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July 2021

## The Impact of Repository Service Quality Toward Final Year Students' Interests to Access Research Record Service

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## **The Impact of Repository Service Quality Toward Final Year Students' Interests to Access Research Record Service**

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## **The Impact of Repository Service Quality Toward Final Year Students' Interests to Access Research Record Service**

**Abstract.** High-quality service will increase student motivation in accessing repositories. This study aims to reveal the impact of repository service quality on student motivation in using research services at the State Islamic Institute (IAIN) Purwokerto. This research study used quantitative methods. This study found that seven direct relationships have significant impacts. This study found that Attitude toward Behavior (AtB) highly influenced students to visit library research services—both online and offline. AtB brings two other variables, namely Library as Place (LaP) and Information Control (IC), which have an indirect effect on student visiting interest. Thus, activities that should be prioritized to increase student visits to research services in the library were identified. This study concluded that to improve Behavioral Intention and the quality of repository services, it is necessary to improve Attitude toward Behavior as a connecting variable.

**Keywords:** Visit intention, Library services, Research service, Repository service, Theory of planned behavior (TPB).

### **Introduction**

The Covid 19 pandemic has changed many patterns of information seeking in the world of education. As information providers, university libraries also contribute toward meeting the information needs of students to complete college assignments. The Purwokerto State Islamic Institute (IAIN) library provides printed and digital thesis services published in the repository: [iainpurwokerto.ac.id](http://iainpurwokerto.ac.id).

The repository service needs to be improved by the library. During the COVID-19 pandemic, libraries could not provide face-to-face services, so online-based services are a possible alternative to help students. Thus, the IAIN Purwokerto library can serve and fulfill the information needs of students who are conducting research (thesis/dissertation).

Students need repository content on scientific works owned by IAIN Purwokerto to help them compile reports and theses. Earlier, there was a repository database; students could only read in the library on the research results section of the reference service. With this repository service, students have wider opportunities to access scientific paper information.

The IAIN Purwokerto repository record data shows that the number of students accessing the repository has increased during the pandemic. In January 2020, there were 2,098 accesses, and in February, there were 2,290 accesses. In March 2020, when the pandemic began in Indonesia, the number of accesses decreased to 1,888 accesses, but then, the following month, it increased quite significantly. In April 2020, there were 2,513 accesses, and the peak was in November 2020, with 5,201 accesses (page views) (Summary Stats | Repository IAIN Purwokerto | Statcounter, n.d.). This shows high enough student interest in accessing the repository service.

Banwet and Datta's research (2002) shows a decrease in the quality of service in the library within 6 months. This could possibly affect post-visit intention to the library in the future. The theory of research service satisfaction using the SERVQUAL dimension from Parasuraman et al. Post-access interest variables use adaptation theory and consistency theory (Banwet & Datta, 2002). The similarity examines the quality of library services. The difference is that the theoretical basis used in this study is LibQual, which is more suitable for measuring the quality of service in the library. Another similarity is examining the relationship with access to libraries. However, this study uses a different theory, namely, the TPB, which considers the element of behavior control in a person deciding to do something. Scientific studies on access to libraries using this theory are lacking.

Seung and Tae (2015) have examined why students use university libraries at the <sup>27</sup>Eindhoven University of Technology in the Netherlands. They found five important <sup>17</sup>things in terms of physical space in the library: the amount of space, noise level, crowd, comfort of the furniture, and cleanliness. The theory uses post-occupancy evaluation of a building (space). The result is that 55.5% of respondents spend more than 3 hours in the library, and 2% spend less than 1 hour in the library. The daily access frequency was 29.4% for those who visited 2–3 times/week, while 49.2% visited 1 time/week, 7.8% visited 1–2 times/month as much as 9.2% of respondents (Cha & Kim, 2015). This research study examines physical access to libraries using quantitative methods. Previous research has not measured the correlation and the theory it uses.

