ANALYSIS OF USER BEHAVIOR AND INFORMATION NEEDS IN PUBLIC LIBRARY IN DEPOK

Adinda Paramita
Email: adindaparamita22@gmail.com
Faculty of Social Science, Padjadjaran University, Indonesia

Yunus Winoto
Email: yunuswinoto@gmail.com
Faculty of Social Science, Padjadjaran University, Indonesia

Ute Lies Siti Khadijah
Email: ute.lies@unpad.ac.id
Faculty of Social Science, Padjadjaran University, Indonesia

Abstract: This study discusses the Relation Between Information Seeking Behavior And User Information Needs (Correlation Study on Information Seeking Behavior And User Information Needs in Depok Public Library). The purpose of this study was to determine the significance between the initiation, topic selection, exploration, focus formulation, collection, & presentation stages in information-seeking behavior by users and the information needs of users at the Depok City Public Library. The method used is a quantitative method with the Spearman Rank correlation test. In measuring information needs the author uses the theory of Kart, Gurevitch, and Haas. Data collection techniques used in this study include observation, literature study, and survey. The research population is the users of the Depok City Public Library for the period April-May 2022. The sample in this study uses an accidental sampling technique and totals 101 people. The results of this study show the significance between the initiation, topic selection, exploration, focus formulation, collection, & presentation stages in information-seeking behavior by users and the information needs of users at the Depok City Public Library.

Keywords: Information Seeking Behavior, Information Needs, Library

PRELIMINARY

Information is something that is very closely related to society. Every society has information needs that require a source of information so that these needs can be met. The library is one of the institutions that provide various sources of information needed by the community. The picture of the library is usually a building or place filled with shelves containing many books.

The library can also be interpreted as a room that is part of a building, or it can also be a building that becomes a place to store books and other publications that are stored according to a certain arrangement for later use by library users and not for sale.[1] This is what distinguishes a library from a bookstore, although both are a place to store books. However, the library has a system in managing the storage of books or their collections and the collections owned by the library are not for sale and can still be used by the public.

Information seeking behavior and information needs are related because of the factors that influence a person in meeting his information needs, namely because of goals, knowledge, environment, or even in completing his studies. The need for information is the purpose of a person's information, which means that someone is looking for that information because there is a certain goal to achieve.[2]

According to Katz et al. in Wardhani (1994) information needs are also included in cognitive needs, namely their needs are driven by a sense of wanting to understand and master the environment, satisfy curiosity, and explore.[3] The information needs of users are important to pay

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[1] Sulistyo Basuki, "*Pengantar Ilmu Perpustakaan*", (Jakarta: PT Gramedia Pustaka Utama, 1991).

[2] R. L. Derr. A conceptual analysis of information need. *Information Processing & Management*, *19*(5), 1983, p. 273-278.

[3] A.C. Wardhani, "*Hubungan Karakteristik Demografi dan Motivasi Kognitif Peternak dengan Penggunaan Sumber-Sumber Informasi tentang Ayam Buras di Desa Cisontrol, Kabupaten Ciamis*", Thesis, (Bogor: Program Pascasarjana Institut Pertanian Bogor, 1994), p. 43.

attention to. Information collections in the library are also required to always be up to date or the most recent.[4]

Community users visit the library with the aim and hope that the information needs they need can be met. Therefore, the library must have a source of information that is in accordance with the needs of the user community so that it can meet the information needs of library users.

Users at the Depok City Public Library are mostly students. Students who come to the library usually just read books. Why do students rarely come to this library? Because students usually have library facilities at their respective universities. Then also because there are only 3 universities around the city of Depok. One of the collaborations that exist in the Depok City Public Library is collaboration with agencies or agencies in the Depok City environment, namely regarding the procurement of collections at the Depok Corner.

