were interested in carrying out research including the Implementation of National Standards for Human Resources (HR) and Human Resources (HR) Special Library in the Foreign Ministry's Diplomacy Library, because of the special library in the Diplomacy Library of the Ministry of Foreign Affairs. The country has a total book collection of 32,000 collections, which is more than the number of book collections in other libraries, so in this case researchers are interested in finding out what the obstacles are in implementing national standards in these libraries. Through a broader and deeper understanding of the application of National Standards Related to Human Resources (HR) Aspects of Special

Libraries, this research seeks to provide insights that provide benefits for the development of similar aspects in the future and also as an illustration for libraries to be able to create resources human resources (HR) in Special Libraries in accordance with existing standards. Because the results of this research will be useful for human resource development which will be used as a reference for other libraries in implementing national library standards.

Library Standards

A standard is a document that describes specific requirements, instructions, minimum characteristics as a reference in assessing the suitability of materials, products and services as expected by an institution or organization. According to Handoko in (Novianingsih, 2020) standards are a measurement material that is used as a guide to assess results.

Library standards are the process of implementing something that has been standardized and using certain concepts that are carried out appropriately for libraries. Standards are divided into two parts, namely national standards and international standards (Susanto, 2010). The international standards organization (ISO) is an organization that issues national standards. ISO (International Standards Organization) is an international institution that plays a role in developing standards and is known as a leading organization in the field of global standardization. To measure library performance, ISO issued a standard for libraries, namely, ISO 11620:2014 Information and documentation--Library performance. In the context of national level library standards, the National Library of the Republic of Indonesia is responsible for creating and issuing national library standards in accordance with its authority as a regulatory institution.

Based on the description of the theoretical study that has been presented above, the grand theory used in this research is the theory of library standards presented by Handoko in (Novianingsih, 2020), standards are a measurement tool that is used as a guide to assess results.

RESEARCH METHOD

This research uses a type of descriptive qualitative research with the aim of producing information that describes or explains a symptom or event that is actual or in accordance with events that occur in the field.

The research location that was the center of attention in data collection was the Diplomacy Library of the Indonesian Ministry of Foreign Affairs. This library was chosen as a research location because the Diplomacy library of the Indonesian Ministry of Foreign Affairs is an organization under the auspices of the Ministry of Foreign Affairs and should have implemented or implemented national library standards specifically regarding library human resources or library staff.

The subjects of this research were library staff or human resources (HR) in the Diplomacy Library of the Ministry of Foreign Affairs. These subjects were selected based on their ability to provide comprehensive and relevant information for research purposes. Individuals who are able to provide information related to the research being conducted by researchers are called informants in qualitative research. The term informant is used as an expression to describe the subject in research. The sources of informants in this research are:

Table 1. List of Informant Names

Source	Position	Units
Informant 1	Librarian	Library Manager
Informant 2	Librarian	Library Manager
Informant 3	Library Technical Staff	-
Informant 4	Library Technical Staff	-

This research uses qualitative data analysis techniques which refer to the concepts explained by Miles and Huberman as mentioned in (Danuri et al., 2019). The data analysis technique used is, firstly, data reduction, which is one of the steps in research which involves careful selection, grouping, direction and organization of data, with the aim of reaching relevant conclusions or verification. Second, data presentation, data obtained at the research location through observation, interviews, documentation which was analyzed to obtain descriptive data regarding the Implementation of National Standards Related to Human Resources (HR) Aspects of Special Libraries in the Diplomacy Library of the Ministry of Foreign Affairs. Third, drawing conclusions, is an activity to fully describe the results of the object being studied in the process of drawing conclusions combining information that is arranged in a form where the data is presented through that information. Meanwhile, researchers make conclusions in order to find results from the object of their research (Creswell John, 2016).

RESULT AND DISCUSSION

This research reveals the application of National Special Library Standards in the Diplomacy Library of the Ministry of Foreign Affairs. By conducting interviews with various parties, namely two librarians and two library technical staff. Library personnel or library human resources (HR) have a significant impact on the development and progress of libraries. Thus, libraries should have appropriate library staff or library human resources (HR) both in terms of quality and quantity. Special libraries are no exception, special libraries must also have human resources that comply with standards to assist the library in achieving the vision and mission of the library itself. The Diplomacy Library of the Ministry of Foreign Affairs has 4 library staff, of which 2 are librarians and 2 are library technical staff.

