

## Analysis of the Effectiveness of Utilization Book Proposal Web Service on the Availability and Completeness of New Collections at the Trenggalek Regency Archives and Library Office

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### Abstract

**Background:** The development of information technology has encouraged libraries to adopt innovations in their services, one of which is through a book proposal web service.

**Objective:** This study aims to analyze the effectiveness of the utilization of the book proposal web service on the availability and completeness of new collection at the Trenggalek Regency Archives and Library.

**Methods:** This research employs field research with a qualitative descriptive approach based on the DeLone and McLean Information Success Model (2003), which consists of six main indicators. Data collection includes observations and interviews with four users of the book proposal web service. The collected data was then analyzed using data reduction, data presentation, and concluding drawing.

**Results:** The result indicate that the book proposal web provides easy access for users, several challenges remain, such a lack of clarity regarding proposal status, delays in follows-ups suboptimal system reliability, and suboptimal system reliability. Despite these challenges, the service contribute are still to aligning the library's collection with user's needs, though some book categories are still considered incomplete.

**Conclusion:** Based on the research results, it is necessary information transparency, optimize follow-up of proposals, and improve the system to be more stable so that this service can be more effective in increasing library collections according to user needs.

**Keywords:** Library web service, online book proposal, library collection availability, book collection completeness.

## INTRODUCTION

The rapid development of technology has brought significant changes in various sectors, including libraries. In a study, Sulistyo Basuki interpreted information technology as technology used to store, generate, process, and disseminate information (Fahrizandi, 2020).

This technological development in libraries requires libraries and librarians to form various new innovations, especially in the service section. One of the innovations developed in library services is the book proposal web service, which allows users to submit request for new collections according to their needs. Nasution stated that "the library is a service" (Inovasi Layanan Perpustakaan Dan Fenomena Hoax, 2017). The quality of a library can be assessed in

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terms of its services in serving the community. None other than, the purpose of library service is to deliver collections of library materials to users.

It should be emphasized that libraries are user-oriented. The library should involve users in several aspects of its activities. One of them is user participation in collection selection. One of the main things related to collections is user interest surveys (Sutarno, 2006). With this activity, the library will know more about the collection interest needed by users. So that the collection in the library will be more targeted and in accordance with the interest of users. That is why the importance of user participation in collection selection.

According to Remick in (Fahmi et al., 2016), a web application is an application or program that runs using browser technology and is accessed via a computer network. Simply put, library web service is a web page that contains services provided by the library to be utilized by users. Services provided include an online catalog or information search in the form of OPAC, borrowing and returning services, and so on. This library web service is a form of innovation due to the development of information technology. Libraries are required to continue to be able to capture and meet the needs of the libraries that innovate in services is the Trenggalek Regency Archives and Library Service. The Trenggalek Regency Archives and Library Office has implemented a book proposal web service as part of an effort to increase user involvement in the collection procurement process. With this service, users can directly contribute in determining books that need to be added to the library collection. This service can be accessed through the address <https://s.id/UsulanBuku> or through the Trenggalek Regency Archives and Library Office website. From the description that has been explained, this book proposal web service is an innovation and an effort from the library to always meet the information needs of users.

But on the other hand, the library cannot realize all requests for book proposals from users. This is because in the procedure, the library needs to sort out the collections that will be held by the library because it considers many aspects including budget availability. So the effectiveness of the web service is not yet known. Effectiveness itself is defined as the ability to achieve the desired goals or results without regard to various factors such as energy, time, cost, thought, equipment, and so on (Tarifu et al., 2022).

How far this service has actually been able to increase the availability and completeness of the collection is still a question. Several factors such as transparency in the follow-up of book proposals, the speed of the procurement process, and budget limitations are aspects that need to be considered in assessing the success of this service. In addition, there has been no research that specifically measures the effectiveness of the book proposal web service at the Trenggalek Regency Archives and Library Office.

From the description above, this study aims to analyze the effectiveness of the use of book proposal web services using the DeLone and McLean (2003) information success model. This model includes six main indicators, namely system quality, information quality, service quality, service usage, user satisfaction, and net benefits (Safitri, 2020). This research is

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intended to determine whether the book proposal web service has had a positive impact on improving the quality of library services and meeting user needs.

## LITERATURE REVIEW

In research (Saputri et al., 2023) the web-based book proposal system is considered efficient and can increase library accessibility in its management. Users are facilitated by accessing the web in real time. With an easy and attractive interface, making the system comfortable to use. In addition, the system also reduces operational costs related to physical and administrative management at ARPUSDA.