By using the information seeking theory of Kuhlthau (1991), in this theory it is explained that the discovery of information from Kuhlthau is seen from the perspective of the user and the experience of the user himself. In the information discovery model called ISP (information search process) Kuhlthau asserts that in theory this discovery activity exists from the stage of uncertainty to the stage of understanding. There are 6 stages in the process of finding information from Kuhlthau, namely initiation, topic selection, exploration, focus formulation, collection and presentation.[5]

THEORETICAL BASIS

This study uses an information search model that refers to the theory of Kuhlthau[6] that information search actors are named the ISP

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[4] F. T. Ridwan, "*Kebutuhan Informasi Mahasiswa Fakultas Ilmu Pendidikan Universitas Negeri Yogyakarta*", (Yogyakarta: *Jurnal Pustaloka*, 2017), p. 58.

[5] R. Syaifullah, "*Perilaku Penemuan Informasi Murid SMA Sederajat dalam Menentukan Studi Lanjut (Studi Deskriptif Mengenai Perilaku Penemuan Informasi Murid SMA dan MA di Kabupaten Sidoarjo dalam Menentukan Studi Lanjut ke Perguruan Tinggi dan/atau Sekolah Kedinasan)*", Doctoral dissertation, (Surabaya: Universitas Airlangga, 2018).

[6] C.C. Kuhlthau, *Seeking meaning: A process approach to library and information services* (Vol. 2), (Westport, CT: Libraries Unlimited, 2004).

theory "information search process". There are 6 steps in the search process, namely:

1) Initiation

   This stage is the initial stage where a person realizes he needs information to complete his task. The person still has a feeling of uncertainty so they invite discussion or chat with other people.

2) Topic selection

   At this stage the person chooses the main topic to be studied. The action is to make a search preparation from the available information.

3) Exploration

   This stage is the most difficult stage because of the large amount of information found that is contradictory or does not match, what must be done is to connect the new information with what already exists or is known.

4) Focus formulation

   At this stage the existing information is identified to create a focused perspective.

5) Collection

   This stage is the stage of gathering information that supports the topic.

6) Presentation.

   This stage is the final stage, namely the presentation of information.

The theory concludes that humans use the experience of seeking information holistically, and its relationship to thinking, feeling, and acting. This study was initiated to investigate the affective aspects or feelings of a person in the process of seeking information along with cognitive and physical aspects. The result is not increased self-confidence but decreased because of the amount of conflicting information. This builds confusion until the focus is established to define the meaning of the search. Kuhlthau relates the stages of information seeking behavior based on human psychological aspects (cognitive, affective, motor).

RESEARCH METHODS

The type of research used in this research is quantitative. The quantitative research conducted in this research is descriptive quantitative

and correlational analysis which aims to investigate the extent to which variations in a variable are related to variations in one or more other variables based on the correlation coefficient or determine whether there is a relationship between 2 or several variables.

The sample in this study used the accidental sampling technique, which was to determine the sample randomly by taking respondents who happened to exist or were available in a place with a research context[7] so that the sample in this study amounted to 101 respondents.

Data collection techniques are the most strategic step in research, because the main purpose of research is to obtain data.[8] Data collection techniques carried out by the author in this study were through observation, literature study, and surveys. The survey method in this study is a questionnaire or questionnaire that uses an ordinal scale model with 5 alternative answers: strongly agree, agree, neutral, disagree, and strongly disagree.

Data were analyzed by conducting validity and reliability tests first, then after the validity of the data was valid and reliable, descriptive analysis tests, inferential statistical analysis and hypothesis testing (t test) were carried out through the SPSS 25 program. From the results of these hypothesis tests, we will can obtain the research results that the researcher wants to find.

RESULTS AND DISCUSSION
Characteristics of Respondents

Based on the results of research conducted on users of public libraries in Depok City, it can be seen a description of the characteristics of respondents. A description of the characteristics of the respondents, namely according to the age, occupation, and gender of the respondent.

