

**Paulus Dicky, FAKULTAS ILMU SOSIAL DAN POLITIK, 2025
MANAJEMEN PELAYANAN DIPERPUSTAKAAN DESA BEJI
KECAMATAN JUNREJO KOTA BATU**

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RINGKASAN

Perpustakaan desa merupakan suatu peran penting dalam meningkatkan literasi masyarakat. Menurut Surat Keputusan (SK) Menteri dalam Negeri dan Otonomi daerah nomor 3 tahun 2001 tentang perpustakaan desa sebagai salah satu sarana untuk meningkatkan serta mendukung pendidikan dimasyarakat desa. Perpustakaan desa Beji kekurangan staf/pegawai yang bekerja yang dimana hanya 3 staf yang aktif sehingga pelayanan yang diberikan belum maksimal. Maka tujuan penelitian ini meningkatkan efektivitas dan efisiensi manajemen pelayanan diperpustakaan desa Beji.

Menurut Sofyan (2014:7) Manajemen merupakan aktivitas menata sumber daya organisasi kearah penvapaian visi, misi, dan tujuan organisasi. Ada beberapa pokok pikiran manajemen yaitu proses, perencanaan, pengorganisasian, memimpin, pengawasan, sumber daya organisasi, dan upaya pencapaian tujuan. Menurut Lewis dan Gilman dalam Hayat (2017:21) pelayanan publik adalah kepercayaan publik. Pelayanan publik dilaksanakan secara bertanggungjawab dan sesuai dengan ketentuan dan peraturan yang ada. Berdasarkan Kepmenpan Nomor 63 Tahun 2004 tentang pedoman penyelenggaraan pelayanan publik mengelompokkan tiga jenis pelayanan instansi pemerintah yaitu pelayanan administartif, pelayanan barang, dan pelayanan jasa. Seperti halnya perpustakaan merupakan sarana sebagai sumber ilmu pengetahuan dalam mencerdaskan generasi bangsa. Perpustakaan juga memiliki fungsi sebagai administratif, penelitian, informatif, pendidikan, rekreasi, dan kebudayaan. Sementara itu dalam UU No. 6 Tahun 2014 tentang desa dimana pemerintahan desa adalah penyelenggara urusan pemerintahan dan kepentingan masyarakat setempat dalam sistem pemerintahan. Adapun struktur pemerintahan desa sesuai dengan pemendagri ada kepala desa, sekretaris desa, pelaksana kewilayahan dan pelaksana teknis.

Jenis penelitian ini adalah penelitian kualitatif yang bermaksud untuk memahami fenomena tentang apa yang dialami oleh subjek penelitian. Fokus penelitian adalah tugas pokok dan fungsi kinerja pegawai dalam memberikan pelayanan diperpustakaan. Data dikumpulkan melalui observasi, wawancara dan dokumentasi terkait manajemen pelayanan diperpustakaan Desa Beji. Teknik analisis data digunakan menurut Miles dan Huberman dalam Sugiyono ada kondensasi data, penyajian data, dan penarikan kesimpulan. Lokasi penelitian dilaksanakan di Desa Beji Kecamatan Junrejo Kita Batu, Jawa Timur.

Hasil dan pembahasan mengenai manajemen pelayanan diperpustakaan desa Beji. Proses merupakan kegiatan yang saling berkaitan, perpustakaan desa Beji mengadakan kegiatan lomba bercerita yang diikuti oleh anak-anak dan menyapa sekolah-sekolah. Perencanaan proses penetapan tujuan yang ingin dicapai, proses perencanaan dilaksanakan dengan perpustakaan kota dalam melaksanakan program dan dilakukan secara musyawarah bersama masyarakat. Pengorganisasian proses penataan dan pengaturan sumber daya, perpustakaan desa Beji pelindungnya kepala desa, penganggungjawab kasi kesra, kepala perpustakaan, sekretaris dan juga pustakawan. Memimpin proses mempengaruhi, mengarahkan dan membimbing, kepala perpustakaan diberi tanggungjawab dalam mengatasi persoalan dan menggerakkan/mengarahkan bekerjasama dengan pegawainya. Pengawasan proses pengamatan, penilaian, dan pengendalian terhadap pelaksanaan kegiatan, perpustakaan diawasi oleh kaur umum dan kasi kesra. Sumber daya organisasi adalah segala sesuatu yang dimiliki oleh organisasi untuk mencapai tujuannya, sumber daya dan fasilitas belum dikelola dengan baik sementara anggaran didukung oleh pemerintah desa. Upaya pencapaian tujuan seluruh rangkaian tindakan, strategi, dan proses yang dilakukan secara sistematis, peran kepala pemerintah desa dalam mensosialisasikan perpustakaan desa dalam meningkatkan literasi masyarakat desa. Faktor penghambat, kurang minat baca dan kunjungan masyarakat ke perpustakaan, sumber daya manusia, dan perkembangan teknologi. Faktor pendukung, perpustakaan didukung oleh pemerintahan desa dari segi anggaran, bantuan buku cerita dari perpustakaan nasional, perpustakaan mempunyai akun resmi seperti instagram (@perpusdespintar), facebook memudahkan masyarakat memperoleh informasi, dan kolaborasi dengan pihak sekolah, posyandu dan PKK.