Head of Library

Based on the results of research conducted by researchers, it can be seen that the Diplomacy Library of the Ministry of Foreign Affairs does not yet have a head librarian and does not yet have a clear organizational structure. Such conditions can certainly affect the efficiency and effectiveness of a library. Having a head librarian and a clear organizational structure can help in managing collections and provide better information sources for library users. The vacancy in the head library component is because the Diplomacy Library of the Ministry of Foreign Affairs is still in the management stage. However, even though there is no head librarian who carries out his duties at the Diplomacy Library of the Ministry of Foreign Affairs, the library continues to carry out its functions even though there are still several aspects that need to be repaired or improved. The Diplomacy Library of the Ministry of Foreign Affairs is an entity that is directly supervised by the Head of Development Planning and Evaluation (PPE) in order to ensure the smoothness and quality of the services provided.

Librarian

The Diplomacy Library of the Ministry of Foreign Affairs, as a knowledge center that supports activities within the scope of the Ministry of Foreign Affairs, is managed by two librarians who are responsible for managing collections, providing information services, and ensuring efficient and effective operations for library service users. Librarian I is a librarian with a Bachelor's degree in Library Science from the University of Indonesia. Apart from that, he has also attended education and training (training) in the field of libraries. Librarian I does not yet have the professional/technical competency certificate required for library management from a professional certification body. Librarian I develops his profession by participating in activities that he considers interesting to participate in, for example workshops, professional meetings, seminars and so on. This professional development is usually carried out 2-6 times a year. Librarian I is also active in membership of the Indonesian Special Library Forum.

Meanwhile, librarian II is also a librarian with a bachelor's degree in Library Science from the University of Indonesia. Similar to librarian I, librarian II has also attended education and training (training) in the library sector and does not yet have the professional/technical competency certificate required for library management from a professional certification institution. Librarian II carries out professional development by attending workshops, webinars, seminars, professional meetings. This activity is routinely carried out every month, ranging from 3-10 times a year. Librarian II is active in the membership of the Indonesian Librarian Association (IPI) in the Jakarta area.

Library Technical Staff

The Diplomacy Library of the Ministry of Foreign Affairs has two library technical staff who are tasked with carrying out daily operations. Technical staff I at the Diplomacy Library of the Ministry of Foreign Affairs has an educational background from SMA Negeri 29 Jakarta. Apart from that, he has attended special education and training (training) in the library sector in 2018 with the aim of enriching his knowledge and preparing him to carry out technical tasks in the library environment more competently. In the Diplomacy Library of the Ministry of Foreign Affairs, the role of Technical Personnel I is very significant because he is responsible for managing the training collection within the Ministry of Foreign Affairs. His duties at the Diplomacy Library of the Ministry of Foreign Affairs include a series of important activities in management, starting from classifying collections, managing collections in the available systems, providing quality services to users, to assisting users in the process of searching for and accessing relevant collections in accordance with their needs. Thus, his role is central in providing effective information services and supporting activities within the institution. Over the last few years, Technical Personnel I have experienced a period of less activity in developing qualifications and expertise in their profession. The last development activity he participated in occurred during the Covid-19 pandemic as a form of activity to fill his free time at home.

Technical Staff II at the Diplomacy Library of the Ministry of Foreign Affairs has an educational background from high school/high school level/equivalent. However, the ability, experience and contribution that he can provide in carrying out technical tasks in the library can be very valuable, not only based on his formal educational background, but also on his willingness and tenacity to learn and adapt to demands. work. Until now, these technical personnel have not had the opportunity to attend formal education or special training (training) in the library field. In the Diplomacy Library of the Ministry of Foreign Affairs, the role of technical personnel is focused on the function of staff who are responsible for the process of

inputting individual work papers (taskap) into the existing system. Duties include the activity of entering relevant and important information from individual works into existing systems. Technical Staff II so far has not had a record of professional development in his career. The lack of traces of professional development in the career of Technical Personnel indicates that there are no concrete records or evidence regarding the efforts made to improve qualifications, skills or knowledge in their field of work during a certain period of time in their career.

