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THE IMPACT OF ORGANIZATIONAL COMMITMENT AND SERVICE QUALITY ON THE UNIVERSITY STUDENTS' READING INTEREST

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Abstract

The low reading interest of university students has been identified as a problem in human resource development as it hampers them to broaden their knowledge. Additionally, reading is no longer becoming their primary need. This research is essential to find out whether or not the organizational commitment and service quality impact the university students' reading interest either partially or simultaneously. The research employs a quantitative method with ex post facto approach. The research finding elucidates how the organizational commitment and service quality impact the university students' reading interest either partially or simultaneously. The implication of finding covers: 1) enhancing commitment in performing various service tasks, 2) enhancing service quality, growing caring attitude to visitor, adding library collection, and improving facility and infrastructure, and 3) attempting various innovative programs to attract students' reading interest and preparing digital service in accordance with the need of advancement in science and technology.

Keywords: Organizational Commitment, Service Quality, Reading Interest

INTRODUCTION

Law No. 43 of 2007 concerning Library explains that: a library is an institution that manages collections of written, printed, and/ or recorded works in a professional manner with a certain standard system to meet the needs of education, research, preservation, information and recreation of users. Some views about library are explained as follows: Library is a place used as a reference in obtaining reference source (Nurdini: 2017). In addition, Rusdin claims that library is an institution that occupies a very strategic position (Rusdin: 2017). Meanwhile, Darmono (2007: 1) defines library as a form of learning resource organization that organizes books and other types of source that can be utilized by users in an effort to develop their abilities and skills. The library is likened to the hub of an institution (Hervinda: 2019). Library is the main pillar in education that cannot be separated as a form of effort to educate the nation's life (Faisal: 2020).

In a higher education institution, library is built to support the activities of users (Dina: 2015). University library users are academic community consisting of teaching staff, students, and non-teaching staff (Dessy: 2016). Higher education environment is a strategic place to develop reading habits (Siswati: 2010). A library is highly influential on the availability of facility (Adhitomo: 2018). Reading interest, book, and library are three main elements in education system that can create quality human resources (Helzi: 2013). According to Cahyono (2014), reading interest is a person's desire for reading, which encourages the emergence of desire and ability to read and followed by a real reading

activity based on the desired genre. The goal of increasing reading interest is not easily achieved by library, thus it requires intervention of other parties, including government, educational institution, family, and community (Maulida, 2017).

The university library is a Technical Executing Unit (UPT) that cooperates with other units in implementing *Tridharma Perguruan Tinggi* (Three Pillars of Higher Education) by selecting, collecting, processing, maintaining and submitting sources of information to parent institution and academic community (Purwono, 2013: 18). Students' low reading interest raises its own concerns for library (Wahyuni: 2018). Reading interest is the urge to read to gain knowledge and learning to meet the demand of education, job, and life (Simanjuntak, 2011). According to Ludfia (2015), reading interest is a habit of someone who is acquired after the person is born so that it can be grown, fostered, and developed. Problems regarding reading interest can also be noticed from the intensity of students' visit to State University of Gorontalo library, which can be presented in the following table:

Table 1. Data of Students' Visit in State University of Gorontalo Library

Year	Visitor	Percentage (%)
2014 2016	13.141	
2015 2017	12.687	-3.45
2016 2018	14.049	10.74
2017 2019	14.103	0.38
2018 2020	13.595	-3.60
Average	13.515	1.02

Source: State University of Gorontalo Library

The table above signifies that the students' visit in State University of Gorontalo library from 2016 to 2020 tends to be fluctuating and unstable. In 2016, there were 13.141 visitors, then decreased by -3.45% in 2017 to 12.687. Then, there was an increase for 10.74% in 2018 and for 0.38% in 2019 while it decreased by 3.60% in 2020 to 13.595. The fluctuating trend is further shown below to find out the impact of organizational commitment and service quality.

Another problem regarding reading interest is the reluctance of students to read so that sometimes reading is done only when composing *skripsi* (undergraduate thesis), thesis, dissertation or other scientific works. In fact, reading interest has become a culture which may stimulate people to be able to face challenges and various existing developments. The gap between ideal expectation and reality is due to various factors, including employee organizational commitment and service quality. In addition, librarians are required to have meticulousness and patience as there are often misunderstandings between service users and service providers (Makuta, 2016: 5). Luthans (2012: 249) states that organizational commitment is: "Attitude that reflects employee loyalty to the organization and a continuous process in which organizational member expresses their concern for the organization and its success and continuous progress". According to Wibowo (2012: 371), commitment is a feeling of identification, loyalty, and involvement shown by workers to the organization or organizational unit. In the meantime, commitment is defined as self-emotional

encouragement in a positive sense where employees who want their career to advance are committed to pursuing excellence and achieving achievement (Beer, 2009: 19). Sopiah (2008: 155) addresses that work commitment as another term for organizational commitment. Moorhead (2013) utters that organizational commitment is an attitude that reflects the extent to which an individual knows and is tied to the organization.

