

The Influence of Service Systems and Library Spatial Aesthetics at UIN Ponorogo on Visiting Interest

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Abstract

Background: Libraries play an important role in the teaching and learning process, especially in the realm of higher education. Generally, university libraries have complete facilities, but there are still minimal visitors. The lack of interest in visiting students in university libraries may be caused by factors in the library service system, including fewer friendly staff services or less aesthetic library layout. The research background starts from the condition of the UIN Ponorogo library which has minimal student visits, even though it has thousands of students.

Objective: This study aims to determine the significant influence between independent variables (service system and aesthetics of library spatial layout) and bound variables (interest in visiting students of the Department of Islamic Education Management semester 4, Faculty of Tarbiyah and Teacher Training UIN Ponorogo).

Methods: This study uses quantitative and observational methods, sampling through non-probability sampling techniques with a sampling quota of 30 Islamic Education Management students in the 4th semester. Data collection through a questionnaire via google form, with a Likert scale. The analysis method used multiple linear regression analysis. Observation was carried out by directly observing the condition of the UIN Ponorogo library and analyzing library visit data.

Conclusion: The results showed that the service system had a positive and insignificant effect on visitor interest, while spatial aesthetics had a positive and significant effect on visitor interest at a significance level of 5%. Simultaneously, the two variables had a positive and significant influence on visitor interest at a significance level of 5%. The service system contributed 6% and spatial aesthetics 20% to the interest of visitors, with a total donation of 26%. Thus, both variables had moderate influence, with 74% coming from other factors outside the study.

Keywords: Services System; Aesthetics; Layout; Library; Visitor Interest.

INTRODUCTION

Academic libraries play an important role in supporting teaching and learning activities. A university library is not only a place to store collections, but it also supports education, research, and various information needs (Widyasari et al., 2021). Therefore, a university library should be equipped with various facilities that provide comfort for users. However, even with complete facilities, university libraries often still have a low number of visitors. This situation is caused by the low interest of students to visit the library (Febrianti & Puspasari, 2022). In today's digital era, conventional university libraries are rarely chosen by students when they need references for their assignments (Andita, 2022).

Low visiting interest can also be caused by unattractive library spatial design. Because of this, it is important to apply aesthetic and ergonomic principles in arranging the library

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interior. Proper spatial planning that considers movement space and comfortable furniture placement can make the library feel more attractive and even “Instagrammable” (Wayan Agung Dicki Darmawan & Ni Luh Putu Sri Widhiastuty, 2022).

A study by Wira Zulfia titled “Effectiveness of Circulation Service Systems on Visiting Interest at the Public Library of Solok Regency” found that the circulation service system was not effective because it still used a manual system, which slowed down the process and lacked automation. Even though the staff were friendly, problems such as low efficiency, limited collections, facilities, human resources, and budget contributed to the low visiting interest (Zulfia, 2023). Meanwhile, the study by Mansur et al., titled “The Influence of Library Spatial Layout on Students’ Visiting Interest at the Health Polytechnic Library of the Ministry of Health Ternate” showed that spatial layout had a significant but very weak influence (only 0.11%) on student visiting interest. Most of the influence came from external factors, including the COVID-19 pandemic (Mansur et al., 2021).

Compared to the previous studies, Zulfia focused only on the circulation service system, while this study focuses on the overall library service system. Meanwhile, Mansur et al. focused only on library spatial layout, while this research focuses on spatial aesthetics. Therefore, this study combines two variables—service systems and spatial aesthetics—and examines their influence on visiting interest.

This research was originally planned for 4th-semester students of the Faculty of Tarbiyah and Teacher Training at IAIN Ponorogo. However, after the Presidential Decree issued on May 26, 2025, through Presidential Regulation Number 55 of 2025, IAIN Ponorogo officially changed its status to the State Islamic University (UIN) Kiai Ageng Muhammad Besari Ponorogo.

The main problem in this study comes from the low number of student visits to the UIN Ponorogo library, even though the university has thousands of students. Some students have never visited the library at all and prefer to use digital library services. Although UIN Ponorogo already provides a digital library system, the conventional library seems to be less attractive.

Because of this situation, the researcher wants to explore the factors that cause the low interest of 4th-semester students of the Islamic Education Management Study Program to visit the library. This study focuses on two possible factors: library service quality and spatial aesthetics. The objective of this study is to examine whether these two variables (service system and spatial aesthetics) have partial and simultaneous effects on students’ visiting interest.