<sup>21</sup>Institutional repositories (IR) facilitate knowledge sharing to enrich knowledge content and enhance global access (Farida et al., 2015). For universities, the repository can provide benefits such as showcasing (showing superior research results), increasing the institution's prestige, and increasing visibility (Harliansyah, 2016).

<sup>20</sup>This study aims to reveal the impact of repository service quality on the motivation to use research services at IAIN Purwokerto. This research study was conducted in March-August 2020, at the beginning <sup>26</sup>of the COVID-19 pandemic in Indonesia. The research objective was to optimize library services during the pandemic to meet final semester students' information needs. This research study should improve the quality of research services in the IAIN Purwokerto library, which can increase student interest in accessing it. Furthermore, paying attention to health protocols during the COVID-19 pandemic will aid in the improvement of services.

## Literature Review

### *Planned Behavior Theory*

A motive is a condition forcing an organism to act (Reber & Reber, 2010). Motivation can cause a person or a group of people to do something because they want to achieve their goals or get satisfaction from their actions (Kamus, 2007).

Access to a library is the act of entering the library to search for information and carry out other recorded activities manually or electronically (Hs & Suciati, 2017). Meanwhile, interest in visiting the library can be interpreted as a desire to visit the library to take advantage of library facilities within a certain time (Kamaliyah & Rumani, 2015). Thus, motivation to visit the library can be interpreted as encouragement to visit the library, both physical and online access (via the web or digital library).

(Figure 1. Here)

(Figure 2. Here)

In this regard, based on the TPB, <sup>24</sup> human action is basically <sup>24</sup> guided by the following factors: a) <sup>4</sup> beliefs about behavioral <sup>24</sup> outcomes and evaluation of behavioral outcomes, b) <sup>4</sup> beliefs about normative expectations from others, the motivation to comply with these expectations, c) <sup>23</sup> beliefs about the presence of factors that facilitate or <sup>23</sup> inhibit behavior and <sup>18</sup> perceptions of power in these factors (control belief). The <sup>18</sup> combination of attitudes toward behavior, subjective norms, and perceptions of behavioral control form intense behaviors (Behavioral Intention) (Machrus & Purwono, 2012).

There are several purposes and benefits of this theory, including: a) to <sup>19</sup> predict and <sup>19</sup> understand motivational influences on behaviors that are not under the control or will of the individual himself, b) to identify how and where to direct strategies for behavior change, c) to explain every important aspect of specific human behaviors (why someone does something, for example, why buy something, why visit a certain location, why not



attend school, why break the rules, etc.) (Mahyarni, 2013). TPB has been used in research by Schmidt & Hamilton (2017). It provides <sup>7</sup> useful information that intervention designers, councils, and library services can use to encourage library use by parents and caregivers with young children. TPB in this study is used to show the elements that an academic library must include in its activities to improve the library's vision.

### ***Repository as a Library Service***

The repository is a model of open access-based scientific communication in research institutions and universities (Yuniasih et al., 2018). Repository means storage, and the term institutional repository, which means institutional storage, <sup>11</sup> refers to an activity to collect and preserve digital collections, which are the intellectual work of a particular community. IR is often associated with efforts to collect the university's intellectual work (Pendit, 2008).

According to Lynch in Harliansyah, <sup>25</sup> an institutional repository is a series of services developed by a university (institution) to manage and disseminate various scientific works and activities of academicians in digital form (Harliansyah, 2016). An important feature related to libraries is the emergence of the open access movement. It allows anyone to access information that is blocked by licenses (Ibrahim & Iriantara, 2017). Satisfaction theory in the LibQual + TM dimension can explain the repository's service quality.

There are three (3) dimensions in LibQual, according to Kyrillidou (Rahayuningsih, 2015), which are used as variables, including the following: <sup>1</sup> a) Affect of service measures the interpersonal dimension of library service and includes aspects of empathy, responsiveness, assurance, and reliability; b) IC measures service quality both from the perspective of content and access to information resources, measuring the scope of the content offered by a library, convenience, ease of navigation, timelessness,

equipment, availability, and self-reliance; c) Library as a place measures how the physical environment is perceived in pragmatic, utilitarian, and symbolic terms, encompassing aspects of the library as a refuge.