Regarding the availability of collections, (Murnia Arief, 2020) has conducted research with the result that to improve the quality of service is the availability of library materials. The availability of library materials in question is the completeness and currency of library materials. Completeness which means that library materials are available in various forms both printed and non-printed. As well as the latest which means up to date or always following the development of science and technology.

This research uses DeLone and McLean's (2003) Information System Success Model as a measure of the effectiveness of book proposal web services. This model was proposed by William H. DeLone and Ephraim R. McLean in 1992, which describes the relationship between variables that affect each other. These variables include system quality, information quality, use, user satisfaction, individual impact and organizational impact. However, this model was updated in 2003 because it was felt that there were still shortcomings. This model was updated by adding service quality and intention use variables, and changing individual impact and organizational impact to net benefits (Safitri, 2020).

1. System Quality, Jogiyo in (Fendini et al., 2012) states "system quality is used to measure the quality of the technology system itself". This indicator focuses on the extent to which the information system is able to provide a reliable, efficient and satisfying experience for its users. The measuring aspects include ease of use, ease of learning, and system integrity.
2. Information Quality, according to Ong et al, information quality is defined as measuring the quality of the content of the information system (Fendini et al., 2012). This indicator measures how well the information generated by the system meets user needs in terms of accuracy, relevance, controllability, and completeness. The measuring aspects include the usefulness of information, timeliness, and completeness of information.
3. Service Quality, according to Parasuraman in (Pambudi & Soliha, 2021) service quality refers to the level of gap between customer expectations and the reality they receive or experience. The measuring aspects include quick response, assurance of security and trust, and service support.
4. Use, the Use indicator is used to assess the extent to which an information system is often or actually used by its users (Kurniawati et al., 2022). The aspects in it include

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frequency of use which is declared frequent if used 1 time / week, motivation for use, and level of dependence.

5. User Satisfaction, user satisfaction describes the extent to which users are satisfied with the information system used based on their expectations and experiences. The measuring aspects include conformity to expectations and satisfaction with all aspects.
6. Net Benefits, used to assess the positive impact that an information system has on its users and the organization as a whole. The measuring aspects include benefits to users, increased availability of new collections, and increased completeness of collections.

## METHODS

This research uses a type of field research with a qualitative descriptive approach. Field research is research conducted directly in the field (Prastowo, 2012). Descriptive qualitative research focuses on answering the questions of what, who, where, and how an event occurs and examines it in depth so that answers can be found to the occurrence of the event (Yuliani, 2018). The data for the research was obtained from observations, interviews, field notes, and other documents. This approach allows researchers to explore the direct experiences of service users, library staff, and analyze the system used.

The data sources used are divided into two, (1) primary data sources: data sources obtained directly from the original source. Primary data was taken directly from four research informants determined through purposive sampling, namely users of the book proposal web service. (2) secondary data sources: data used to complement existing data. Secondary data is in the form of an overview of the research location, theoretical studies, and scientific papers that are still relevant to this research.

Data collection techniques are the means used in obtaining research data. The data collection techniques used in this study are observation and interviews. Observation, is a data collection technique that is carried out by observing the object to be studied, analyzing, and recording the findings at the research location (I Made, 2020). Observations were made by researchers by direct observation of coming to the Trenggalek Regency Archives and Library Office and accessing the book proposal web service.

Furthermore, interviews are data collection techniques carried out by asking several questions to data sources (informants) to obtain information directly (I Made, 2020). This interview aims to explore problem information more broadly and openly, where the informants are asked to convey their opinions and ideas. The interview process is not limited to one informant, but involves several informants in order to obtain a more diverse perspective. In this case, researchers conducted interviews with 4 users of the book proposal web service.

Data The data to be analyzed comes from the results of observations and interviews while in the field. The stages of data analysis according to Miles and Huberman (1992) are divided into 3 stages, namely data reduction, data presentation, and conclusion drawing.

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The data validity test uses triangulation techniques, namely source triangulation, technique triangulation, and time triangulation.

## FINDINGS

This research examines the effectiveness of the book proposal web service at the Trenggalek Regency Archives and Library Office in increasing the availability and completeness of book collections. This service aims to enable the community to propose new books in the hope that the library collection is more in line with the needs of the users.