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[7] S. Notoatmodjo, *Metodologi Penelitian Kesehatan*, (Jakarta: Rineka Cipta, 2010).
[8] Sugiyono, *"Memahami Penelitian Kualitatif"*, (Bandung: CV Alfabeta, 2005).
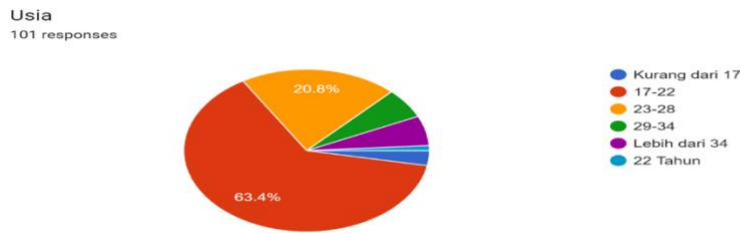
Respondent's Age

Figure 1 Age Diagram of Respondents

Based on the results of the questionnaires that have been distributed, the majority of respondents are dominated by respondents aged 17-22 years with a value of 63.4% or as many as 64 people, followed by respondents aged 23-28 years with a value of 20.8% or as many as 21 people, then respondents aged 29-34 years with a value of 5.9% or as many as 6 people and respondents aged more than 34 years also amounted to 5.9% or as many as 6 people.
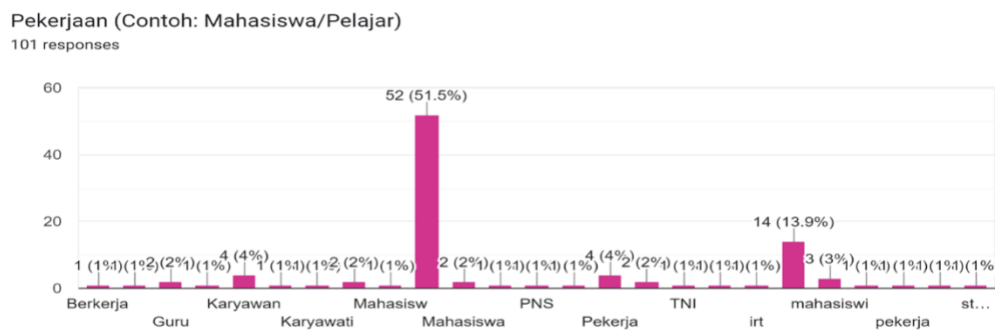
Respondent's Age

Figure 2 Diagram of Respondents' Jobs

From the results of filling out the questionnaires that have been distributed, the majority of respondents are mostly students who work as university students and college students consist of 52 people with a percentage of 51.5% and female students consist of 14 people with a percentage of 13.9%. This indicates that it is true that most people in the city of Depok who feel the need for information are high, especially the

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users of the Depok City Library mostly work as students or students from various universities.
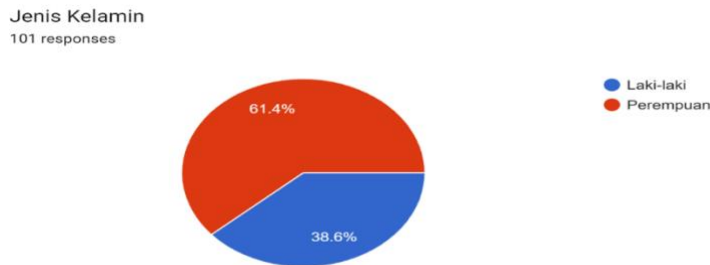
Gender

Figure 3 Gender Diagram of Respondents

There are more female respondents than female respondents. Where 61.4% are female while the remaining 38.6% are female. This indicates that the users of the Depok City Public Library who need a lot of information are women.

Validity Test

Based on table 4.1 above, it can be seen that the calculated r value (Corrected item - Total Correlation) from the validity test has a value greater than the r table value with = 0.05, then the degree of freedom (df) n-2 where n is the number of samples, so df = 101 – 2 = 99 is 0.1956.

