

The evaluation of quality of library services: Gender perspective in public services

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Abstract

Background of the study: Libraries, as public service providers, have an obligation to provide excellent service. Evaluation of the quality of public services from a gender perspective can help policymakers to develop gender-based services, retain current service users, and attract new service users.

Purpose: To evaluate the quality of library services at the Balai Yanpus DPAD DIY from a gender perspective and to prepare recommendations for improvements for the Balai Yanpus DPAD DIY.

Method: This research uses quantitative methods and data collection techniques through questionnaires with 270 respondents. Data was analyzed using gap analysis, conformity analysis, and visualization using the Importance Performance Analysis (IPA) method via SPSS Version 26 software.

Findings: Based on the gap and conformity analysis results, it is known that female and male respondents have different service quality indicators that are considered to meet users expectations. There are 5 indicators for female users and 6 indicators for male users that have succeeded in meeting the expectations. These indicators also have a level of conformity value exceeding 100%. The results of the IPA Matrix analysis of male and female service users also show that there are 5 indicators in Quadrant 3 so that they require improvement even though they are not the main priority.

Conclusion: This study concludes that the quality of library services at Balai Yanpus DPAD DIY still needs to be improved in order to achieve maximum public satisfaction and provide excellent services. This study contributes to the development of studies related to public services and library science by taking a gender perspective in its analysis.

Keywords: evaluation of library service quality, Libqual model, Importance Performance Analysis (IPA) method, gender perspective

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Introduction

Currently, problems related to gender inequality have become a global issue. This is proven by the inclusion of the goal of gender equality in the Sustainable Development Goals (SDGs) as an effort to improve economic, social, environmental, justice, and governance that is oriented towards the quality of future generations (Larashati, 2022). The problem of gender inequality in development is strongly influenced by the existence of social institutions (Nurdin, 2024). The Indonesian government is also committed to fighting gender inequality as stated in Article 28 I of the 1945 Constitution of the Republic of Indonesia, which states, "Every person is free from discriminatory treatment on any basis and has the right to receive protection against treatment that is that's discriminatory." Therefore, the issue of gender inequality needs to be taken seriously because human nature, both male and female, have the same rights, which means that discriminatory actions should not exist (Jannah, 2022).

Society, generally assumes differences between male and female when viewed from their gender and physical appearance (Mustakimah et al., 2023). These different characteristics influence how society thinks regarding the roles and functions of a man and a woman, which can be called the concept of gender (Umar in Mustakimah et al., 2023). The separation and distribution of roles between male and female is a gender issue that is widely discussed in society (Iqbal & Harianto, 2022). This is caused by the low level of information disclosure regarding gender equality and justice, which has an impact on public awareness (Nisa et al., 2023). Gender development in Indonesia still seems to be not optimal. Based on Official Statistics News No. 05/37/Th. XXVII, 6 May 2024, Indonesia's Gender Inequality Index has decreased over the last 5 years. Indonesia's Gender Inequality Index in 2018, 2019, 2020, 2021, 2022, and 2023 respectively, namely 0.499, 0.488, 0.472, 0.465, 0.459, and 0.447 (BPS, 2024). This inequality continues to occur due to limited opportunities for female to be active in various sectors compared to male.

Problems of gender inequality can occur anywhere, including in the economic, educational, private, and public sectors and female's participation in politics (Dwiastuti et al., 2022). One industry that allows gender inequality to occur is related to public services. The definition of public service in Article 1 of Law Number 25 of 2009 concerning Public Services is: "Public service is an activity or series of activities to fulfill service needs by statutory regulations for every citizen and resident of goods, services and administrative services provided by public service providers." One form of public service is library services provided by the Balai Yanpus Dinas Perpustakaan dan Arsip Daerah Daerah Istimewa Yogyakarta (Balai Yanpus DPAD DIY).

Balai Yanpus DPAD DIY, as the Regional Technical Implementation Unit which carries out government affairs in the library sector, is obliged to provide excellent library services as stated in Article 14 of the Republic of Indonesia Government Regulation Law about Library (2007) which reads: "Library services are provided excellently and are oriented towards the interests of users." There are several previous studies that examine the quality of library services, such as research conducted by Susilorini (2021) who evaluated the quality of library services at SDN Tegalrejo, Magelang, Central Java qualitatively through interviews, participant observation, and documentation studies with the results that the services at the SDN Tegalrejo Library were quite good. At the junior high school level, Hidayah et al. (2024) examined the quality of services at the SMP Al-Imam Islamic School Balikpapan Library through a qualitative approach with a case study method which concluded that the services at the SMP Al-Imam Islamic School Balikpapan Library had experienced development, especially the collections and programs that were continuously updated. Arya et al. (2024) also studied the development of the SMA Pasundan 8 Bandung Library collection using the same method as Susilorini (2021) with the results of the study that the SMA Pasundan 8 Bandung Library still

did not fully meet the standards based on the Regulation of the Head of the National Library of the Republic of Indonesia Number 12 of 2017 concerning National Standards for Senior High School/Islamic Senior High School Libraries in developing library collections. Evaluation of the quality of library services at the Ponorogo 2 State Vocational School Library was also carried out by Arindasari (2023) using qualitative methods so that it was known that the quality of services in the library could be said to be good.

In addition to elementary and secondary school libraries, several studies have also been conducted in college libraries, such as those conducted by Gloriano & Nugraha (2022) who studied the service quality of the Surabaya State University Library, Rahman et al. (2023) who studied at the Medan Potensi Utama University Library, and Ayuningtyas (2023) who studied the service quality at the UPT Library of the Bandung Institute of Technology. Nugraha et al. (2024) also analyzed the quality of online page services from the National Library using the Webqual 4.0 Method and Importance Performance Analysis (IPA) with the results that service users were very satisfied with the old online service. Research related to the quality of service in special libraries was conducted by Wulandari & Maha (2023) at the National Research and Innovation Agency Library descriptively through the distribution of questionnaires with the results of the study being that the services provided were good. Based on Law Number 43 of 2007 concerning Libraries, there are 5 types of libraries, including: a) National Library, School/Madrasah Library, c) College Library, d) Special Library, and e) Public Library. Therefore, research related to the quality of public library services is very interesting to study further.