The concept of LibQual is used as the basis in this study to develop research variables per the research objectives: to analyze the quality of repository services at the library of the State IAIN Purwokerto. The research variables are as follows:

a) Satisfaction of librarian service

Satisfaction with officers is an Affect of Service, which emphasizes the attitudes and mentality of officers/librarians. Indicators include officers' hospitality, ability to answer questions, and the accuracy of their answers; provision of solutions; and adherence to procedures.

b) Satisfaction with repository access

Access in this study is an adaptation of the IC element because it relates to repository services that are connected to computer networks. Hence, the researchers considered it important to highlight this element of ease of access. The IC proposed by Saputro above emphasizes the ease of search/navigation because of the context of the library service as a whole. However, in the context of this repository service, it is more precisely the element of access that is highlighted as an element of satisfaction. Indicators of satisfaction include network availability, ease of access, service access instructions, easy search, and ease of downloading collections in the repository service.

c) Satisfaction with facilities

Facility satisfaction comes from the concept of the library as a place that is a repository service in the form of physical and visible facilities. The derivative

indicators include repository web display, repository layout, repository menu completeness, and library convenience in accessing repositories.

The IAIN Purwokerto campus repository is a database of research results published by the campus, such as theses and dissertations, lecturer research results, and e-journals published by the institution. In essence, the repository contains scientific information produced by the IAIN Purwokerto campus.

## Method

<sup>29</sup> This research study is a descriptive study with a correlational approach to finding a relationship between repository service quality (dependent variable) and motivation to visit the library (independent variable). The purpose of correlational research is to detect, based on the correlation coefficient, the extent that variations in a factor are related to variations in one or more factors (Suryabrata, 2011). Arikunto (2013) reports <sup>3</sup> that correlational research is research conducted by researchers to determine the level of the relationship between two or more variables without making changes, additions, or manipulations to existing data.

The population in this study was students from semesters 8 and 10 who were members of the library IAIN Purwokerto and had a repository account (user). A total of 1,253 users were selected (source: repository database). This is intended for students who have repository accounts and need thesis services in the library to deliver their opinions about thesis and repository services at the IAIN Purwokerto Library.

A quantitative approach must be used to determine whether there is the influence exerted by <sup>12</sup> the independent variable on the dependent variable or there is a correlation between the two (Mulyadi, 2011). Using multiple regression analysis and path analysis for the observed variables, <sup>30</sup> this study uses Partial Least Squares (PLS) <sup>9</sup> to produce a model that transforms a set of correlating explanatory variables into a new set of uncorrelated

variables (Ghozali & Latan, 2015). The Smart PLS version 3.3.3 application was used in analyzing this study.

This research study focuses on research services offline (hard copy in the library) and online (in the institutional soft copy repository) so that the motivation to visit pertains to visiting research services in the library and visiting (accessing) research results on the IAIN Purwokerto web repository.

(Figure 3. Here)

## **Results**

Several requirements for conducting correlation analysis using the Smart PLS application, i.e., Construct Validity and Reliability, Multicollinearity Test, and Discriminant Validity, as well as observing the Inner Model and Outer Model determine whether the Model meets the requirements for further analysis.

### ***Construct Validity and Reliability***

(Table 1. Here)

### ***Multicollinearity Test***

(Figure 4. Here)

The multicollinearity test is carried out <sup>12</sup> by looking at the Variance Inflation Factor value. Figure 4 shows that all questionnaire items have a VIF value below 5, which means they meet the measurement requirements (Hair et al., 2011).