Table 1 Validity Test Results

Variabel	Question Items	r Count	r Table	Description
Initiation	X1.1	0,609	0,1956	Valid
	X1.2	0,708	0,1956	Valid
	X1.3	0,767	0,1956	Valid
Topic selection	X2.1	0,813	0,1956	Valid
	X2.2	0,759	0,1956	Valid
	X2.3	0,757	0,1956	Valid
Exploration	X3.1	0,736	0,1956	Valid
	X3.2	0,765	0,1956	Valid
	X3.3	0,812	0,1956	Valid
	X3.4	0,624	0,1956	Valid
	X3.5	0,635	0,1956	Valid

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Formulation	X4.1	0,625	0,1956	Valid
	X4.2	0,742	0,1956	Valid
	X4.3	0,794	0,1956	Valid
Collection	X5.1	0,788	0,1956	Valid
	X5.2	0,732	0,1956	Valid
Presentation	X6.1	0,698	0,1956	Valid
	X6.2	0,820	0,1956	Valid
	X6.3	0,765	0,1956	Valid
Kebutuhan Informasi	Y1	0,719	0,1956	Valid
	Y2	0,787	0,1956	Valid
	Y3	0,710	0,1956	Valid
	Y4	0,773	0,1956	Valid

So, from the data of all statement indicators used in this study, to measure the variables used, the r count is greater than the r table. Thus, all indicators in this study are valid.

Realibility Test

A variable is said to be reliable if Cronbach alpha > 0.60.[9] The following are the results of the reliability test of information seeking behavior (X1-X6) and information needs (Y1-Y4) as follows:

Table 2 Reliability Test Results X1-X6

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.894	.897	19

Table 3 Y1-Y4 . Reliability Test Results

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.736	.738	4

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[9] Imam Ghozali, *"Aplikasi Analisis Multivariate dengan Program IBM SPSS 25"*, (Semarang: Badan Penerbit Universitas Diponegoro, 2018).

From the results of table 2 and table 3 above, it can be seen that a variable is declared a variable if Cronbach's alpha > 0.60. The table above shows that all variables have a fairly large Cronbach alpha, which is above 0.60. Thus, it can be concluded that the reliability of the variables of information seeking behavior and information needs under study is reliable.

Inferential Statistical Analysis
Relation of initiation to information needs

Variabel	Correlation Coefficient	Sig. (2-tailed)	T Count	T Tabel	Decision	Conclusion	Description
X1 and Y	0,457	0,000	5,191	1,98422	H1 accepted H0 rejected	Relation Level Medium Positive	Significant

Correlation coefficient *spearman rank* stage subvariable *initiation* (X1) with the information need (Y) is 0.457. This figure shows a relationship with a moderate level. The correlation coefficient figures in these results are unidirectional. The result of the significance of 0.000 < from 0.05 means that there is a significant relationship between the X1 variable and the Y variable, H_1 is accepted while H_0 is rejected.

Selection relation with information needs

Variabel	Correlation Coefficient	Sig. (2-tailed)	tCount	tTabel	Decision	Conclusion	Description
X2 and Y	0,522	0,000	3,675	1,98422	H1 accepted H0 rejected	Relation Level Medium Positive	Significant

Correlation coefficient *rank* stage *selection* sub-variable (X2) with information needs (Y) is 0.522. This figure shows a relationship with a moderate level. The correlation coefficient figures in these results are unidirectional. The result of the significance of 0.000 < from 0.05 means that there is a significant relationship between the X2 variable and the Y variable, H1 is accepted while H0 is rejected.

Relation between exploration and information needs

Variabel	Correlation Coefficient	Sig. (2-tailed)	tCount	tTabel	Decision	Conclusion	Description
X3 and Y	0,569	0,000	3,225	1,98422	H1 accepted H0 rejected	Relation Level Medium Positive	Significant

Correlation coefficient *rank* stage *exploration* sub-variable (X3) with information needs (Y) is 0.569. This figure shows a relationship with a moderate level. The correlation coefficient figures in these results are unidirectional. The result of the significance of 0.000 < from 0.05 means that there is a significant relationship between the X3 variable and the Y variable, H_1 accepted while H_0 rejected.