Evaluation of the quality of library services in public libraries has also been widely discussed by previous researchers. Saepudin et al. (2025) studied the quality of services at the Bogor City Regional Public Library, Azizah & Handayani (2025) who analyzed the quality of services at the Depok City Regional Library, Sudrajat (2023) at the Library of the Archives and Library Service of Subang Regency, and Febriyata & Yunita (2024) who studied at the Library and Archives Service of Indragiri Hilir Regency. This study has a different locus from previous studies, namely the evaluation of the quality of library services at the Balai Yanpus DPAD DIY. Ramadhan et al. (2024) also conducted research related to the evaluation of the quality of library services at the Balai Yanpus DPAD DIY using the Libqual Model and the Importance Performance Analysis (IPA) method. This study has similarities with the research conducted by Ramadhan et al. (2034) in terms of locus and research methods, but this study provides novelty in the gender perspective on public services, especially library services, which has not been able to be answered by previous studies.

Lodhi et al. (2022) argue that gender differences can influence different needs and choices. Studies on evaluating the quality of public services based on gender are an effort for policymakers to develop gender-based services that can retain current service users and attract new ones (Owais et al., 2024). Although many studies have examined the evaluation of the quality of library services, not many studies have examined it from a gender perspective, especially at the Balai Yanpus DPAD DIY. The DIY Gender Inequality Index shows fluctuating values every year from 2019 to 2023; respectively, the DIY Gender Inequality Index is 0.243, 0.149, 0.250, 0.240, and 0.142 (BPS, 2024). Therefore, the following is the basis for conducting this research: how to evaluate the quality of library services at the Balai Yanpus DPAD DIY from a gender perspective.

This research aims to find out and analyze the evaluation of the quality of library services at the Balai Yanpus DPAD DIY from a gender perspective. This is because the potential for female's participation in policymaking in various sectors, such as economic, social, cultural, and political, is quite strategic. Hence, it needs to be evaluated from a gender perspective to guarantee female's share. Second, to prepare recommendations for improvements

for the Balai Yanpus DPAD DIY to improve the quality of library services and increase public satisfaction. This research also supports the implementation of Minister of Home Affairs Regulation Number 15 of 2008 concerning General Guidelines for Implementing Gender Mainstreaming in the regions. This is to provide guarantees for gender issues that are implemented in various programs or activities.

Literature Review

Evaluation of the Quality of Library Services

Library service quality is an important indicator in assessing the performance and effectiveness of a library in meeting the information needs of users. According to Husein & Prasetyawan (2022), good service quality reflects the extent to which the services provided are able to meet the expectations and needs of users. This service is not only limited to collections and physical facilities, but also includes aspects of digital services and interactions between librarians and users. To conduct this evaluation, various evaluation instruments are used such as Libqual, Servqual, and Digiquial. Libqual measures user perceptions in four main dimensions: Service Affect, Library as Place, Personal Control, and Information Access. Meanwhile, Servqual evaluates the gap between service expectations and reality in five dimensions: reliability, responsiveness, assurance, empathy, and physical evidence. Digiquial, which focuses more on digital services, was used by Husein & Prasetyawan (2022) in assessing the SiBooky application. The results showed a negative gap in almost all indicators, although in general users still felt quite satisfied.

Several other studies in the last five years have also strengthened the importance of library service evaluation. Muharni (2022), for example, assessed the service quality of the Abulyatama University Library using the Libqual method and found that the service quality was relatively high. In contrast, Gloriano & Nugraha (2022) using the Servqual method found that students at the State University of Surabaya were not satisfied with the services provided, indicated by negative scores in all five dimensions. Meanwhile, Leonisti et al. (2022) revealed that users of the ITN Malang Library were quite satisfied with the Affect of Service and Library as Place aspects, but not with Information Access which received a negative score. In general, these findings indicate the need for routine and ongoing service evaluation so that libraries can adapt to the needs of their users, especially in the era of digital services.

Libqual Model

The Library Quality (Libqual) method is a development of Service Quality (Servqual). The LibQual method is a service method used by libraries to collect, map, understand, and implement library user opinions about the quality of library services. There are four dimensions in the Libqual method, namely affect of service, library as place, personal control, and information access (Rahman, 2023). Fatmawati in Ramadhan et al. (2024) explains that the Libqual Model consists of 4 dimensions, including:

- a. Service Affect, which means how librarians provide services to the community as seen from the librarian's abilities, attitudes, and mentality.
- b. Library as Place, which means how the library can be considered a place that can describe something in real terms.
- c. Personal Control, which means how the community can do anything related to searching for information without getting help from librarians.
- d. Information Access, which means the availability of complete library materials, guidance on searching for information from librarians, and speed of access to information.

Several previous studies have applied the libqual model to assess library service quality. Barfi et al. (2023) used the Libqual model to assess the service quality of academic libraries with 1,000 participants from five faculties and found that services had not met user expectations, with significant differences based on gender, emphasizing the importance of regular evaluation based on user perceptions. Alam & Mezbah-ul-Islam (2023) studied the effect of service quality on user satisfaction in public university libraries in Bangladesh using SEM, and found that resources, staff competence, service behavior, and physical facilities had a significant effect on increasing user satisfaction. Then Malik et al. (2024) studied the effect of service quality, library image, and user trust on loyalty with the mediating role of service value and satisfaction, and found that all three factors had a significant effect on satisfaction which then drove user loyalty.

Therefore, the study of the libqual model discussed in this study is important as an evaluation tool for the quality of library services, especially in the midst of digital-based service transformation. The novelty of this study lies in the context of the implementation of libqual at Balai Yanpus DPAD DIY, as well as the use of an analysis approach that adapts to the characteristics of current users. This is expected to provide more appropriate recommendations in improving the quality of information services in the academic environment.

Importance Performance Analysis (IPA) Method

John A. Martilla and John C. James (1977), as cited in Saputra & Savitri (2020), introduced the Importance-Performance Analysis (IPA) method, also known as quadrant analysis. This method was developed to identify the performance factors that service providers need to demonstrate in order to meet user satisfaction. Initially utilized in marketing research, the application of the IPA method has expanded over time, including its use in public services. The primary objective of Importance-Performance Analysis (IPA) is to assess the level of conformity between users' expectations and their perceptions. This assessment is then visualized using a cartesian diagram divided into four quadrants (Wisudawati et al., 2023), namely:

- a. Quadrant I: Contains important attributes that have not yet met expectations, making them the top priority for follow-up (concentrate here).
- b. Quadrant II: Contains attributes that have both a high level of expectations and strong performance, so they must be maintained for the future (keep up the good work).
- c. Quadrant III: Contains attributes with a normal level of expectations, meaning they do not require special attention (lower priority).
- d. Quadrant IV: Contains attributes that have a low level of expectations but perform well, making their implementation seen as excessive (possible overkill).