### ***Discriminant Validity***

(Table 2. Here)

### ***Inner and Outer Model***

(Figure 5. Here)

(Figure 6. Here)

### ***Hypotheses Testing***

(Table 3. Here)

(Table 4. Here)

The repository service quality variable affected interest in accessing research results services; however, it was not statistically significant. The impacts are as follows: Affect of Service toward Subjective Norm; Information\_Control toward Subjective Norm because the variable between Subjective Norms has no significant impact on the Behavioral Intention variable.

The repository service quality variable has an impact on the intermediate variable. The intermediate variable affects the Behavioral Intention (BI) variable, and then, the repository service quality variable also has an indirect impact on the BI variable. The indication in the Information\_Control relationship through the variable link Perceived\_Behavior Control to Behavioral\_Intention; Library\_as Place via Attitude toward\_Behavior to Behavioral\_Intention; and Information\_Control via Attitude toward\_Behavior to Behavioral\_Intention.

One connecting variable has no direct impact on BI, namely the Subjective Norm variable. So that all variables that pass through Subjective Norm have no impact on BI. Furthermore, there are three (3) indirect impacts on BI.

However, these variables do not significantly affect the students' interest in accessing research services. The value in the original sample column (negative value) only exists in the Library\_as Place relationship to the Perceived\_Behavior Control; and

Library\_as Place via Perceived\_Behavior Control over Behavioral\_Intention. The other variables have a positive but insignificant impact.

## Discussion

IC variables are of major concern toward increasing access to research reporting services in libraries. This indicates that <sup>1</sup> the scope of the content offered by a library, convenience, ease of navigation, timelessness, equipment, availability, and self-reliance needs more attention. The LaP variable, regarding the comfort of the research results service room in the library and the IAIN Purwokerto repository web display, needs to be improved to improve quality. Seung and Tae (2015) reported that students who use college libraries consider a lot <sup>16</sup> of space, noise level, crowdedness, comfort of furnishing, and cleanliness. In addition, Kim's research also reports that libraries are a favorite place when on campus apart from lectures and places of study. The frequency of coming to academic libraries is also very high: 29.8% of respondents visit the library every day, and 35.5% of respondents visit the library several times a week (Kim, 2017).

Meanwhile, the affect of Service, which includes the hospitality of officers, has an insignificant impact. This is possible because students are more familiar with library services already. The use of technology to help students also makes students rely solely on the assistance of officers. According to Waugh et al. (2015), <sup>8</sup> graduate students are more likely to be aware of and use the UNT Libraries' digital repositories than faculty or staff.

The SN variable, which has an insignificant impact on Behavioral Intention, has resulted in all variables that go through the SN remain unaffected by BI. This is in contrast to Hon and Tsz (2015), who reported that SN significantly and positively correlated with learners' BI in using e-learning (Yau & Ho, 2015). Likewise, <sup>13</sup> Li et al. (2020) indicated that SN and perceived behavioral control have a significant impact on intentions toward

purchasing environmentally-friendly agricultural food (Li et al., 2020). Although it is different from previous studies, SN still has an impact even though it has very little impact. This is likely because access to the library in this study combines physical access and online access. In contrast to Yau and Ho (2015), who only focus on the intention of e-learning (Online), and Li Te la (2020), who focuses on the intention to consume food. Combining BI with online and offline access is what enriches comprehensive research.

## **Conclusion**

Service quality variables from IC and LaP variables need to be improved. Meanwhile, the liaison in the concept of TPB that has received major attention on its influence on BI is Attitude toward Behavior (AtB) and Perceived Behavior Control.

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**Table List****Table 1.**

Construct validity and reliability

	<b>Cronbach's</b>		<b>rho_A</b>		<b>Composite</b>	<b>Average Variance</b>
	<b>Alpha</b>				<b>Reliability</b>	<b>Extracted (AVE)</b>
Affect of_Service	0.903		0.915	0.925		0.673
Attitude toward_Behavior	0.852		0.853	0.900		0.693
Behavioral_Intention	0.875		0.896	0.910		0.671
Information_Control	0.843		0.845	0.888		0.613
Library_as Place	0.879		0.885	0.911		0.673
Perceived_Behavior Control	0.767		0.769	0.896		0.811
Subjective Norm	0.881		0.882	0.918		0.738