Service performance appraisal is an important activity as it can be employed as a measure of success of organization in achieving its mission and for public service organization. This is in line with statement of Parasuraman, et al (1995: 240) that service performance can be expressed as a comparison between the service expected and the service provided. According to Fatmawati (2014: 38), the quality of library service is the satisfaction obtained by entire users noticed from the completeness, meticulousness, and the best service from the librarian. Quality library service is the maximum effort that can be provided by library to meet the expectation and need of user (Andi Pandita: 2017).

In reference to the background and problem identification, the problem formulations in this research are: 1) does organizational commitment impact students' reading interest in State University of Gorontalo library? 2) Does service quality impact students' reading interest in State University of Gorontalo library? And 3) Do organizational commitment and service quality simultaneously impact students' reading interest in State University of Gorontalo library?

RESEARCH METHOD

This research employs a quantitative method with ex post facto approach. The population in this research are employees and visitors/users in State University of Gorontalo Library, on average 1000 people per month. Accidental sampling is used to determine 30 respondents. Data collection techniques used in conducting this research are observation, questionnaire, and documentation. Quality of instrument is tested by applying validity and reliability tests while the data analysis uses a normality test. The normality test aims to test whether, in the regression model, the dependent and independent variables have a normal distribution or not. Meanwhile, the multicollinearity test aims to test whether the regression model finds a correlation among the independent variables. Then, the heteroscedasticity test is a test that aims to test whether there is a variance difference from the existing data residual in regression. The data analysis technique uses multiple linear regression to determine the impact of organizational commitment and service quality variables on students' reading interest which is presented in the form of a regression equation. Hypothesis testing is completed through t-test, F test, and coefficient of determination. The t-test basically shows how far the impact of one independent variable individually in explaining the dependent variable. In the meantime, the F test is to determine the impact of the independent variable simultaneously on the dependent variable. If the probability level is lower than the alpha value of 0.05, it is assumable that the independent variables simultaneously impacts the dependent variable. Furthermore, the coefficient of determination (R^2) test is applied to measure the ability of model to elucidate the variation in the dependent variable. The

coefficient of determination is between zero and one. The low value of R^2 means that the ability of the independent variable to elucidate the variation in the dependent variable is highly limited.

FINDINGAND DISCUSSION

The research finding is commenced by elucidating steps and result of test as elaborated in the following passages.

1. Instrument Quality Test

The quality of data generated from the use of instrument in this research can be analyzed by validity and reliability tests. The tests are conducted on 30 people outside of the research samples.

a. Validity Test

The test is used to measure whether a questionnaire is valid or not. The results of test of each variable can be noticed as follows:

1) Organizational Commitment Variable (X_1)

The number of statement used to measure the impact of organizational commitment in this research is 20 on 30 respondents ($n=30$). The validity test on the statement is presented in Table 2 as follows:

Table2. Result of Validity Test for Organizational Commitment Variable

Statement	r_{Count}	$r_{\text{Table}} (n=30)$	Information	Status
1	0.692	Obtained from $df=n-2 (30-2)$ or $df=28$ 0,361	$r_{\text{Count}} > r_{\text{Table}}$	Valid
2	0.667		$r_{\text{Count}} > r_{\text{Table}}$	Valid
3	0.728		$r_{\text{Count}} > r_{\text{Table}}$	Valid
4	0.764		$r_{\text{Count}} > r_{\text{Table}}$	Valid
5	0.729		$r_{\text{Count}} > r_{\text{Table}}$	Valid
6	0.856		$r_{\text{Count}} > r_{\text{Table}}$	Valid
7	0.681		$r_{\text{Count}} > r_{\text{Table}}$	Valid
8	0.774		$r_{\text{Count}} > r_{\text{Table}}$	Valid
9	0.772		$r_{\text{Count}} > r_{\text{Table}}$	Valid
10	0.876		$r_{\text{Count}} > r_{\text{Table}}$	Valid
11	0.703		$r_{\text{Count}} > r_{\text{Table}}$	Valid
12	0.824		$r_{\text{Count}} > r_{\text{Table}}$	Valid
13	0.644		$r_{\text{Count}} > r_{\text{Table}}$	Valid
14	0.778		$r_{\text{Count}} > r_{\text{Table}}$	Valid
15	0.765		$r_{\text{Count}} > r_{\text{Table}}$	Valid
16	0.723		$r_{\text{Count}} > r_{\text{Table}}$	Valid
17	0.840		$r_{\text{Count}} > r_{\text{Table}}$	Valid
18	0.745		$r_{\text{Count}} > r_{\text{Table}}$	Valid
19	0.702		$r_{\text{Count}} > r_{\text{Table}}$	Valid
20	0.665		$r_{\text{Count}} > r_{\text{Table}}$	Valid