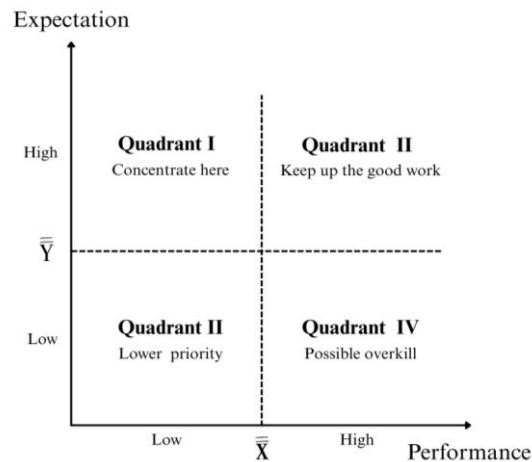


Figure 1. IPA Diagram

Source : Martilla and James (1977) as cited in Budhiana & Wahida (2019)

In the cartesian diagram, the X-axis is represented as the performance level, while the Y-axis is represented as the expectation level. The cartesian diagram is divided into four parts which are limited by two intersecting lines which are the average results of the performance level \bar{X} and the average results of the expectation level \bar{Y} .

The Importance-Performance Analysis (IPA) method has been applied in various research studies. For instance, a study conducted by Nugraha et al. (2024) evaluated the quality of the National Library's website services and found that website performance was rated as "very satisfied". In another study, Setiawan et al. (2022) used the IPA method to analyze consumer satisfaction among customers of Ahul Saleh MSMEs in Banyumas Regency, concluding that overall satisfaction was "satisfied", but highlighting a need for service improvements in the interpersonal aspect. Similarly, Masriyatun et al. (2022) assessed the quality of services at Puskesmas using the IPA method and determined that service quality was "appropriate", however, the responsiveness dimension received only a "sufficient" rating, indicating room for improvement. In this study, the IPA method is utilized to create a cartesian diagram using SPSS version 26 software. This diagram provides insights into service recipients' evaluations of the quality of library services offered at Balai Yanpus DPAD DIY, analyzed from a gender perspective. The goal is to establish a priority scale for the service attributes that are examined in depth throughout this research.

Gender Perspective

Gender is a characteristic that is used as a reference to identify between male and female, both in terms of socio-cultural, values-behavior, mentality-emotions, and other non-biological factors, so that gender cannot only be interpreted as sex, although etymologically gender means sex. In general, sex is used to see the anatomical and biological differences between male and female, while gender analyzes more socio-cultural and other non-biological aspects (Rosdiana et al., 2023). The gender perspective in public services highlights how gender differences affect individuals' experiences in accessing and providing services. This theory is rooted in the understanding that social and cultural structures shape gender roles, which in turn affect the distribution of power and resources in society. In the context of public administration, it is important to consider how service policies and practices can differentially affect individuals based on their gender.

Research by Ondabu & Njoroge (2024) found that in the Kenya National Library

Service, factors such as salary, promotion, supervision, and working conditions affected librarians' job satisfaction differently based on gender, with female librarians being less satisfied with promotion opportunities than male librarians, indicating a gender bias in career development. In addition, Nurdin (2024) found that the stagnation of gender mainstreaming in Indonesia in the period 2000–2023 was due to weak institutionalization by the government, so that the integration of gender analysis in planning and budgeting was slow. Then Framesthi et al. (2023) found that gender mainstreaming policies in Purwakarta Regency have supported the achievement of gender equality, but are still faced with obstacles such as lack of understanding and commitment from stakeholders. These findings emphasize that the integration of gender perspectives in public services and government administration is a crucial step to achieve inclusive and sustainable development. Strong commitment from various parties is needed to overcome institutional and cultural barriers that hinder gender equality in the public sector.

Method

Research Design

This study employs a quantitative approach utilizing a survey method. According to Siyoto & Sodik (2015), research that adopts a quantitative approach necessitates the use of numerical data to objectively measure social phenomena. The survey method, as described by Siyoto & Sodik (2015), involves the use of a questionnaire as the primary instrument for data collection. Respondents are selected as samples from a specific population, allowing for the generation of data that can be generalized to the entire population.

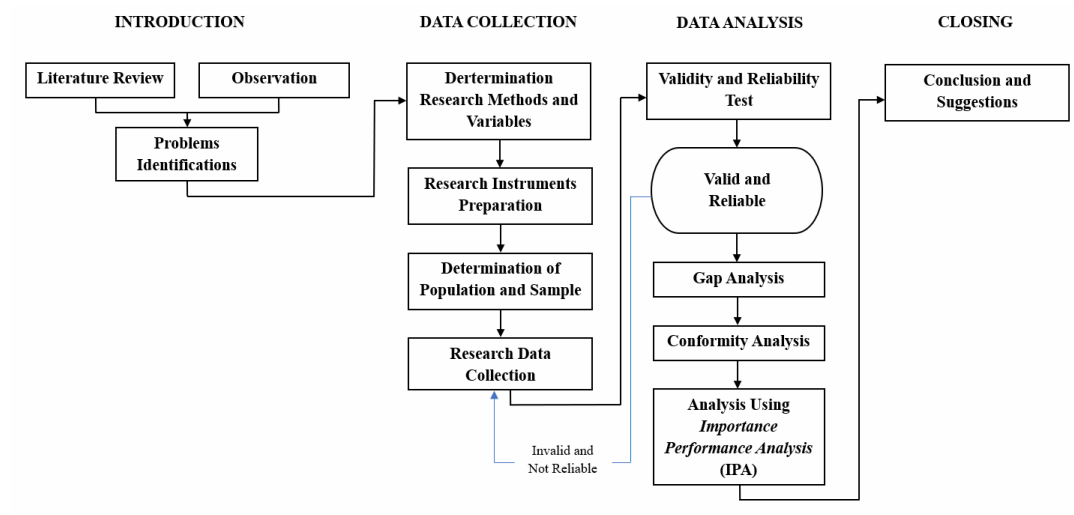


Figure 2. Research Flow
Source: Author's Process (2024)

Based on Figure 2. Research Flow, this study consists of four stages: introduction, data collection, data analysis, and closing. In the introduction stage, several steps are involved. First is the literature review, which aims to deepen the understanding of the Libqual model and the IPA method in measuring the quality of library services through journal articles and books. This is followed by direct observation of library services at the Balai Yanpus DPAD DIY, where specific issues are identified based on users' perspectives regarding library services. This identification of problems serves as a foundation for understanding and formulating user needs. The second stage is data collection, which includes determining the research method and

variables, developing research instruments, specifying the population and sample size, and gathering research data. In the third stage, data analysis takes place. This involves conducting validity and reliability tests, performing gap and conformity analysis, and employing the IPA method for further analysis. Finally, the closing stage involves drawing conclusions and formulating recommendations based on the results of the research.