**Table 2.**

Discriminant validity

	Affect of_Service	Attitude toward_Behavior	Behavioral_Intention	Information_Control	Perceived_Behavior Control	Repository_as Place	Subjective Norm
Affect of_Service	0.820						
Attitude toward_Behavior	0.493	0.833					
Behavioral_Intention	0.411	0.540	0.819				
Information_Control	0.569	0.628	0.439	0.783			
Perceived_Behavior Control	0.347	0.426	0.674	0.399	0.901		
Repository_as Place	0.484	0.613	0.256	0.492	0.175	0.821	

Subjective Norm	0.492	0.573	0.563	0.480	0.637	0.353	0.859
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**Table 3.**

Direct impact

Hypothesis	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Result
Affect of_Service -> Attitude toward_Behavior	0.087	0.086	0.098	0.881	0.379	Not affected
Affect of_Service -> Perceived_Behavior Control	0.202	0.205	0.115	1.764	0.078	Not affected
Affect of_Service -> Subjective Norm	0.302	0.306	0.098	3.084	0.002	Significantly affected
Attitude toward_Behavior -> Behavioral_Intention	0.278	0.279	0.094	2.958	0.003	Significantly affected
Information_Control -> Attitude toward_Behavior	0.393	0.404	0.074	5.325	0.000	Significantly affected
Information_Control -> Perceived_Behavior Control	0.324	0.340	0.119	2.719	0.007	Significantly affected
Information_Control -> Subjective Norm	0.272	0.288	0.109	2.488	0.013	Significantly affected
Library_as Place -> Attitude toward_Behavior	0.377	0.378	0.083	4.559	0.000	Significantly affected
Library_as Place -> Perceived_Behavior Control	-0.083	-0.092	0.107	0.773	0.440	Not affected
Library_as Place -> Subjective Norm	0.073	0.062	0.107	0.683	0.495	Not affected
Perceived_Behavior Control -> Behavioral_Intention	0.502	0.513	0.113	4.446	0.000	Significantly affected

Subjective Norm -> Behavioral_Intention	0.084	0.081	0.122	0.694	0.488	Not affected
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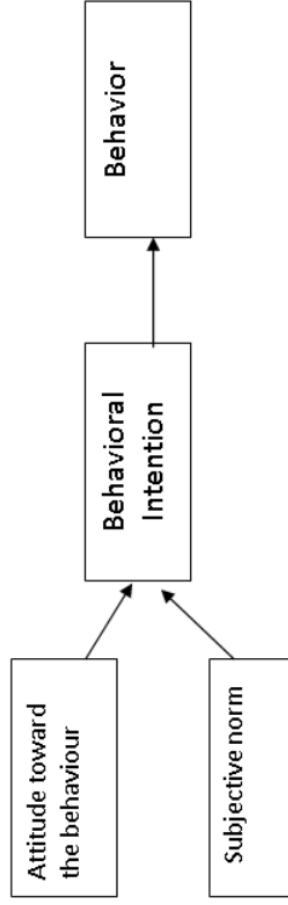
**Table 4.**