Source: Processed Data of SPSS 21 in 2021

In the validity test above, a statement is said to be valid if r_{count} is higher than r_{table} . The r_{table} value is obtained from the rho table where $n = 30$, and with a significance level of 5%, the r_{table} value is 0.361. Thus, according to the statements used to measure the impact of organizational commitment variable, all statements have a value of r_{count} higher than r_{table} of 0.361 so that it meets the validity test and can be used for research data collection.

2) Service Quality Variable (X_2)

The number of statement used to measure the impact of service quality in this research is 20 on 30 respondents ($n=30$). The validity test on the statement is presented in Table 3 as follows:

Table3.Result of Validity Test for Service Quality Variable

Statement	r_{Count}	$r_{\text{Table}}(n=30)$	Information	Status
1	0.827	Obtained from $df=n-2$ (30-2) or $df=28$ 0,361	$r_{\text{Count}} > r_{\text{Table}}$	Valid
2	0.811		$r_{\text{Count}} > r_{\text{Table}}$	Valid
3	0.741		$r_{\text{Count}} > r_{\text{Table}}$	Valid
4	0.890		$r_{\text{Count}} > r_{\text{Table}}$	Valid
5	0.875		$r_{\text{Count}} > r_{\text{Table}}$	Valid
6	0.828		$r_{\text{Count}} > r_{\text{Table}}$	Valid
7	0.879		$r_{\text{Count}} > r_{\text{Table}}$	Valid
8	0.817		$r_{\text{Count}} > r_{\text{Table}}$	Valid
9	0.850		$r_{\text{Count}} > r_{\text{Table}}$	Valid
10	0.872		$r_{\text{Count}} > r_{\text{Table}}$	Valid
11	0.902		$r_{\text{Count}} > r_{\text{Table}}$	Valid
12	0.845		$r_{\text{Count}} > r_{\text{Table}}$	Valid
13	0.910		$r_{\text{Count}} > r_{\text{Table}}$	Valid
14	0.933		$r_{\text{Count}} > r_{\text{Table}}$	Valid
15	0.911		$r_{\text{Count}} > r_{\text{Table}}$	Valid
16	0.908		$r_{\text{Count}} > r_{\text{Table}}$	Valid
17	0.934		$r_{\text{Count}} > r_{\text{Table}}$	Valid
18	0.891		$r_{\text{Count}} > r_{\text{Table}}$	Valid
19	0.919		$r_{\text{Count}} > r_{\text{Table}}$	Valid
20	0.829		$r_{\text{Count}} > r_{\text{Table}}$	Valid

Source: Processed Data of SPSS 21 in 2021

In the validity test, a statement is said to be valid if r_{count} is higher than r_{table} . The r_{table} value is obtained from the rho table where $n = 30$, and with a significance level of 5%, the r_{table} value is 0.361. Thus, according to the statements used to measure the impact of service quality variable, all statements have a value of r_{count} higher than r_{table} of 0.361 so that it meets the validity test and can be used for research data collection.

3) Students' Reading Interest Variable (Y)

The number of statement used to measure the students' reading interest variable in this research is 20 on 30 respondents ($n=30$). The results of validity test of all statements are presented in Table 4 as follows:

Table4.Result of Validity Test for Students' Reading Interest Variable

Statement	r_{Count}	$r_{\text{Table}} (n=30)$	Information	Status
1	0.713	Obtained from $df=n-2 (30-2)$ or $df=28$ 0,361	$r_{\text{Count}} > r_{\text{Table}}$	Valid
2	0.849		$r_{\text{Count}} > r_{\text{Table}}$	Valid
3	0.715		$r_{\text{Count}} > r_{\text{Table}}$	Valid
4	0.666		$r_{\text{Count}} > r_{\text{Table}}$	Valid
5	0.734		$r_{\text{Count}} > r_{\text{Table}}$	Valid
6	0.839		$r_{\text{Count}} > r_{\text{Table}}$	Valid
7	0.706		$r_{\text{Count}} > r_{\text{Table}}$	Valid
8	0.759		$r_{\text{Count}} > r_{\text{Table}}$	Valid
9	0.840		$r_{\text{Count}} > r_{\text{Table}}$	Valid
10	0.756		$r_{\text{Count}} > r_{\text{Table}}$	Valid
11	0.681		$r_{\text{Count}} > r_{\text{Table}}$	Valid
12	0.713		$r_{\text{Count}} > r_{\text{Table}}$	Valid
13	0.703		$r_{\text{Count}} > r_{\text{Table}}$	Valid
14	0.755		$r_{\text{Count}} > r_{\text{Table}}$	Valid
15	0.679		$r_{\text{Count}} > r_{\text{Table}}$	Valid
16	0.839		$r_{\text{Count}} > r_{\text{Table}}$	Valid
17	0.821		$r_{\text{Count}} > r_{\text{Table}}$	Valid
18	0.737		$r_{\text{Count}} > r_{\text{Table}}$	Valid
19	0.557		$r_{\text{Count}} > r_{\text{Table}}$	Valid
20	0.468		$r_{\text{Count}} > r_{\text{Table}}$	Valid

