



Penelitian ini bertujuan untuk mengetahui 1) Perbedaan kepuasan pengunjung perpustakaan terhadap kualitas pelayanan ditinjau dari jenis kelamin. 2) Perbedaan kepuasan pengunjung perpustakaan terhadap kualitas pelayanan ditinjau dari semester. 3) Perbedaan kepuasan pengunjung perpustakaan terhadap kualitas pelayanan ditinjau dari program studi.

Penelitian studi kasus ini dilakukan di Perpustakaan Universitas Sanata Dharma, pada bulan Februari 2005. Teknik pengumpulan data yang digunakan adalah: 1) Kuesioner, 2) Wawancara, 3) Dokumentasi, 4) Observasi. Populasi penelitian ini adalah semua mahasiswa yang menggunakan perpustakaan Universitas Sanata Dharma yaitu 22.107 orang dan jumlah sampel yang diambil 342 orang. Teknik pengambilan sampel secara insidental (*incidental sampling*), yaitu teknik penentuan sampel berdasarkan kebetulan, siapa saja yang kebetulan ditemui peneliti dan dinandang cocok sebagai sumber data. Teknik analisis data



ABSTRACT

**AN ANALYSIS ON STUDENTS' SATISFACTION
TOWARD THE SERVICES PROVIDED BY SANATA DHARMA
UNIVERSITY'S LIBRARY VIEWED FROM THEIR SEX, STAGE OF
SEMESTER AND MAJOR OF STUDY**

A Case Study on Students of Sanata Dharma University

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This research was intended to discover 1) the difference in the library visitors' satisfaction toward the services quality provided viewed from sex, 2) the difference in the library visitors' satisfaction toward the services quality provided viewed from their stage of semester, 3) the difference in the library visitors' satisfaction toward the services quality provided viewed from their major of study.

This case-study research was carried out at the library belongs to Sanata Dharma University, in February 2005. The techniques adopted in data collecting were 1) questionnaire, 2) interviews, 3) documentation, and 4) observation. The population for this research contained all of the students who used services of Sanata Dharma University's library, that was sum up to 22 107 individuals, and