ABSTRACT

"Analysis of Library Information System to Inflience Towards a Students Serice Quality at Education University of Indonesia Bandung"

This research purpose to know in influence library's system information about service quality of UPI (education university of indonesia) 's student. There are problems face are not yet optimal library's system information of UPI (education university of indonesia). Loan book process that has computerized howeever not yet be able to service fastly, there are many complaint by students about the service quality and limited computer quantity at UPI's education university of indonesia) library.

The method is used in this research are descriptif method by approximation qualitative method and verifikatif method by approximation quantitative method. That use the tool aid statistic is used to analized the variable that are research. The statistic test that is used is correlation coefficient product moment coefficient determination. Hypotesis test also use SPSSS 12.0 application for windows.

The result of research indicated that respondens give the good respons of library's system information as well as the service student quality . from the result of correlation and coefficient determination is known that library's system information is influence of service quality.

Key Words: Inforation System, Service Quality, Product Moment