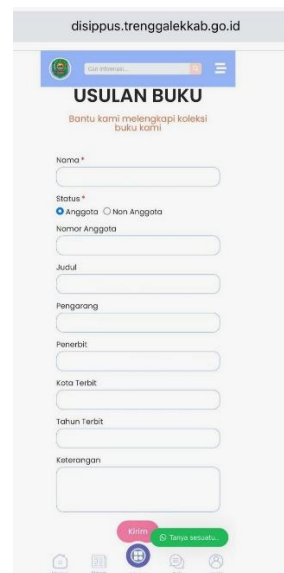
The image shows a mobile web application interface for submitting book proposals. At the top, the URL 'disippus.trenggalekkab.go.id' is visible. Below it is a header with a logo and the title 'USULAN BUKU' in bold. A subtitle reads 'Bantu kami melengkapi koleksi buku kami'. The form consists of several input fields: 'Nama \*', 'Status \*' with radio buttons for 'Anggota' (selected) and 'Non Anggota', 'Nomor Anggota', 'Judul', 'Pengarang', 'Penerbit', 'Kata Terbit', 'Tahun Terbit', and a larger 'Keterangan' field. At the bottom right of the form is a pink 'Kirim' button. Below the form is a navigation bar with icons for home, menu, and other functions.

Figure 1. Book Proposal Service View

The results showed that this service has provided significant benefits to users, especially in terms of ease of access and time flexibility. Users can submit book proposals anytime and from anywhere without having to come directly to the library.

The following are the results of each indicator, (1) System quality, this service is considered easy to use and easy to understand because the interface is quite intuitive. However, technical reliability issues and lack of information such as the status of the proposal are obstacles faced by users. (2) Information quality, the book proposal web service has not met all user needs. Users were unclear about the status of book proposals, estimated processing time, and follow-up steps. (3) Service quality, although the service is considered safe and reliable, some users complained about the slow response to their proposals. Due to lack of socialization or lack of need to use the feature, the chat system support feature has not been widely used by users. (4) Usage, some users have been using the service actively, especially those who are already familiar with digital services. However, there are also users who have only used this service once or twice, so this service is still not a habit for users. (5) ease of access and flexibility show a fairly high level of satisfaction. However, there are still differences between expectations and reality, especially in terms of the speed of follow-up on proposals and the

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transparency of the book procurement process. (6) Net benefits, this service has had a positive impact, such as increasing the availability and completeness of the library collection. However, there are still several categories of books that need more attention, especially academic and reference books needed by students.

Nevertheless, most users still appreciate the existence of this service because it provides a more modern and practical alternative to the manual proposal system.

## DISCUSSION

To understand the effectiveness of the web services proposed in this book, the research used the Information System Success Model developed by DeLone and McLean (2003). This model includes six main indicators that are used as the basis for analyzing research results:

### 1. System Quality

A quality system must be able to provide a good user experience, with intuitive navigation and high responsiveness to every user interaction. The results indicate that the book proposal web service can be used easily without any significant obstacles. This is in accordance with the results of previous research by (Kholifah, 2023), which states that the ease of use variable affects the use decision variable. This finding indicates that the ease of use of the new book proposal web service will affect the user's decision to use and access the book proposal web service.

In the aspect of ease of learning, informants stated that they had no difficulties when using the book proposal web service. The absence of confusion when first using this service shows that the interface design is friendly enough and does not require complicated technical explanations. Good system quality can be measured from the functional or usability section. According to the opinion of (Faza & Utomo, 2021) usability is a user experience related to user satisfaction. Among them are navigation factors that are comfortable and easy to use, and the website layout is arranged appropriately.

System integrity is still considered less than optimal because users still encounter technical problems such as servers experiencing downtime and long loading. To improve the quality of the system, optimization is needed on server system stability and increased access speed. Thus, the book proposal web service can function more optimally, provide a better experience for users, and support the improvement of library collections more effectively. This is in accordance with the ideas of G. Breatrix (2022) in (Hardyka Putri et al., 2024), that an information system is said to be good if it provides convenience and accuracy of information related to system integration, data processing, accelerates the process of optimal results, has benefits for the company as a process, and becomes a form of user satisfaction.

It can be concluded that the quality of the book proposal web service system has provided convenience to users, but still has weaknesses in system reliability that are not optimal.

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## 2. Information Quality

Information quality indicators are used to measure how well the information generated by the system meets user needs in terms of accuracy, relevance, controllability, and completeness. The usefulness of information means that the information available in web services must be relevant and useful to users. Based on the results of the interview, it can be seen that the information provided by the book proposal web service is still less relevant. Informants stated that information regarding the flow of book processing was not provided. The information available is still limited, because the service only provides a proposal form without any further clarity of the proposal they propose. The informant's statement when associated with the opinion of Jogiyanto (2005) that relevant information must have a useful value for its users (Fendini et al., 2012), indicates that the information on the book proposal web service is still said to be not relevant. This shows that users need more information related to the mechanism and procedures for proposing books in order to utilize the service more effectively.