Indirect impact

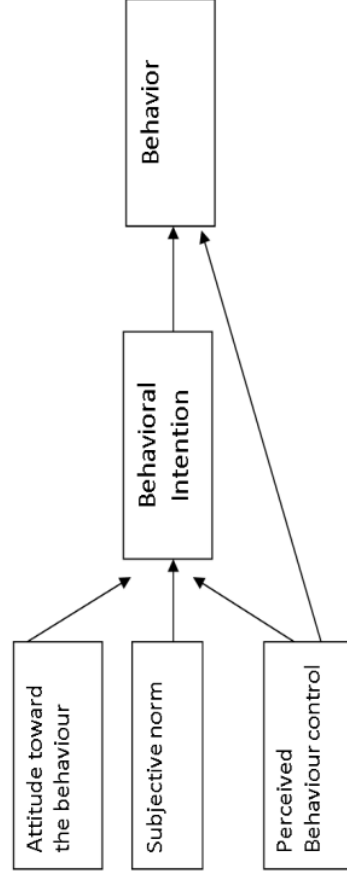
Hypothesis	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (tO/STDEV)	P Values	Result
Library_as Place -> Subjective Norm -> Behavioral_Intention	0.006	0.005	0.016	0.382	0.703	Not affected
Information_Control -> Perceived_Behavior_Control -> Behavioral_Intention	0.163	0.176	0.078	2.100	0.036	Significantly affected
Library_as Place -> Perceived_Behavior_Control -> Behavioral_Intention	-0.042	-0.050	0.058	0.719	0.472	Not affected
Library_as Place -> Attitude toward_Behavior -> Behavioral_Intention	0.105	0.106	0.044	2.364	0.018	Significantly affected
Information_Control -> Attitude toward_Behavior -> Behavioral_Intention	0.109	0.110	0.037	2.957	0.003	Significantly affected
Affect of_Service -> Perceived_Behavior_Control -> Behavioral_Intention	0.101	0.105	0.065	1.568	0.117	Not affected
Affect of_Service -> Subjective Norm -> Behavioral_Intention	0.026	0.026	0.042	0.607	0.544	Not affected
Affect of_Service -> Attitude toward_Behavior -> Behavioral_Intention	0.024	0.026	0.032	0.747	0.455	Not affected

Information_Control -> Subjective Norm -> Behavioral_Intention	0.023	0.023	0.039	0.584	0.559	Not affected
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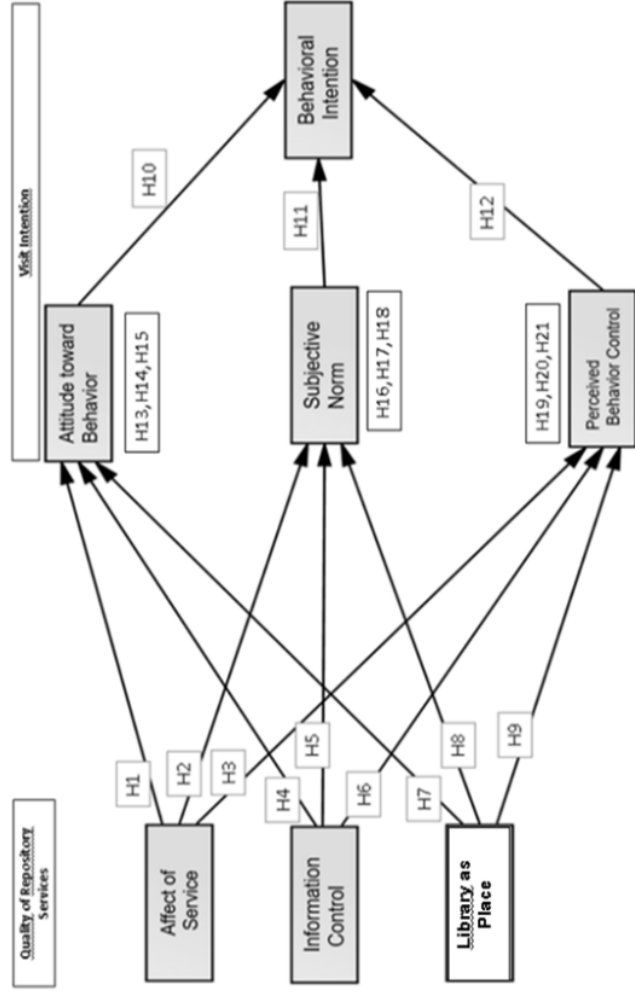
**Figure List and Caption**