LITERATURE REVIEW

Kotler (2002) explains that service is an intangible and temporary experience, but often feels more concrete than physical goods because customers are actively involved in the process. Gronroos (1998) states that service is a set of intangible activities or processes that result from interactions between customers and service providers.

According to Nuryati in Sri Susmiyati and Titi Kadi (2021), a library is a collection of organized materials supported by an administrative process to fulfill users’ needs. Therefore,

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library service can be understood as assistance provided by librarians to help users find information or reading materials for learning or other purposes.

Library service systems consist of two types. First, open access, where visitors can freely access collections on the shelves. This system is common in school, public, and university libraries. Second, closed access, where visitors must request help from librarians to access materials. Libraries using this system require catalog facilities such as an OPAC (Sopwadin, 2021).

The word aesthetic comes from the Greek terms *aisthanesthai* (to perceive) and *aistheta* (things perceptible) (Magdalena et al., 2022). Aesthetics refers to the science or philosophy of beauty and human responses to beauty (Muzaki et al., 2024). Principles of aesthetics include unity, balance, focal point, variation, proportional placement of size and shape, and harmony (Fauziyah & Hidayat, 2021).

Spatial arrangement refers to a system of organizing rooms. According to Ishar in Afrina, spatial planning must meet physical and psychological requirements. Physical requirements include room size, height, movement space, equipment, and needs. Psychological requirements include lighting, ventilation, perspective, lines, and colors (Afrina et al., 2023).

Library spatial arrangement is important for supporting service performance and library functions (Mansur et al., 2021). A well-arranged library increases comfort and makes work faster and more efficient.

According to several scholars, a good library spatial layout creates a controlled and pleasant atmosphere, improves service quality, and increases visiting interest (Mayasari et al., 2024; Pinto et al., 2021). Therefore, aesthetic spatial design is an effort to create a comfortable, harmonious, and pleasant library environment.

Interest refers to a deep emotional attraction that encourages someone to participate in an activity. Reading interest affects library visiting interest. When library services and collections meet a user's information needs, the user will enjoy the library environment and willingly return (Khairullah et al., 2021).

Visiting interest is influenced by physical conditions, psychological conditions, and the social environment. A clean building, a pleasant atmosphere, and easy access to facilities support visiting interest (Boimau et al., 2023).

Previous studies—such as Mansur et al. (2021) and Erwina et al. (2024)—found significant relationships between spatial layout, service quality, and visiting interest. However, this study aims to explore these factors more deeply, especially regarding aesthetic spatial design and service system quality, which may influence students of the current generation who prefer aesthetic and Instagrammable places.

METHODS

This research uses a quantitative method supported by observation. Quantitative research is based on scientific principles that are concrete, factual, measurable, logical, and

structured. It is also known as a discovery method because it helps researchers find and develop new knowledge based on numerical data and statistical analysis (Balaka, 2022).

The sample was selected using a non-probability sampling technique. The researcher used quota sampling, which determines participants based on specific characteristics until a required number is reached (Sudaryana & Agusiady, 2022). The sample for this study consisted of 30 students of the 4th-semester Islamic Education Management Program. This number represents more than 10% of the total population of 180 students.

Data were collected using a questionnaire distributed through Google Forms and measured using a Likert Scale (Hanafiah et al., 2020).

TABLE 1.
Five Categories of the Likert Scale

Category	Code
Strongly Agree	SS
Agree	S
Somewhat Disagree	KS
Disagree	TS
Strongly Disagree	STS

The method used in this article is multiple linear regression analysis. Regression is a statistical technique used to identify causal relationships between independent variables and dependent variables (Firdaus, 2021). Multiple linear regression analysis is employed to examine the magnitude of the simultaneous influence of several independent variables on a single dependent variable, and to determine whether the effect is positive or negative (Priyatno, 2022).

Observation research refers to the process of examining behavioral patterns of research subjects in specific conditions to obtain information related to a particular phenomenon (Ulfatin, 2022). Observation can also be defined as direct monitoring conducted at the location where an event occurs. Through this method, researchers do not need written reports or secondhand notes from other parties; instead, researchers directly observe and analyze the data needed for the study. Observation is considered a complex data collection method because it is not limited to measuring respondents' attitudes, but includes observing events as they occur. The purpose of observation is to obtain a comprehensive description of an object along with all associated aspects, using human senses as the main instruments (Wildan, 2025).

