

ABSTRACT

Electronic-government development demands the government to increase the best service quality for society; with qualified service supported by advanced technology. The technology is absolutely chosen with consideration of acceptable and easy to be operationalized by people in any range of age and education, it increases the effectiveness of library service.

The electronic-government is developed by Directorate General for Quality Improvement of Teachers and Education Personnel (*Ditjen PMPTK*) coordinating with Institute for Educational Quality Assurance (*LPMP*) of West Java Province and Department of Regional Library and Archives Office of West Java. To respond the challenge, counted since 2013, all activity of library service in *Dispusipda* have been completed with library management based on technology supported by hardware of library management i.e. using Radio Frequency Identification technology.

The used theory is an effectiveness of the service which is stated by Sedarmayanti in her book; *Sumber Daya Manusia dan Produktivitas Kerja*. According to the theory, the effectiveness is a measurement that gives a description how much the target can be reached; by 4 effectiveness elements i.e. input, process, output, and the productivity.

The used research method is descriptive with qualitative approach. The data collection technique is literature review, field study, observation, and interview. The technique of determining this informant is the Regional Library and Archives Office apparatus and visitors who visit using a purposive technique.

The result of the study indicates that the effectiveness of the overall radio frequency identification library service has not been effective. This is seen from the effectiveness of library services influenced by the service factors of the apparatus at work. Dissemination that is still not maximal makes some users not aware of the existence of self-service machines or are reluctant to use this self-service, especially in the book drop, MPS (Multi-Purpose Station) which is damaged and there are still many users do not know the machine and its function or how to use it. Constraints faced by libraries, namely related to the system or network that sometimes errors but HR is not competent in operating the RFID system, and RFID systems that often experience interference.

The effectiveness of radio frequency identification-based library services in general implementation has been good, but when viewed from the achievement of a maximum service in providing services with a lack of apparatus, and the accuracy of the targeting providing library services.

Keywords: Library Service Effectiveness, Self Service, RFID (Radio Frequency Identification), MPS (Multi-Purpose Station), Book Drop.