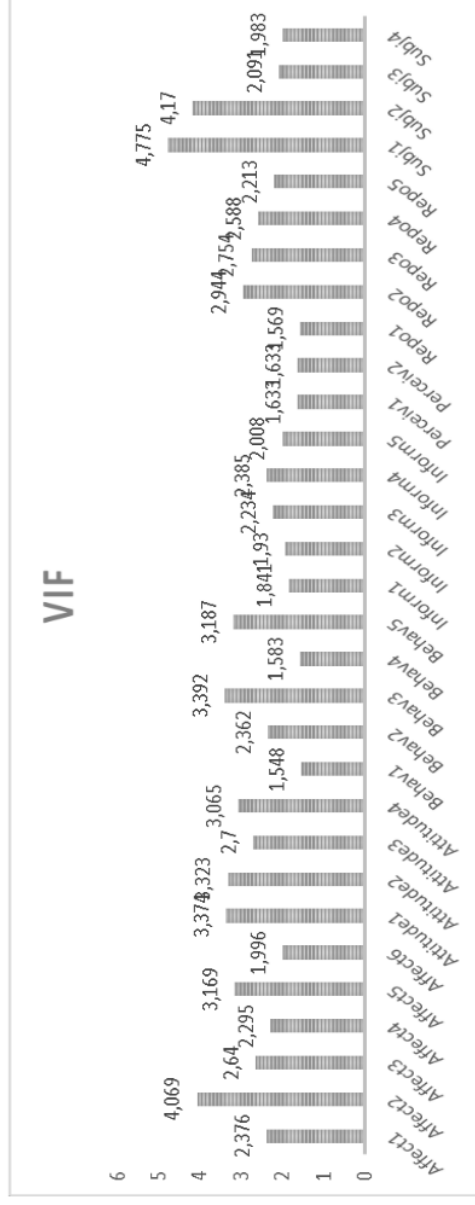
**Figure 1.** Theory reasoned action model (Ajzen, 1991)