Data Collection

Research Instruments

Measuring instruments or research instruments that are acceptable according to standards are measuring instruments that have passed data validity and reliability tests (Puspasari & Puspita, 2022). The statement items used in this research were adapted from statement items in research conducted by Prasetyo (2016), which can be seen in Table 1. Research Instruments Indicators.

Table 1. Research Instrument Indicators

No.	Dimension	Indicators	Sub-Indicators	Code
1	Service Affect	Empathy	The librarian understands my needs in the library	SA1
		Responsiveness	The librarian's willingness to help me with my difficulties in the library	SA2
			The librarian is always responsive in providing assistance in finding the information I need	SA3
			Friendliness of librarians in providing services	SA4
		Assurance	Politeness of librarians in providing services	SA5
		Reliability	Service times are in accordance with library opening/closing hours	SA6
			The librarian's ability to answer the questions I ask	SA7
2	Library as Place	Tangibles	The availability of books in the library helps me in completing my college assignments	LP1
			Good condition of the building and equipment and supplies	LP2
		Utilitarian Space	The tranquility of the library room for studying	LP3
			There is a room design as a place for discussion that attracts user interest	LP4
		Symbol	Libraries can provide various inspirations for reading and studying	LP5
			The library is open to the public to study/discuss together	LP6
		Refuge	Availability of space in the library that is comfortable for studying	LP7
			The condition of the library is always clean and well maintained so it is conducive to studying	LP8
3	Personal Control	Easy of Navigation	It makes it easier for me to search for information in the library	PC1
			The arrangement of the library collection makes it easier for me to retrieve information	PC2

4	Information Access	Convenience	Clarity of instructions or guidelines for using service facilities in the library	PC3
			Speed of time required to obtain information in the library	PC4
		Modern Equipment	The availability of photocopying facilities helps and makes it easier for me to obtain materials in the library	PC5
			There is automation software in the library as a tool to help search collections	PC6
		Self Reliance	I can do it myself to find information in the library	PC7
		Content/ Scope	Availability of collections according to my syllabus and needs	IA1
			Availability of user guidance in the library when needed	IA2
	Timeliness		Smooth access to various information that I need	IA3
			Easy access to find relevant and accurate information through catalog tools	IA4

Source: Prasetyo (2016)

From each of these indicators, sub-indicators are then formulated which will later be used to compile each statement in the questionnaire. The instrument in this study was a questionnaire. A questionnaire is an efficient data collection technique if the researcher knows the variables to be measured and knows what to expect from the respondents. So to find out the attitudes and perceptions of respondents, measure the attitudes, opinions, and perceptions of a person or group of people about the phenomena that occur. With a Likert scale, the variables to be measured are described into variable indicators. Then the indicators are used as a starting point for compiling instrument items that can be in the form of statements or questions. So the statements will later be processed to produce conclusions (Hutabarat, 2023).

Population and Sample

Population includes all objects or subjects that are the target of research, while a sample is a part of the population selected to represent the characteristics of the population as a whole (Sugiono, 2020). The sampling technique is purposive sampling. So, the respondents or samples are selected considering certain considerations and adjusted to the research objectives. The considerations or criteria for respondents sought are library users who have received library services at the Balai Yanpus DPAD DIY from 2023 to 2024. The next stage is finding out the minimum sample size using the formula Hair (2014), that the sample size can be found from the number of indicators/statement items in the questionnaire. The number of statement items in the questionnaire in this research was 52 statement items; therefore, the minimum sample size is as follows.

Minimum Sample
= items x 5
= 52 x 5 = 260

Maximum Sample
= items x 10
= 52 x 10 = 520

The Hair formula as one of the important instruments in the study plays an important role in determining the number of library respondents at Balai Yanpus DPAD DIY who have

utilized library services in 2023 to 2024, at least 260 people. In distributing the questionnaire, 300 respondents were obtained, then 30 respondents were taken for validity and reliability tests.

After the research instrument is made, it is continued with the collection of research data by distributing printed questionnaires and online questionnaires in the form of Google Forms to respondents with predetermined criteria. The online questionnaire is distributed via Instagram and Whatsapp, while the printed questionnaire is distributed directly at the Balai Yanpus DPAD DIY. If the minimum number of respondents has not been reached, the distribution of the questionnaire will be extended to a maximum of one month from the initial date of distribution.

Data Analysis

Validity Test

Validity testing according to Purnomo in Puspasari & Puspita (2022) is a measurement method that aims to determine how precise and accurate a measuring instrument is. Validity testing also aims to determine whether there are statements that must be discarded or replaced because they are considered irrelevant. A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire (Sanaky et al., 2021).

Reliability Test

According to Sugiyono (2020), a reliability test measures the consistency of results when assessments are repeated. It evaluates the reliability, accuracy, and precision of the indicators within a questionnaire. In this study, the reliability test was conducted using the Cronbach's Alpha formula, which is a robust method for ensuring the reliability of measurements (Sigiro et al., 2017).

Gap Analysis

Gap analysis is an innovative and valuable method for evaluating programs. In this study, gap analysis is performed by calculating the difference between the actual performance level and the expected performance level. A positive gap (+) indicates that the performance score exceeds the expected score, suggesting that the service recipient is satisfied with the service. Conversely, a negative gap (-) means that the expected score is higher than the performance score, indicating that the service recipient is less satisfied or dissatisfied with the service.

Conformity Level Analysis

Supranto (2016) stated that services are most effective when they align with the interests of service recipients and the performance of service providers. The research conducted examined the levels of performance and importance, leading to a calculation that determines the level of conformity. This measurement helps prioritize efforts to enhance service recipient satisfaction. In this study, the analysis of the level of conformity was achieved by comparing the performance values with the importance values.