Obstacles in Implementing Standards

The human resources (HR) in the Diplomacy Library of the Ministry of Foreign Affairs do not meet all the standard components required to carry out library functions optimally. This situation has resulted in a significant increase in the workload that must be borne by existing librarians, where all duties in the library become the main responsibility that must be carried out by librarians in carrying out their daily duties. The Diplomacy Library of the Ministry of Foreign Affairs has attempted to make submissions regarding the human resource (HR) requirements needed to manage the library. This effort is carried out with the aim of meeting the need for adequate and qualified personnel so that libraries can function efficiently and provide optimal services to library users. However, this application process is faced with quite big challenges and does not guarantee positive results. Even though an application has been made, there is no guarantee that the application will obtain the desired results. And this application process takes quite a long time, making the Diplomacy Library of the Ministry of Foreign Affairs still experiencing a shortage of human resources (HR).

Based on the findings obtained by researchers in carrying out this research, it can be said that the implementation of national standards relating to human resources in the Diplomacy Library of the Ministry of Foreign Affairs, is still not able to fulfill all components of national standards related to the HR aspect of the library, because there are still deficiencies-shortages related to human resources such as the absence of a library director. This is also clearly not in accordance with the grand theory of library standards used by researchers, where the library standards state that standards are a measurement tool that is used as a guide to assess results. There are several aspects that must be taken into account when establishing standards, namely:

1. Plans and results expected by a unit by taking into account the quality of work, the time targets set and the benefits obtained from the work done.
2. Law enforcement covers objects that are related to the subject matter that is being monitored or supervised.
3. Taking into account efficiency and tangible results from the implementation of complete work.

Where the results of research conducted by researchers, these aspects are not yet fully contained in the Diplomacy Library of the Ministry of Foreign Affairs, so the results of the research state that the implementation of national standards relating to HR aspects in the Diplomacy Library of the Ministry of Foreign Affairs is still not fully fulfilled, so it is still requires a more in-depth evaluation to fulfill and correct current deficiencies, so that in the future the library will be better by having good human resources in managing the library.

CONCLUSION

Overall, the implementation of National Special Library Standards in the aspects of library personnel or human resources (HR) in libraries has not gone well, because there are still

several components that are not appropriate. In the general standard component of the Diplomacy Library, the Ministry of Foreign Affairs has not yet met the number of library staff, where the head of library indicator has not been met because this library does not yet have a Head of Library. The qualifications for the head of the library are not running due to the position of the head of the library being vacant. In librarian standards, there is still 1 component that has not been met, namely librarians who do not yet have the professional/technical competency certificates required for library management from professional certification bodies. And in the standards for library technical personnel there are still 2 components that are not yet running, namely technical personnel II have never attended training about libraries and secondly library technical personnel have not carried out continuous professional development. The Diplomacy Library of the Ministry of Foreign Affairs does not yet have an organizational structure and has not yet divided tasks for each library staff due to a lack of human resources (HR). The impact experienced by the shortage of human resources (HR) makes the workload of existing librarians greater, where all work in the library is the responsibility of the current librarian.

SUGGESTION

The suggestions given by researchers for research carried out at the Diplomacy Library of the Ministry of Foreign Affairs (1) Fulfill vacancies in the Head of Library component so that the library can meet existing standards; (2) The Diplomatic Library of the Ministry of Foreign Affairs should form an organizational structure and carry out a clear division of tasks so that library staff can work according to their respective duties and create an even workload; (3) Librarians have professional/technical competency certificates required in library management from professional certification institutions; (4) Library staff routinely carry out professional development starting from attending webinars, workshops, seminars, professional meetings and so on; (5) Increase the quantity of human resources (HR) by recruiting human resources (HR) graduates of D3 or S1 libraries or non-formal training/education.

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