**Figure 2.** Theory of planned behavior model (Ajzen, 1991)



**Figure 3.** Research framework



**Figure 4.** Variance inflation factor value



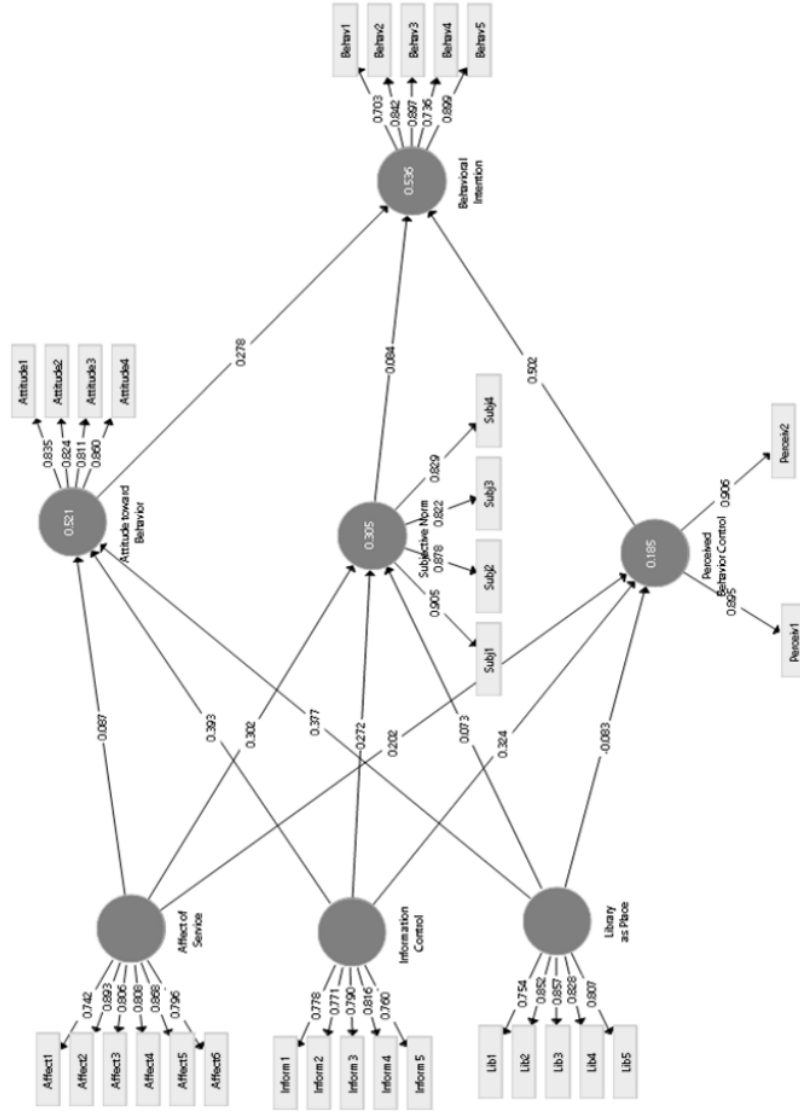


Figure 5. Inner model

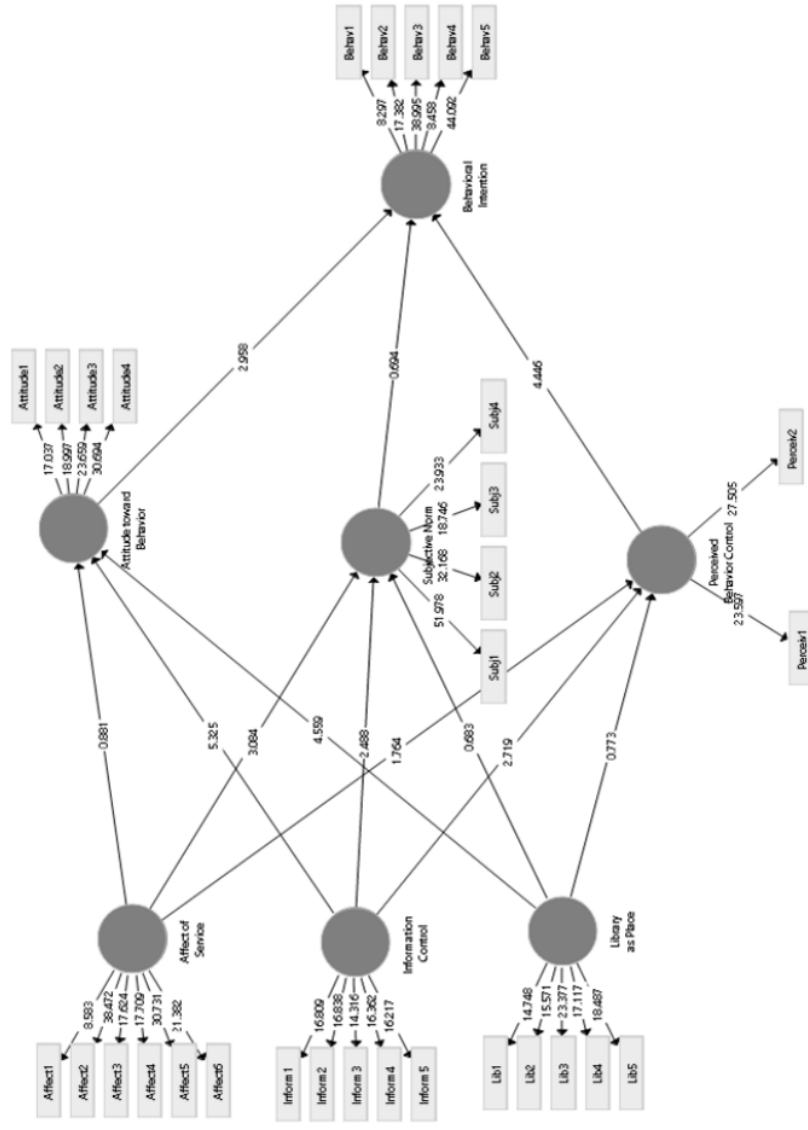


Figure 6. Outer model

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