The researcher conducted observations at the UIN Ponorogo Library to examine the physical conditions of the library in terms of aesthetics and service systems, and also collected library visitation data to strengthen the findings of this study.

FINDINGS

This study involved 30 students from the fourth semester of the Islamic Education Management Study Program, Faculty of Tarbiyah and Teacher Training at UIN Ponorogo. The questionnaire results were used to determine the significance level between the library service

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system and the aesthetic layout of the UIN Ponorogo Library toward students' visiting interest. Data analysis was assisted by SPSS 25.

Before conducting multiple linear regression analysis, the researcher performed validity and reliability tests to ensure that the measurement instruments produced trustworthy and consistent results, even when tested multiple times using the same instrument and conditions. Out of 22 questionnaire items, 20 items were declared valid, while one item from variable X1 and one item from variable X2 were invalid. Reliability testing was conducted after removing invalid items.

The data in this study also fulfilled four classical assumption tests: the normality test, multicollinearity test, homoscedasticity test, and non-autocorrelation test. The results of the partial regression analysis showed that only the aesthetic layout variable had a positive and significant influence on visiting interest. Meanwhile, the simultaneous test revealed that both variables had a positive and significant effect on visiting interest. Overall, both variables contributed a moderate influence of 25.81% on visiting interest. These results were supported by library visitation records and direct observations.

DISCUSSION

Instrument Testing

This study conducted validity and reliability testing using SPSS Version 25. The library service system variable (X1) consisted of 4 items: 2 items measuring open-access service and 2 items measuring closed-access service. The aesthetic layout variable (X2) consisted of 12 items: 2 items for unity, 2 for balance, 2 for focal point, 2 for variety, 2 for proportion, and 2 for harmony. The visiting interest variable (Y) consisted of 6 items: 2 items for physical conditions, 2 for mental conditions, and 2 for social environment.

Validity Test

The validity test measures the accuracy of research instruments. An item is declared valid when the value of r count lebih besar daripada r table or when the significance value is below the significance level ($p = 0.05$). The sample size (n) in this study was 30 respondents. r table was obtained using $df = n - 2 = 30 - 2 = 28$, resulting in an r table value of 0.361 at the 0.05 significance level.

TABLE 2.
Validity Test Results for X1, X2, and Y

Validity Test for X1 (Service System)		
Item	Pearson Correlation	Sig. (2-tailed)
SP1	0.830	0.000
SP2	0.639	0.000
SP3	0.843	0.000
SP4	0.309	0.097
Validity Test for X2 (Aesthetic Layout)		
Item	Pearson Correlation	Sig. (2-tailed)
ETR1	0.720	0.000
ETR2	0.669	0.000
ETR3	0.507	0.004

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Validity Test for X2 (Aesthetic Layout)		
Item	Pearson Correlation	Sig. (2-tailed)
ETR4	0.516	0.004
ETR5	0.666	0.000
ETR6	0.682	0.000
ETR7	0.333	0.072
ETR8	0.746	0.000
ETR9	0.611	0.000
ETR10	0.592	0.001
ETR11	0.725	0.000
ETR12	0.384	0.036
Validity Test for Y (Visiting Interest)		
Item	Pearson Correlation	Sig. (2-tailed)
MK1	0.683	0.000
MK2	0.894	0.000
MK3	0.769	0.000
MK4	0.509	0.004
MK5	0.661	0.000
MK6	0.649	0.000

(Source: Author's Own Processing, 2025)

The validity test output for variable X1 shows that three statement items are declared valid because the Pearson Correlation r value is greater than the r table value of 0.361. One statement item is not valid because the r value is lower than the r table value of 0.361. The data can also be considered valid when the significance value is lower than the significance level p value 0.05. If the significance value is higher than p value 0.05 the data is considered not valid.

The validity test output for variable X2 shows that eleven statement items are declared valid because the Pearson Correlation r value is greater than the r table value of 0.361. One statement item is not valid because the r value is lower than the r table value of 0.361. The data can also be considered valid when the significance value is lower than the significance level p value 0.05. If the significance value is higher than p value 0.05 the data is considered not valid.

Meanwhile the validity test output for variable Y shows that all statement items are valid. Thus, it can be concluded that out of the twenty-two statement items from variables X1 X2 and Y twenty items are valid and two items are not valid.