Importance Performance Analysis (IPA) Method

Ramadhanti & Marlana (2021) asserted that the Importance-Performance Analysis (IPA) method is the most significant approach for measuring consumer satisfaction. This method produces a cartesian diagram illustrating service user satisfaction, which is categorized into four quadrants: Quadrant I, Quadrant II, Quadrant III, and Quadrant IV. Experts in the field highlight that the analysis of the IPA method employs a specific formula for its calculations.

The IPA method aims to find out the comparison of service user assessments with the level of performance with the level of importance at the Balai Yanpus DPAD DIY based on a gender perspective, which is presented in an IPA diagram. Based on the diagram, it can be seen which indicators require suggestions for improvement or indicators whose quality needs to be improved so that the expectations and satisfaction of users at the Balai Yanpus DPAD DIY can be met. Then, this study ends with drawing conclusions and formulating suggestions for phenomena related to service quality at the Balai Yanpus DPAD DIY.

Result and Discussion

Validity and Reliability Test

Before distributing the questionnaire, the statement items must be tested for validity and reliability. The purpose of conducting a validity test is to ensure that the instrument used can accurately measure. The validity test examined the correlation between the calculated *r* value and the *r* table product moment at a significance level of 0.05. If the computed *r* value exceeds the *r* table, the statement item is declared valid (Prananda et al., 2019).

Instrument reliability testing ensures that the instruments used in research are reliable and consistent. The reliability test is carried out by paying attention to whether the Cronbach Alpha value is greater than or equal to 0.70. If it is, the statement item is reliable (Sanaky et al., 2021). This research contains statement items regarding community expectations and agency performance regarding the quality of library services at the Balai Yanpus DPAD DIY.

Validity and reliability tests are fundamental to this research so that the results obtained can represent the actual conditions experienced by the community. Based on the results of validity and reliability tests using SPSS Version 26 software, all 26 statement items can be concluded as valid and reliable. The hope and performance statement items have a calculated *r*-value that is more significant than the *r* table and a Cronbach Alpha value greater than 0.70.

Gap Analysis

Gap analysis is carried out by subtracting the average value of performance level from the average value of importance level. If the value is positive, then the indicator has met community expectations. However, the indicator still needs to meet people's expectations if the value is negative. The results of the gap analysis in the quality of library services at the Balai Yanpus DPAD DIY can be seen in Table 2. Gap Analysis.

Table 2. Gap Analysis

Code	Female			Male		
	Performance Level	Importance Level	Gap	Performance Level	Importance Level	Gap
SA1	3,78	3,84	-0,06	3,85	3,88	-0,03
SA2	3,78	3,83	-0,05	3,85	3,88	-0,03
SA3	3,80	3,84	-0,04	3,83	3,88	-0,05
SA4	3,81	3,87	-0,06	3,86	3,88	-0,02
SA5	3,84	3,87	-0,03	3,84	3,88	-0,04
SA6	3,81	3,81	0,00	3,84	3,85	-0,01
SA7	3,77	3,79	-0,02	3,83	3,85	-0,02
LP1	3,69	3,69	0,00	3,78	3,75	0,03
LP2	3,70	3,75	-0,05	3,79	3,84	-0,05
LP3	3,77	3,81	-0,04	3,85	3,84	0,01
LP4	3,67	3,60	0,07	3,70	3,74	-0,04
LP5	3,66	3,74	-0,08	3,67	3,79	-0,12

Code	Female			Male		
	Performance Level	Importance Level	Gap	Performance Level	Importance Level	Gap
LP6	3,82	3,86	-0,04	3,88	3,87	0,01
LP7	3,75	3,83	-0,08	3,85	3,86	-0,01
LP8	3,75	3,84	-0,09	3,80	3,87	-0,07
PC1	3,73	3,81	-0,08	3,82	3,85	-0,03
PC2	3,69	3,75	-0,06	3,76	3,81	-0,05
PC3	3,42	3,72	-0,30	3,39	3,77	-0,38
PC4	3,69	3,69	0,00	3,79	3,77	0,02
PC5	1,86	3,16	-1,30	1,68	3,26	-1,58
PC6	2,94	3,54	-0,60	2,68	3,44	-0,76
PC7	3,74	3,73	0,01	3,82	3,76	0,06
IA1	3,47	3,72	-0,25	3,51	3,67	-0,16
IA2	3,69	3,74	-0,05	3,79	3,79	0,00
IA3	3,69	3,77	-0,08	3,79	3,80	-0,01
IA4	3,55	3,65	-0,10	3,49	3,70	-0,21

Source: Author's Process (2024)

Based on Table 2. Gap Analysis: it is known that there are differences in the level of inequality between female and male. Indicators of the quality of library services that met female respondents' expectations include SA6, LP1, LP4, PC4, and PC7 because these indicators have a positive value. In contrast, the other indicators have a negative value. This is different from the results of the gap analysis for male respondents. Indicators that met male respondents' expectations included LP1, LP3, LP6, PC4, PC7, and IA2 because they had positive values. Based on the gap analysis results in the quality of library services at the Balai Yanpus DPAD DIY, it can be concluded that male and female respondents have different assessments of the level of expectations and performance levels of the agency.

Conformity Analysis

This research conducted a conformity analysis by comparing the total performance level value with the total importance level value. Suppose the level of conformity is less than 100%. In that case, the quality of services provided by the Balai Yanpus DPAD DIY differs from that of the community as a service user. In contrast, if the level of conformity is more than or equal to 100%, then the quality of the services is determined by community expectations. The results of the conformity level analysis can be seen in Table 3. Conformity Analysis below.

Table 3. Conformity Analysis

Code	Female			Male		
	Performance Level	Importance Level	Conformity (%)	Performance Level	Importance Level	Conformity (%)
SA1	507	515	98,45	523	527	99,24
SA2	507	513	98,83	524	528	99,24
SA3	509	515	98,83	521	527	98,86
SA4	510	518	98,46	525	527	99,62
SA5	515	519	99,23	522	528	98,86
SA6	510	510	100,00	522	524	99,62
SA7	505	508	99,41	521	523	99,62
LP1	494	494	100,00	514	510	100,78
LP2	496	502	98,80	516	522	98,85