Timeliness means that the information provided in the book proposal web service must be updated regularly and available on time. According to informants, the information delivered by the system is delayed. Users do not get regular updates on the progress of their proposals, so they feel they lack transparency in the process of procuring new collections. Meanwhile, Jogiyanto in (Fendini et al., 2012) explains that the information received must be timely because the delay will eliminate its value, considering that information plays a role in the decision-making process. Delays in this information can have an impact on user satisfaction and the effectiveness of services in meeting their needs.

Completeness of information was considered lacking by informants. The service only includes basic information when filling out the proposal form without any details about the next steps. The absence of clear notification regarding the selection process, processing time, or the possibility of acceptance or rejection of the proposal, makes users feel less informed and less involved in the system. This also has the potential to reduce user satisfaction because the findings in research (Kurniawati et al., 2022) state that completeness has a significant effect on user satisfaction.

It can be concluded that the quality of information on the book proposal web service is not optimal. The information presented needs to be added and clarified, and its updates need to be improved.

## 3. Service Quality

Service quality is one of the important indicators used to assess the level of service quality provided by the information system to its users. Fast response means that the book proposal web service system should be able to provide fast and accurate responses to every user interaction. This includes the processing time of the proposal, providing notification of the status of the proposal, and the ease with which users can

access related information. Informants revealed that the book proposal web service did not provide a quick response to the book proposal they submitted. This indicates that the book proposal web service has not fulfilled the speed of response aspect.

In the aspect of assurance and trust, the results show that user data is safe and there is no data misuse. Well-maintained data security reflects that the system has sufficient protection to avoid information leakage. This is in line with the opinion of Belanger et al., (2002); Roca et al., (2009) in (Djayapranata, 2023) security refers to the website's ability to protect and maintain the confidentiality of users' personal information in conducting online transactions, in order to avoid data misuse.

Service support allows the system to assist users in overcoming challenges they may encounter while using the book proposal web service. The book proposal web service has provided a means of communication that users can use to contact the service manager. Although there are support features such as the WhatsApp chat icon, most informants admitted that they had never used it. This suggests that the support service is not well known or is not considered an urgent need by users.

It can be concluded that the quality of technical/support services of the book proposal web still needs to be improved, both in terms of clarity of information about available help features and effectiveness in dealing with problems experienced by users. With a more responsive and informative support system, it is expected that the user experience in using the book proposal web service can be more optimal and satisfying.

#### 4. Use

The use of book proposal web services means how users utilize an information system in their activities. In the context of the book proposal web service, this indicator reflects how users access, use, and rely on the system to propose books. Frequency of use indicates how often users access the web service to propose books. Frequency of use is considered frequent if it is used 1 time/week or 4 times/month. Based on the interview results, most informants fall into the category of rarely using the book proposal web service. This indicates that the book proposal web service is still not routinely utilized by most users, so efforts are needed to increase their involvement.

Motivation for use describes the main reasons users use this service. The main reasons users prefer web services over manual methods are ease of access and time flexibility. Users can propose books at any time without having to come directly to the library. This shows that web services have provided a more practical solution than conventional methods. If adjusted to the motivation indicators according to (Uno, 2023) , then the informants' motivation to use the book proposal web service is the desire and desire to carry out activities, as well as the encouragement and need to carry out activities In the digital era, internet-based services are increasingly in demand

because they offer more efficiency and convenience than conventional methods. Not only do users find it easy to make proposals, but they also feel that the process is more practical and suits their needs. However, the results of these interviews also indicate that socialization of the various book proposal methods still needs to be improved

The level of reliance reflects the extent to which users rely on this system in meeting their needs related to the procurement of new books compared to other methods, such as proposing manually. Based on the interview results, most informants said that they rely heavily on this service because of its efficiency in proposing books. With this system, users do not need to come to the library and can directly submit proposals when they find the books they want. This statement is in accordance with one of the benefits of digital public services, namely saving time, because it does not require us to come to the location where public services are located (Rusmanto, 2022).

It can be concluded that the use of book proposal web services still needs to be improved. Although the book proposal web service has provided benefits in terms of ease of access and flexibility, its use is still uneven among the community. Therefore, there is still a need for further socialization and improvement of service features so that users are more active in using it.