Reliability Test

After the validity test was conducted the reliability test was then carried out to assess the stability level of a measurement instrument namely to ensure whether the instrument can produce similar results when applied repeatedly to the same phenomenon under the same conditions and using the same tools. The reliability test was performed on statement items that were declared valid. In this study the reliability test was conducted on three statement items of variable X1 eleven statement items of variable X2 and six statement items of variable Y. A questionnaire is considered reliable when the Cronbach Alpha value is higher than the measurement level of 0.60. The results of the reliability test for each variable are presented as follows:

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TABLE 3.
Reliability Test for X1 X2 and Y

Variable	Cronbachs Alpha
Reliability Test for X1	0.841
Reliability Test for X2	0.841
Reliability Test for Y	0.841

(Source: Author's Own Processing, 2025)

Based on the reliability test table it can be seen that all variables have Cronbach Alpha values greater than 0.60 which indicates that the reliability requirements have been fulfilled.

Classical Assumption Test

The normality test shows that the p value 0.270 Exact Sig two tailed is greater than 0.05 which means that the residuals are normally distributed. The multicollinearity test shows that the VIF values for both independent variables Service System X1 and Spatial Aesthetics X2 are 1.195 which is lower than 10 indicating that multicollinearity does not occur. The homoscedasticity test shows that there is no similarity of Variance in the Error with Constant Variance at each level of the independent variables the significance values Sig for X1 0.821 and X2 0.882 are greater than 0.05 so heteroscedasticity does not occur and the homoscedasticity assumption is fulfilled. Lastly the autocorrelation test using the Durbin Watson test gives a value of 1.809 which lies between 1 and 3 showing that no autocorrelation is present.

Partial Regression Analysis t Test

The regression coefficient beta value for X1 is 0.165 and the regression coefficient beta value for X2 is 0.418 both positive. This means that the service system X1 and spatial aesthetics X2 have a positive influence on visit interest Y. In other words, as the service system and spatial aesthetics improve the value of visit interest also tends to increase. Likewise, when the service system and spatial aesthetics decrease the value of visit interest also decreases. The significance value for X1 is 0.370 which is greater than the significance level p value 0.05 and the t calculated value 0.912 is lower than the t table value 2.051 which means that the service system has a positive but not significant effect on visit interest at the significance level of 0.05 or five percent. The significance value for X2 is 0.029 which is lower than the significance level p value 0.05 and the t calculated value 2.307 is higher than the t table value 2.051 which means that spatial aesthetics has a positive and significant effect on visit interest at the significance level of 0.05 or five percent. The conclusion is that the service system variable has a positive and not significant effect on visit interest at the significance level of 0.05 five percent therefore H_a is accepted. Meanwhile the spatial aesthetics variable has a positive and significant effect on visit interest at the significance level of 0.05 five percent therefore H_0 is accepted.

Simultaneous Regression Analysis F Test

The significance value for X1 and X2 is 0.018 which is lower than the significance level p value 0.05 and the F calculated value is 4.694 which is higher than the F table value of 3.35. Therefore, it can be concluded that the service system X1 and spatial aesthetics X2

simultaneously have a significant effect on visit interest Y at the significance level of 0.05 five percent.

Multiple Linear Regression Equation

The multiple regression equation to predict visit interest influenced by the service system X1 and spatial aesthetics X2 is as follows.

$$Y = a + b_1.X_1 + b_2.X_2$$

$$Y = 181,163 + 0,117.X_1 + 0,459.X_2$$

The constant value of 181.163 mathematically indicates that if the values of the independent variables X1 and X2 are zero then the value of Y will be 181.163. The regression coefficient for the service system variable X1 is 0.117 which means that an increase of one unit in the service system assuming other variables remain constant will result in an increase in visit interest of 0.117. Likewise the regression coefficient for the spatial aesthetics variable X2 is 0.459 which shows that an increase of one unit in spatial aesthetics assuming other variables remain constant will lead to an increase in visit interest of 0.459.

