

ABSTRACT

This study was conducted to analyze the attributes of open library Telkom University's services for student satisfaction using canoe models. The purpose of this study was approved to study and analyze the quality of services provided by the Open Library, receiving great satisfaction received by students after receiving services provided by the library. This study maps the attributes of Open Library services categories in the Kano Model and also calculates CS-Coefficient to learn more, each attribute for student satisfaction and dissatisfaction.

Based on the results of Test Validity and Reliability of 40 attributes that are considered valid and conducted research. The results of the analysis show that from these 40 attributes, 2 attributes are classified into the must-be category (the basic needs category that must be met by producers to be accepted by consumers), 15 attributes are classified into one-dimensional categories (consumer satisfaction is directly proportional to performance attributes) 20 attributes classified into indifferent categories (whether or not they do not affect customer satisfaction or dissatisfaction), 3 attributes are classified into attractive categories (if consumers feel satisfied with increasing attribute performance and performance degradation will not cause a decrease in satisfaction). From the results of categorization into canoe models then cs-coefficient calculations were obtained, the attribute results that most affected student satisfaction were the existence of a comfortable reading room with a better value of 0.65 and the attribute that most influenced student dissatisfaction was the ability to borrow more than two books with grades worse at - 0.76.

Keywords: CS-coefficient, Human Satisfaction, Library Service Quality, Canoe Method / Model, Open Library