Code	Female			Male		
	Performance Level	Importance Level	Conformity (%)	Performance Level	Importance Level	Conformity (%)
LP3	505	510	99,02	523	522	100,19
LP4	492	483	101,86	503	509	98,82
LP5	490	501	97,80	499	515	96,89
LP6	512	517	99,03	528	526	100,38
LP7	503	513	98,05	524	525	99,81
LP8	503	514	97,86	517	526	98,29
PC1	500	510	98,04	520	524	99,24
PC2	495	503	98,41	512	518	98,84
PC3	458	499	91,78	461	513	89,86
PC4	495	495	100,00	515	513	100,39
PC5	249	424	58,73	229	443	51,69
PC6	394	474	83,12	364	468	77,78
PC7	501	500	100,20	520	511	101,76
IA1	465	498	93,37	478	499	95,79
IA2	495	501	98,80	516	515	100,19
IA3	495	505	98,02	515	517	99,61
IA4	476	489	97,34	474	503	94,23

Source: Author's Process (2024)

Based on Table 3. Conformity Analysis: the level of conformity between the performance of the Balai Yanpus DPAD DIY in providing library services is quite varied. As with the gap analysis, there are differences between the conformity of services according to female and male respondents. Indicators for the quality of library services that align with female respondents' expectations are SA6, LP1, LP4, PC4, and PC7 because these indicators have a value of more than or equal to 100%. The indicators that meet the expectations of male respondents are LP1, LP3, LP6, PC4, PC7, and IA2 because they have a value equal to or more than 100%. In comparison, the other indicators have a value of less than 100%, so they do not meet community expectations and must be made to improve against these indicators. Based on the results of the conformity analysis, only a few indicators of the quality of library services at the Balai Yanpus DPAD DIY are to the community's expectations as service users.

Importance Performance Analysis (IPA) Method

According to Brant and Latu Everett in Kurniawan & Febrianti (2022), the aim of using the IPA method is to have an overview of the results of measuring the level of expectations and level of performance of a service so that a priority scale for its development can be developed. The science analysis in this research was carried out using SPSS Version 26 software. The following results of the science analysis can be seen in Figure 3. IPA Matrix.

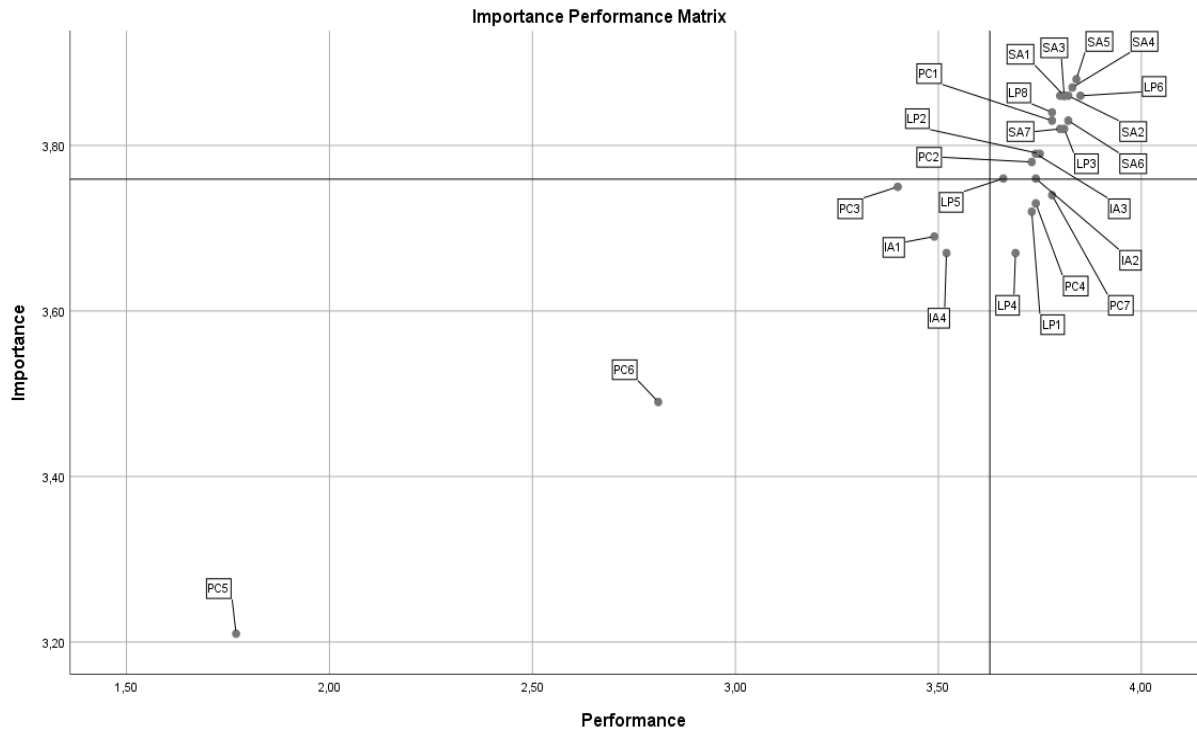


Figure 3. IPA Matrix

Source: Author's Process (2024)

Figure 3. The IPA Matrix results from a combined IPA analysis between male and female respondents. Based on this figure, there are no service quality indicators in Quadrant 1. So, there are no indicators of library service quality at the Balai Yanpus DPAD DIY, which has a high level of importance but a low level of performance.

This research also examines IPA analysis based on the gender of library service users at the Balai Yanpus DPAD DIY. The following results of the science analysis based on gender can be visualized in Figure 4. Male IPA Matrix, and Figure 5. Female IPA Matrix.

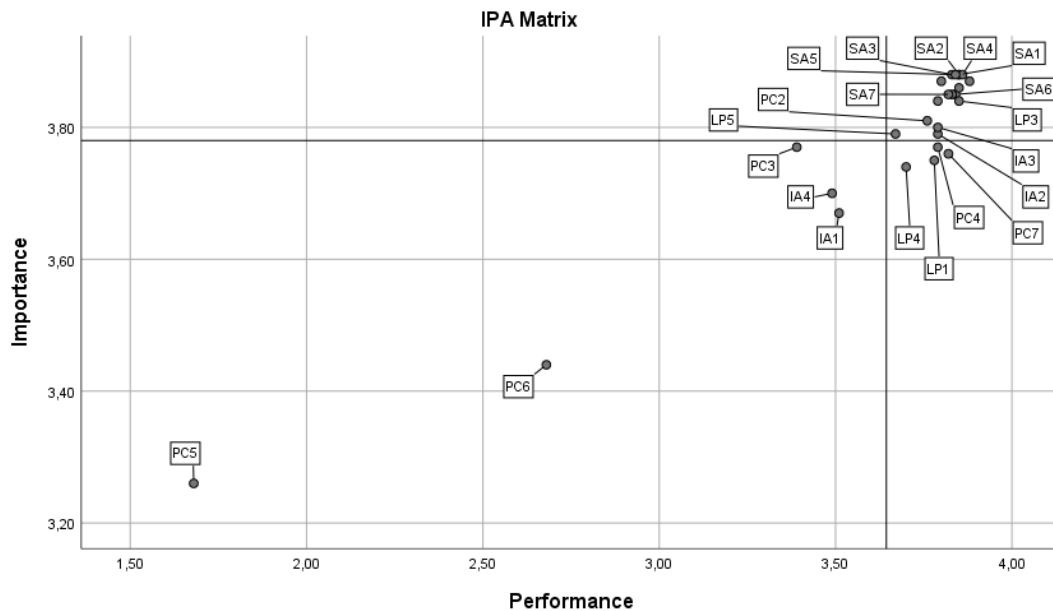


Figure 4. Male IPA Matrix

Source: Author's Process (2024)