Coefficient of Determination Contribution R Square R2

The simultaneous correlation R between the service system variable X1 and the spatial aesthetics variable X2 is R equals 0.508. The contribution provided by both independent variables to the dependent variable is as follows.

$$\begin{aligned} KD &= (R_{x1,x2})^2 \times 100\% \\ &= (0,508)^2 \times 100\% \\ &= 0,258064 \times 100\% \\ &= 26\% \end{aligned}$$

The R Square coefficient value of 0.258 indicates that the service system and spatial aesthetics variables are able to explain 25.81 percent of the visit interest while the remaining 74 percent is explained by other factors variables outside the study.

Partial Correlation and Level of Relationship

The partial correlation of the service system variable X1 with visit interest Y yields an R value of 0.334 which means that the service system variable is able to explain 11.16 percent of visit interest. Meanwhile the partial correlation of the spatial aesthetics variable X2 with visit interest Y yields an R value of 0.485 which means that the spatial aesthetics variable is able to explain 23.52 percent of visit interest.

TABLE 4.
Levels of Relationship Between Variables X and Y

Independent Variable X	Notation	Correlation Coefficient r	Level of r Value
Service System X1	rx1y	0.334	Moderate
Spatial Aesthetics X2	rx2y	0.485	Moderate

(Source: Author's Own Processing, 2025)

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Note: Levels of r Value

r = 0,190	→	Weak
= 0,333	→	Moderate
= 0,670	→	Substantial

Effective Contribution [Sumbangan Efektif (SE)]

Effective contribution SE is a measure of the contribution of the independent variables X to the dependent variable Y in regression analysis. The total of all effective contributions for each independent variable is equal to the value of the coefficient of determination R². The results of the effective contribution calculation are as follows:

Service System (X₁)

$$\begin{aligned}\text{SE (X}_1\text{) \%} &= \beta_{x1} \times r_{x1y} \times 100\% \\ &= 0,165 \times 0,334 \times 100\% \\ &= 0,05511 \times 100\% \\ &= 6\%\end{aligned}$$

Spatial Aesthetics (X₂)

$$\begin{aligned}\text{SE (X}_2\text{) \%} &= \beta_{x1} \times r_{x1y} \times 100\% \\ &= 0,418 \times 0,485 \times 100\% \\ &= 0,20273 \times 100\% \\ &= 20\%\end{aligned}$$

Based on the effective contribution calculation it is concluded that the service system contributes 6 percent and spatial aesthetics contributes 20 percent to visit interest with a total contribution of 26 percent.

Relative Contribution [Sumbangan Relatif (SR)]

Relative contribution SR is a measure that describes how much a predictor variable X contributes to the regression sum of squares. The total relative contribution of all independent variables is 100 percent or equal to 1.

Service System (X₁)

$$\begin{aligned}\text{SR (X}_1\text{) \%} &= \frac{\text{SE (X}_1\text{)}}{R^2} \times 100\% \\ &= \frac{6\%}{26\%} \times 100\% \\ &= 23\%\end{aligned}$$

Spatial Aesthetics (X₂)

$$\begin{aligned}\text{SR (X}_2\text{) \%} &= \frac{\text{SE (X}_1\text{)}}{R^2} \times 100\% \\ &= \frac{20\%}{26\%} \times 100\% \\ &= 77\%\end{aligned}$$

Based on the relative contribution calculation it is concluded that the service system contributes 23 percent and spatial aesthetics contributes 77 percent to visit interest with a total contribution of 100 percent.

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Influence Ranking

Table 5.
Influence Ranking of Variable X on Variable Y

Independent Variable X	Influence Percentage	Total Influence Percentage	Cumulative Frequency	Rank
Spatial Aesthetics X2	20 percent	26 percent	77 percent	First
Service System X1	6 percent		23 percent	Second
Total			100 percent	

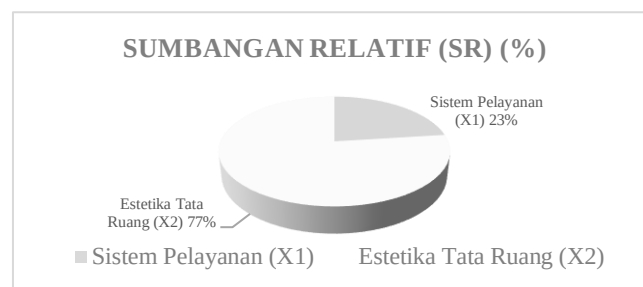


Figure 1. Pie Chart of the Percentage Distribution of Independent Variables' Influence on Visiting Interest

