

ABSTRAK

Nama : Yuni Puspita Sari
NIM : 1830403076
Fakultas : Adab dan Humaniora
Prodi/Tahun : Ilmu Perpustakaan/2022
Judul Skripsi : Pengaruh *Soft Skill* Staf Perpustakaan Terhadap Peningkatan Pelayanan Di Perpustakaan Program Pascasarjana Universitas Sriwijaya Palembang
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Skripsi ini membahas mengenai Pengaruh *Soft Skill* Staf Perpustakaan Terhadap Peningkatan Pelayanan di Perpustakaan Program Pascasarjana Universitas Sriwijaya Palembang. Tujuan dari skripsi ini ialah untuk mengetahui *Soft Skill* Staf Perpustakaan serta Pengaruh *Soft Skill* Terhadap Peningkatan Pelayanan Di Program Pascasarjana Universitas Sriwijaya Palembang. Jenis penelitian yang digunakan adalah penelitian deskriptif dengan pendekatan kuantitatif. Sampel dalam penelitian ini sebanyak 97 responden. Metode pengumpulan data menggunakan kuesioner dengan skala *likert*. Uji validitas menggunakan *product moment* sedangkan uji realibilitas menggunakan *Cronbach Alpha* dengan perhitungan menggunakan *SPSS V 26*. Analisis data dalam penelitian ini menggunakan *Mean* dan *Grand Mean*, kemudian untuk menyimpulkan hasil penilaian menggunakan skala interval. Hasil penelitian menunjukkan bahwa variabel *soft skill* memperoleh nilai rata-rata sebesar 3,16 yang termasuk ke dalam kategori “tinggi” sedangkan variabel peningkatan pelayanan memperoleh nilai rata-rata sebesar 3,19 yang termasuk ke dalam kategori “tinggi”. Berdasarkan hasil penelitian dapat disimpulkan bahwa pengaruh *soft skill* Staf Perpustakaan terhadap peningkatan pelayanan di Perpustakaan Program Pascasarjana Universitas Sriwijaya Palembang memiliki nilai korelasi sebesar 0,454, perolehan nilai tersebut masuk ke dalam interval 0,40-0,599 dengan kategori hubungan sedang atau normal. Berdasarkan hasil penelitian ini, bahwa variabel *soft skill* Staf Perpustakaan berpengaruh positif dan signifikan terhadap peningkatan pelayanan di Perpustakaan Program Pascasarjana Universitas Sriwijaya Palembang. Kemudian dari uji koefisien determinasi di peroleh hasil sebesar 20,6% yang artinya variabel *soft skill* memberikan peranan sebesar 20,6% terhadap variabel peningkatan pelayanan. Sedangkan sisanya 79,4% dipengaruhi variabel lain yang tidak diteliti dalam penelitian ini. Artinya, masih terdapat variabel independen lain yang mempengaruhi peningkatan pelayanan di Perpustakaan Program Pascasarjana Universitas Sriwijaya Palembang.

Kata kunci: *Soft Skill, Peningkatan Pelayanan, Perpustakaan*

ABSTRACT

Name : Yuni Puspita Sari
NIM : 1830403076
Faculty : Adab and Humanities
Study Program/Year : Library Science/2022
Thesis Title : The Effect of Soft Skills on Library Staff Improvement Services in the University Postgraduate Program Libraries Sriwijaya Palembang
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This thesis discusses the Effect of Library Staff Soft Skills on Service Improvement in the Library of the Sriwijaya University Palembang Postgraduate Program. The purpose of this thesis is to find out the soft skills of library staff and the influence of soft skills on service improvement in the Sriwijaya University Palembang postgraduate program. The type of research used is descriptive research with a quantitative approach. The sample in this study were 97 respondents. Data collection methods using questionnaires with a likert scale. The validity test uses the product moment while the reliability test uses Cronbach Alpha with calculations using SPSS V 26. Data analysis in this study uses the Mean and Grand Mean, then to conclude the results of the assessment using an interval scale. The results showed that the soft skills variable obtained an average value of 3.16 which was included in the "high" category while the service improvement variable obtained an average value of 3.19 which was included in the "high" category. Based on the results of the study, it can be concluded that the influence of library staff soft skills on service improvement in the Library of Sriwijaya University Palembang Postgraduate Program has a correlation value of 0.454, the acquisition of this value falls into the interval 0.40-0.599 with the category of moderate or normal relationship. Based on the results of this study, that the variable soft skills of Library Staff had a positive and significant effect on improving services in the Library of the Sriwijaya University Palembang Postgraduate Program. Then from the test of the coefficient of determination, the result is 20.6%, which means that the soft skill variable plays a role of 20.6% in the service improvement variable. While the remaining 79.4% is influenced by other variables not examined in this study. This means that there are still other independent variables that affect the improvement of services in the Library of the Sriwijaya University Palembang Postgraduate Program.

Keywords: *Soft Skills, Service Improvement, Library*