Relation of formulation with information needs

Variabel	Correlation Coefficient	Sig. (2-tailed)	tCount	tTabel	Decision	Conclusion	Description
X4 and Y	0,520	0,000	3,866	1,98422	H1 accepted H0 rejected	Relation Level Medium Positive	Significant

Correlation coefficient *rank* stage subvariable *formulation* (X4) with information needs (Y) is 0.520. This figure shows a relationship with a moderate level. The correlation coefficient figures in these results are unidirectional. The result of the significance of 0.000 < from 0.05 means that there is a significant relationship between the X4 variable and the Y variable, H_1 accepted while H_0 rejected.

Collection relation with information needs

Variabel	Correlation Coefficient	Sig. (2-tailed)	tCount	tTabel	Decision	Conclusion	Description
X5 and Y	0,591	0,000	2,423	1,98422	H1 accepted H0 rejected	Relation Level Medium Positive	Significant

In the table above, it can be seen that the correlation coefficient of the *Spearman rank* stage *collection* (X5) with information needs (Y) is 0.591. This

figure shows a relationship with a moderate level. The correlation coefficient figures in these results are unidirectional. The result of the significance of 0.000 < from 0.05 means that there is a significant relationship between the X5 variable and the Y variable, H_1 accepted while H_0 rejected.

Presentation relation with information needs

Variabel	Correlation Coefficient	Sig. (2-tailed)	tCount	tTabel	Decision	Conclusion	Description
X6 and Y	0,652	0,000	4,334	1,98422	H1 accepted H0 rejected	Level of Relation Strong Positive	Significant

In the table above, it can be seen that the correlation coefficient of *Spearman rank* stage *presentation* (X6) with information needs (Y) is 0.652. This figure shows a relationship with a strong level. The correlation coefficient figures in these results are unidirectional. The result of the significance of 0.000 < from 0.05 means that there is a significant relationship between the X6 variable and the Y variable, H_1 accepted while H_0 rejected. From the results of the inferential statistical analysis, the researcher summarizes so that it can be explained in the following table:

Table 4 Hypothesis Test Results (T Test)

Variabel	Sig. (2-tailed)	Decision	Conclusion
Initiation (X1)	000	H1 accepted H0 rejected	Unidirectional Significant
Selection (X2)	000	H1 accepted H0 rejected	Unidirectional Significant
Exploration (X3)	000	H1 accepted H0 rejected	Unidirectional Significant
Formulation (X4)	000	H1 accepted H0 rejected	Unidirectional Significant
Collection (X5)	000	H1 accepted H0 rejected	Unidirectional Significant
Presentation (X6)	000	H1 accepted	Unidirectional

		H0 rejected	Significant

From the table of hypothesis test results above, the researchers summarized thoroughly and concluded, so that overall from the results of testing the six hypotheses, it can be concluded that there is a relationship between information seeking and information needs for users of the Depok City Public Library.

CONCLUSION

Based on the results and discussion of the research, it can be concluded that the 6 subvariables of information search found the results of hypothesis testing as follows:

1) There is a significant influence between the initiation stage *in* information seeking behavior by users and the information needs of users in the Depok City Public Library.

2) There is a significant effect between the selection stage (*topic selection*) in information seeking behavior by users and the information needs of users at the Depok City Public Library.

3) There is a significant influence between the exploration stage *in* information seeking behavior by users and the information needs of users at the Depok City Public Library.

4) There is a significant influence between the *focus formulation* in the behavior of information seeking by users and the information needs of users at the Depok City Public Library.

5) There is a significant effect between the collection stage *in* the information seeking behavior by users and the information needs of users in the Depok City Public Library.

6) There is a significant influence between the presentation stage *in* the information seeking behavior of users and the information needs of users at the Depok City Public Library.

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