Based on the observations conducted by the researcher at the UIN Ponorogo library the findings show that the UIN Ponorogo library is a dynamic library meaning that it uses two library models a conventional library and a digital library. In the conventional library the spatial layout already considers aesthetic value although it is not highly emphasized. This can be seen from the arrangement of the library shelves which are placed at a slight angle rather than in a straight line so that when users want to take photos of the library space the arrangement of the shelves from front to back can be clearly visible. In addition, the placement of tables and chairs near the windows provides a sense of comfort for users to read with sufficient lighting. The black and white tables and chairs reflect the aesthetic principles of unity and color balance. The green wall paint in the library does not strongly express aesthetic value although the shade of green used is not very striking. In the service area of the library several ornamental plants can be seen although there are no plants in the inner reading area. In fact, some ornamental plants have aesthetic value if they are also placed in the reading area.

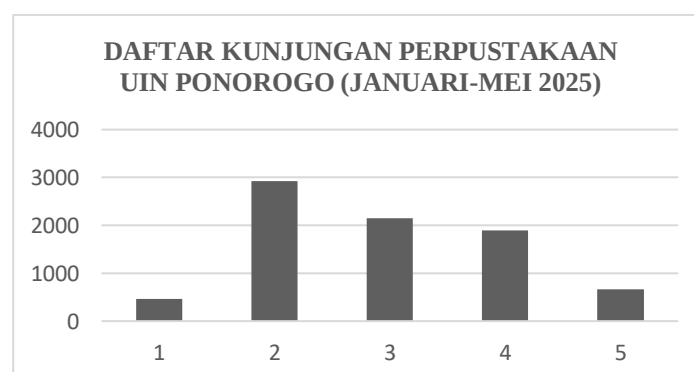


Figure 2. Library Visit Chart of UIN Ponorogo (January–May 2025)

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The student visit data at UIN Ponorogo in 2024 shows a decrease compared to 2023. In 2023 the number of student visits reached 29,734 within one year. In 2024 the number decreased to 20,899 within the same period. In 2025 the number of visits reached 8,098 counted from January to May. Based on the visit chart from January to May 2025 several declines can be observed which may have occurred because these months coincided with the month of Ramadan and examination periods followed by an increase during the thesis writing season.

CONCLUSIONS

The results of the questionnaire analysis processed using SPSS 25 show that the service system variable and the spatial aesthetics variable have different impacts. The service system has a positive but not significant influence on visit interest at the 5 percent significance level. Meanwhile the spatial aesthetics variable shows a positive and significant influence on visit interest at the 5 percent significance level. Overall, both variables have a positive and significant influence on visit interest at the 5 percent significance level. The constant value of 181.163 indicates that if the predictor variables X1 and X2 are zero then the value of Y is 181.163. The regression coefficient for the service system variable X1 is 0.117 which means that an increase of one unit in the service system assuming other variables remain constant will lead to an increase in visit interest of 0.117. Likewise, the regression coefficient for the spatial aesthetics variable X2 is 0.459 which means that an increase of one unit in spatial aesthetics assuming other variables remain constant will lead to an increase in visit interest of 0.459. Overall, the service system and spatial aesthetics have a moderate influence on visit interest evidenced by the service system contributing 6 percent and spatial aesthetics contributing 20 percent to visit interest with a total contribution of 26 percent. This shows that the remaining 74 percent is influenced by other factors outside the study possibly including the library collection individual busyness and low reading interest.

Based on observations at the UIN Ponorogo library several aesthetic elements have been applied in the spatial arrangement although not extensively. The visit records obtained from the library staff also show relatively low numbers compared to the total number of UIN Ponorogo students although some months show increases. Direct observation at the conventional library of UIN Ponorogo also shows that students rarely visit the library. This study was conducted within narrow population scope therefore future research can be carried out on a wider population to obtain more comprehensive and accurate data.

AUTHOR CONTRIBUTIONS

[Salwa Zahrotul Ummah]: original draft writing editing conceptualization methodology. [Hilwa Sifaulia Lathifunisa]: data curation conceptualization observation. [Muhammad Junaidi]: observation conceptualization. [Khoirun Nisak]: conceptualization data curation observation. [Rena Fauzan Naifa]: original draft writing editing conceptualization methodology. [Wanda Tri Wulandari]: conceptualization data curation observation. [Kardi]: supervision review data curation.

CONFLICT OF INTEREST

There is no conflict of interest in this study.

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