## 5. User Satisfaction

User satisfaction reflects the extent to which user expectations of the system are met, both in terms of convenience, clarity of information, and service effectiveness. Conformity to expectations means that the book proposal web service can meet user expectations in the process of proposing new books. Users have expectations that this system can provide convenience in submitting proposals and other aspects that are in accordance with user expectations. Based on the research results, the majority of informants feel that the book proposal web service has met their expectations. However, there are still some shortcomings that are noted. These deficiencies are related to information transparency, book processing speed, and system stability.

Furthermore, in satisfaction with all aspects, the majority of informants gave a high percentage, however, information clarity factors, long book procurement process times, and system constraints made their level of satisfaction decrease. This is in accordance with the results of research (Agustina et al., 2021) that system quality and information quality affect the satisfaction of information system users. This means that the clearer and more relevant the information provided, the more satisfied users will be. Vice versa, if the information presented is less clear and relevant, then the level of user satisfaction will decrease, as well as system reliability.

It can be concluded that user satisfaction with book proposal web services is still not optimal. Although the book proposal web service has provided significant benefits to users, there are several aspects that need to be improved so that user

satisfaction increases, especially in terms of process transparency, system constraints, and the speed of response to proposals submitted.

#### 6. Net Benefits

The net benefits indicator is used to measure the extent to which the system provides benefits to users and organizations. The benefits felt by users in web services mean to find out the extent to which this system provides convenience and benefits for them. Based on the results of the interview, the informants felt that this service provided time efficiency because it could be accessed from anywhere and anytime, even outside of library operating hours. With the web-based feature, users do not need to wait until library working hours to submit book proposals directly. In addition, another benefit felt by informants is the opportunity to get to know the proposed book better. This is in line with Davis' opinion in (Ahmad & Pambudi, 2014) that perceived benefits can be interpreted as the extent to which a person believes that the use of technology can increase their productivity. In other words, the benefits of the book proposal web service facility can contribute to the productivity of its users.

Increased collection availability means that the book proposal web service helps the library in identifying user needs, so that the available collections will be more relevant and in accordance with user needs. Based on the results of the interviews, most informants stated that the available collections already reflect the needs of users. This indicates that the book proposal web service plays a role in ensuring that library collections are more relevant to users' interests and needs. This is in accordance with the opinion of (Sutarno, 2006) that relevance and user-oriented are part of collection availability. However, there are also informants who feel that the available collections are still less relevant. With this, the effectiveness of increasing the availability of this collection still depends on the extent to which the library responds and follows up on each proposal.

Improving the completeness of the collection is one of the main benefits of this service. With the web-based suggestion feature, the library can accommodate various types of suggestions from users, ranging from academic books to popular readings. Based on the interview results, informants expressed different opinions. Thus it can be concluded that the completeness of the collection is still lacking in certain categories. It should be noted that collections are the key to the existence of a library. Without a collection, a library cannot provide information services to its users. The completeness and currency of the collection is a determining factor in the success of the library in providing quality services (Novelya & Erlianti, 2024) . With the book proposal web service, the library can continue to adapt to user needs, ensuring that the available collection remains relevant and in accordance with user needs.

It can be concluded that the book proposal web service has had a positive impact on users and libraries or collections. However, the management of book proposal web services needs to be improved in order to have an optimal positive impact on the availability of collections that are in accordance with user needs.

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Overall, this research shows that although the book proposal web service has a positive impact on users and library collection management, there are still some aspects that need to be improved so that this system can run more optimally.

## CONCLUSIONS

Based on the research results, it can be concluded that the book proposal web service has an important role in increasing user involvement in library collection development. This service provides easy access, flexibility, and transparency in submitting book proposals. However, there are several aspects that still need to be improved so that this system can run more effectively. (1) The quality of the system needs to be improved, especially in terms of server stability and the proposal status notification feature, so that users can get clearer information about the progress of their proposals. (2) The quality of information should be improved by providing more details regarding the estimated processing time and follow-up stages of book proposals. (3) Responses to user proposals should be faster, so that users feel valued and have more confidence in the system. (4) The library collection needs to be continuously adapted to user needs, especially in the category of academic and reference books for students. With improvements in these aspects, the book proposal web service at the Trenggalek Regency Archives and Library Office can be more optimal in supporting the needs of users and increasing the effectiveness of library services as a whole.

## AUTHOR CONTRIBUTIONS

[Aura Aulia]: Conceptualization, methodology, writing the original draft, editing. [Nadia Roosmalita Sari]: Review, manuscript revision.

## CONFLICTS OF INTEREST

The authors declare no conflict of interest.

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