Manajemen pelayanan diperpustakaan desa Beji sudah berjalan dengan baik dimana pelayanan tertata dengan baik. Perpustakaan berinovasi dengan perpustakaan kota dalam melaksanakan program kegiatan yang akan dilaksanakan. Melalui aplikasi sistem informasi manajemen (SIM) pelaporan dilakukan sehingga memudahkan perpustakaan kota dalam melihat perkembangan. Perpustakaan mempunyai akun resmi media sosial seperti instagram (@perpusdespintar) dan facebook yang digunakan untuk memberikan informasi kepada masyarakat. Dari segi faktor penghambat kurangnya minat baca masyarakat, Sumber daya manusia, dan perkembangan teknologi yang sangat pesat. pendukung sendiri seperti dukungan oleh pemerintah desa dari segi anggaran, Bantuan buku cerita dari Perpustakaan Nasional, berkolaborasi dengan pihak sekolah, posyandu dan PKK dalam meningkatkan literasi.

Kata Kunci: Manajemen Pelayanan, Perpustakaan, Desa

**Paulus Dicky, FACULTY OF SOCIAL AND POLITIC SCIENCE 2025
SERVICE MANAGEMENT AT LIBRARY IN DESA BEJI KECAMATAN
JUNREJO KOTA BATU**

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SUMMARY

The village library plays an important role in improving community literacy. According to the Decree of the Minister of Home Affairs and Regional Autonomy No. 3 of 2001, the village library serves as one of the facilities to enhance and support education in rural communities. The Beji Village Library lacks sufficient staff, with only three active personnel, which makes its services less than optimal. Therefore, the purpose of this research is to improve the effectiveness and efficiency of service management at the Beji Village Library.

According to Sofyan (2014:7), management is the activity of organizing organizational resources towards the achievement of its vision, mission, and objectives. Several key aspects of management include processes, planning, organizing, leading, supervision, organizational resources, and efforts to achieve goals. Meanwhile, Lewis and Gilman, as cited in Hayat (2017:21), state that public service is a matter of public trust. Public services must be carried out responsibly and in accordance with existing regulations and provisions. Based on the Minister of Administrative and Bureaucratic Reform Decree No. 63 of 2004 on guidelines for the implementation of public services, there are three categories of public service in government institutions: administrative services, goods services, and service delivery. Similarly, libraries serve as facilities and sources of knowledge in shaping the nation's future generations. A library also functions in administrative, research, informative, educational, recreational, and cultural capacities. Furthermore, under Law No. 6 of 2014 on Villages, the village government is the organizer of governance and the interests of the local community within the national governance system. The structure of village government, as stipulated by the Ministry of Home Affairs, consists of the village head, village secretary, regional administrators, and technical implementers.

This research is qualitative in nature and aims to understand the phenomena experienced by the research subjects. The focus of the study is on the main duties and functions of staff performance in providing services at the library. Data were collected through observation, interviews, and documentation related to service management at the Beji Village Library. The data analysis technique used follows Miles and Huberman as cited in Sugiyono, which consists of data condensation, data display, and conclusion drawing. The research was conducted in Beji Village, Junrejo District, Batu City, East Java.

Results and Discussion on Service Management at the Beji Village Library.

Service management at the Beji Village Library involves a series of interrelated processes. The library organizes various activities such as storytelling competitions for children and outreach programs to schools. In terms of planning, objectives are determined collaboratively with the city library and discussed through community deliberations to ensure that programs align with local needs. The organizing process refers to the arrangement and management of resources. At the Beji Village Library, the village head serves as the patron, while responsibilities are shared among the head of community welfare, the library head, the secretary, and librarians. Leadership involves influencing, directing, and guiding staff. The library head is entrusted with resolving problems and mobilizing cooperation among employees. Supervision is carried out through monitoring, assessment, and control of activities, with oversight provided by the head of general affairs and the head of community welfare. Organizational resources encompass all assets owned by the library to achieve its goals. However, these resources and facilities have not yet been managed effectively, even though the budget is supported by the village government. To ensure goal achievement, systematic actions, strategies, and processes are implemented, with the village head playing a vital role in promoting the library to strengthen community literacy. The study identified several inhibiting factors, including low reading interest, limited community visits to the library, constraints in human resources, and challenges posed by technological development. On the other hand, there are also supporting factors, such as financial support from the village government, donations of storybooks from the National Library, the presence of official social media accounts like Instagram (@perpusdespintar) and Facebook that help the community access information, as well as collaborations with schools, community health posts (posyandu), and the Family Welfare Movement (PKK).

Service management at the Beji Village Library has been running well, with services organized in a structured manner. The library collaborates with the city library to innovate and implement activity programs. Through the Library Management Information System (SIM), reporting is carried out, making it easier for the city library to monitor developments. In addition, the library has official social media accounts such as Instagram (@perpusdespintar) and Facebook, which are used to provide information to the community. In terms of inhibiting factors, challenges include low public interest in reading, limited human resources, and the rapid pace of technological development. On the other hand, there are also supporting factors, such as budgetary support from the village government, donations of storybooks from the National Library, and collaborations with schools, community health posts (posyandu), and the Family Welfare Movement (PKK) to enhance literacy.

Key words: Service management, Library, Village.