Figure 3. The IPA Matrix results from a combined IPA analysis between male and female respondents. Based on this figure, there are no service quality indicators in Quadrant 1. So, there are no indicators of library service quality at the Balai Yanpus DPAD DIY, which has a high level of importance but a low level of performance. This research also examines IPA analysis based on the gender of library service users at the Balai Yanpus DPAD DIY. The following results of the science analysis based on gender can be visualized in Figure 4. Male IPA Matrix, and Figure 5. Female IPA Matrix. Based on Figure 4. Male IPA Matrix, and Figure 5. Female IPA Matrix, the location of indicators for the quality of library services at the Balai Yanpus DPAD DIY can be analyzed in the IPA Matrix.

According to male respondents, there are no indicators of the quality of library services at the Balai Yanpus DPAD DIY, which has low performance but is of high importance because there are no indicators in Quadrant 1. There are several indicators in Quadrant 2, namely LP5, PC2, SA7, SA5, SA3, SA2, SA4, SA1, SA6, LP3, IA3, and IA2. Thus, indicators in Quadrant 2 have a high level of performance and a high level of importance. In Quadrant 3, there are five indicators, namely PC5, PC6, PC3, IA4, and IA1, which means that these indicators have ordinary performance with a low level of importance. Indicators LP4, LP1, PC4, and PC7 are in Quadrant 4 because they perform well but are of low significance. Based on the Male IPA Matrix analysis, it can be concluded that the service quality indicators in Quadrant 3 can be improved even though they are not a priority, considering that there are no indicators in Quadrant 1.

Apart from the male IPA Matrix analysis, the female IPA Matrix analysis was also carried out. Based on Figure 5. Female IPA Matrix, it is known that Quadrant 1 does not have indicators of library service quality while Quadrant 2 has indicators LP5, PC2, IA3, PC1, LP7, LP8, SA1, SA4, SA2, SA5, SA3, SA6, LP3, SA7, and LP2. Indicators with mediocre performance and low importance are in Quadrant 3, namely PC5, PC6, PC3, IA1, and IA4, so improvements can be made but are not a priority. In Quadrant 4, several indicators exist,

including LP4, LP1, PC4, and PC7. Based on the female's IPA Matrix analysis results, excessive performance of indicators in Quadrant 4 can be diverted to improve indicators in Quadrant 3.

IPA Matrix analysis can help researchers develop a priority scale for improving the quality of library services at the Balai Yanpus DPAD DIY. Based on the analysis results, the service quality indicators in Quadrant 3 can be improved even though they are not a priority. The service quality indicators in Quadrant 3 are based on the analysis of the male IPA Matrix and female IPA Matrix, namely PC5, PC6, PC3, IA4, and IA1.

Discussion

In this section, the researcher discusses 2 main things, namely the evaluation of the quality of library services at the Balai Yanpus DPAD DIY based on a gender perspective as well as recommendations for improvement.

The Evaluation of the Quality of Library Services at the Balai Yanpus DPAD DIY from a Gender Perspective

Gap level analysis is an analysis carried out by looking at the gap between the level of performance and the level of importance. Based on Table 2. Gap Analysis, it can be seen that male and female library service users at the Library Service Center have different levels of gap. There are 5 indicators of library service quality that have positive values, which means that these indicators exceed the expectations of female service users. For male service users, there are 6 indicators that have positive values. All indicators that are not positive mean that the library services received still do not meet the expectations of library service users. Ernawati et al. (2024) conducted a study at the UPT Library of Malahayati University with the results of the analysis of the level of conformity, namely out of 25 indicators, none of the indicators had positive values, so it can be said that the library services provided have not met the expectations of service users. In addition, based on research conducted by Lestari et al. (2022) at the Tanjungpura University Library and Dhiannisa et al. (2024) at SMA Negeri 4 Kediri, both services at the locus also have negative gap levels. Another study conducted by Rahmadini et al. (2022) actually provided different results, namely the value of the gap level of the service quality of the East Java "Veteran" University Library website which had negative values was only 2 indicators out of a total of 22 indicators. Therefore, it can be concluded that the value of the level of gap between the level of performance and the level of importance of each library service at different loci will certainly produce different levels of gap values as well.

Lestari et al. (2022) in their research stated that none of the service quality indicators had a conformity level value above 100%. This means that all indicators have not met the expectations of service users. The conformity level value in the research conducted by Rahmadini et al. (2022) has a value of more than 100% on 20 service quality indicators. The results of the conformity level analysis in this study are shown in Table 3. Conformity Analysis shows that there are 5 indicators that meet the expectations of female service users and 6 service indicators that meet the expectations of male service users. Based on research by Lestari et al. (2022), Rahmadini et al. (2022), and the results of this study, the number of indicators that meet and do not meet the expectations of service users is always the same. An interesting phenomenon occurred in the research of Ernawati et al. (2024) namely in the gap level analysis, out of a total of 25 indicators, none had a positive value, while in the conformity level analysis, there were 2 indicators that had a value of more than 100%. This is interesting to study further and it can be concluded that differences in the locus and quality of services obtained can affect the level of gap and the level of conformity.

There is still little quantitative research related to the evaluation of the quality of public services, especially library services, that uses a gender perspective in its analysis. Owais et al. (2024) conducted a quantitative gender-based study on public services in the form of Multimodal Public Transportation (MMPT) in DKI Jakarta Province. The study showed differences in service indicators that were considered to meet the expectations of female service users and male service users. This also happened in this study with the locus at the Balai Yanpus DPAD DIY with a focus on the quality of library services. Based on the IPA Matrix analysis, it is known that between the indicators of library service quality according to male and female service users, there are 5 indicators and they are the same but have different levels of importance and levels of performance. Thus, it can be concluded that between male service users and female service users, there are differences in the level of importance and perceived performance levels which result in differences in the layout of indicators in the IPA Matrix or even differences in indicators such as in the study by Owais et al. (2024).

Recommendations for Improvement

Based on the results of the IPA Matrix analysis, here are several recommendations for improving the quality of service at the Balai Yanpus DPAD DIY can be seen in Table 4. Recommendations for Improvement:

Table 4. Recommendations for Improvement

Dimensions	Indicator	Problems	Recommendations
<i>Personal Control</i>	<i>Convenience</i>	[PC3] Balai Yanpus DPAD DIY does not yet have clear instructions or guidelines for using service facilities in the library.	Balai Yanpus DPAD DIY can create instructions and guides for using facilities that meet the requirements for good instructions, namely clear, logical and sequential, short, using command sentences, and equipped with pictures or charts.
		[PC5] Balai Yanpus DPAD DIY does not yet have photocopying facilities that help and make it easier for users to obtain materials in the library.	The Balai Yanpus DPAD DIY can provide facilities in the form of photocopying and scanning machines to help and make it easier for users to obtain materials or other necessities in the library.
	<i>Modern Equipment</i>	[PC6] Balai Yanpus DPAD DIY does not yet have automation software performance in the library as a good tool for searching collections	Balai Yanpus DPAD DIY needs to improve the performance of collection search automation software by carrying out routine maintenance and checking, research and development of software, completing

			the identity of library materials, as well as providing software that can be accessed offline and online.
<i>Information Access</i>	<i>Content/Scope</i>	[IA1] Balai Yanpus DPAD DIY does not yet have a complete collection according to the syllabus and requirements	Balai Yanpus DPAD DIY can carry out aspirations collection regarding the procurement of library materials that are in accordance with the syllabus and community needs. So that people are able to access the library materials they are looking for in the library. The Balai Yanpus DPAD DIY can carry out research and development (RnD) on applications for library material catalog tools. Catalog tool applications should be able to be used by all service users (including people with disabilities), be flexible, simple and easy to use, contain accurate information, and be error tolerant to increase people's accessibility to find relevant and accurate information.
	<i>Timeless</i>	[IA4] Balai Yanpus DPAD DIY has not been able to provide easy access to find relevant and accurate information through catalog tools	

Source: Author's Process (2024)

Conclusion

Based on the results of the study related to the evaluation of the quality of library services at the Balai Yanpus DPAD DIY with a gender perspective, it can be concluded that male and female library users have different levels of satisfaction. This can be seen from the value of the gap between the level of importance and the level of performance which shows the difference in library service quality indicators between male and female. There are 5 indicators of library service quality that have succeeded in meeting the expectations of female service users and there are 6 indicators that have met the expectations of male service users. These indicators also have a level of conformity value exceeding 100% so that these indicators have succeeded in meeting the expectations of service users, both male and female. The results of the IPA Matrix analysis of male and female service users also show that there are 5 indicators



of library service quality in Quadrant 3 so that they require improvement even though they are not the main priority.

Theoretical Contribution

This research related to the evaluation of the quality of public services, especially library services at the Balai Yanpus DPAD DIY, can contribute to the development of theories related to public services and library science. One of the main contributions of this research to the development of public service and library science theories is to provide a new perspective for the government as a policy maker, in this case the Balai Yanpus DPAD DIY, in understanding the needs of the community as users of library services. It is the government's obligation to provide excellent public services so that understanding what the community needs is an obligation. The development of technology, information, and communication and the shift in the paradigm of public services certainly make library services increasingly dynamic and versatile for the community. The differences in needs between male and female service users are certainly a challenge for the government to find ways in which the government can provide library services that are able to meet these two different needs. This encourages the government to continue to evaluate the standards of public services provided and the implementation of public service principles. Good public services can certainly help the government in realizing good governance.

Practical Contribution

The results of the study related to the evaluation of the quality of library services at the Balai Yanpus DPAD DIY based on a gender perspective have a positive impact on academics, the community, and the government agency itself, in this case the Balai Yanpus DPAD DIY. First, academics can use this study as a library material containing information on the evaluation of the quality of library services at the Balai Yanpus DPAD DIY with a gender perspective. The limitations or limitations of the research in this study are also points for other academics who want to further study and develop research related to the evaluation of library services to realize sustainable research.

Second, the community gets information and data related to the evaluation of library services at the Balai Yanpus DPAD DIY when viewed from the perspective of the gender of service users. In addition, the community can also increase their insight regarding the function of provincial-level public libraries and encourage the realization of a culture of reading which can later have implications for increasing the culture of literacy and reading interest in the Special Region of Yogyakarta.

Third, the Balai Yanpus DPAD DIY as a government agency and library service provider can improve the performance of library services based on the results of the research and recommendations for improvement provided. This helps the Balai Yanpus DPAD DIY in understanding the attributes or indicators of library services that need to be improved in order to encourage the realization of public satisfaction and excellent library services.

Limitations and Future Research Directions

Although it has many implications for academics, society, and government agencies, this study also has several limitations. First, this study focuses on the quality of all library services at the Balai Yanpus DPAD DIY. To reduce bias and evaluation results that do not represent each existing library service, future research can evaluate each library service at the Balai Yanpus DPAD DIY. This helps researchers to obtain accurate and specific data and information related to only one library service.

Second, based on the results of the study, it is known that there are differences in the

attributes or indicators of library service quality that are considered satisfactory by male and female service users at the Balai Yanpus DPAD DIY. To strengthen and prove the hypothesis that gender differences can affect the level of public satisfaction in obtaining library services, further research can conduct comparative studies by conducting research using the same method at different loci. This aims to determine whether the research results remain consistent when conducted at different loci.

Third, this study uses a quantitative approach with data collection techniques using questionnaires. The research instrument was created by adopting previous research instruments. Further research can try to modify and adapt the research instrument by adjusting to the development of the times and the needs of the community for library services. The quantitative approach can also be combined with a qualitative approach to create a mixed method approach so that the results and analysis of the research are more accurate and represent the conditions in the field.

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Authors' Contributions

All authors have contributed to the final manuscript. The contribution of all authors: conceptualization, methodology, formal analysis, writing original draft preparation, writing review, and editing. All authors have read and agreed to the published version of the manuscript.

Conflict of Interest

All authors have no conflict of interest related to this study.

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