Source: Processed Data of SPSS 21 in 2021

In the validity test, a statement is said to be valid if r_{count} is higher than r_{table} . The r_{table} value is obtained from the table where $n = 30$, and with a significance level of 5%, the r_{table} value is 0.361. Thus, according to the statements used to measure the students' reading interest variable, all statements have a value of r_{count} higher than r_{table} of 0.361 so that it meets the validity test and can be used for research data collection.

b. Reliability Test

The decision making, which refers to Cronbach's alpha value is if Alpha value exceeds or is equal to 0.6, then the variable statement is reliable and vice versa (Ghozali, 2005). The results of reliability test for the research variables are described as follows:

1) Organizational Commitment Variable (X_1)

Reliability test for the statement of organizational commitment is presented in table 5 as follows:

Table5.Result of Reliability Test for Organizational Commitment Variable

No	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1_1	76.4000	144.731	.663	.956

X1_2	76.5000	143.707	.631	.956
X1_3	76.5667	143.220	.700	.955
X1_4	76.4667	141.568	.736	.955
X1_5	76.5000	142.534	.698	.955
X1_6	76.5000	137.638	.836	.953
X1_7	76.6333	140.861	.638	.956
X1_8	76.6667	139.747	.744	.955
X1_9	76.6667	141.264	.744	.955
X1_10	76.6333	135.620	.856	.953
X1_11	76.4333	143.220	.671	.956
X1_12	76.4333	140.116	.802	.954
X1_13	76.5667	144.737	.608	.957
X1_14	76.6667	140.368	.750	.955
X1_15	76.6667	141.402	.736	.955
X1_16	76.6000	140.179	.685	.956
X1_17	76.7000	136.562	.815	.954
X1_18	76.6000	140.317	.712	.955
X1_19	76.6000	140.662	.662	.956
X1_20	76.6000	139.421	.614	.957

Source: Processed Data of SPSS 21 in 2021

Based on the results of analysis using the Alpha Cronbach technique as presented in table 5 above, for the organizational commitment variable, all Cronbach's Alpha reliability coefficient values obtained are higher than the predetermined benchmark value of 0.6. This shows that the organizational commitment instrument in this research can be trusted and can be used for further research.

2) Service Quality Variable (X₂)

Reliability test for the Service Quality statement is presented in table 6 as follows:

Table 6. Result of Reliability Test for Service Quality Variable

No	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2_1	69.4333	319.426	.810	.982
X2_2	69.6667	319.885	.792	.982
X2_3	69.4000	322.662	.717	.983
X2_4	69.4667	314.878	.878	.982
X2_5	69.5667	318.530	.862	.982
X2_6	69.5000	317.224	.809	.982
X2_7	69.2667	315.513	.866	.982
X2_8	69.3667	319.137	.798	.982
X2_9	69.4333	315.564	.833	.982
X2_10	69.4667	316.602	.859	.982
X2_11	69.2333	310.944	.890	.981
X2_12	69.3333	310.989	.825	.982
X2_13	69.4000	310.386	.898	.981

X2_14	69.3333	310.782	.925	.981
X2_15	69.5333	309.982	.899	.981
X2_16	69.3333	314.920	.897	.981
X2_17	69.2667	308.340	.925	.981
X2_18	69.4000	316.179	.880	.982
X2_19	69.3667	306.516	.908	.981
X2_20	69.5000	313.569	.808	.982

Source: Processed Data ofSPSS 21 in2021

Based on the results of analysis using the Alpha Cronbach technique as presented in table 6 above, for the service quality variable, all Cronbach's Alpha reliability coefficient values obtained are higher than the predetermined benchmark value of 0.6. This shows that the service quality instrument in this research can be trusted and can be used for further research.

3) Students' Reading Interest Variable (Y)

Reliability test for the students' reading interest statement is presented in table 7 as follows:

Table7.Result of Reliability Test for Student's Reading Interest Variable

No	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	73.7667	155.426	.684	.949
Y2	73.7000	151.045	.830	.947
Y3	73.8333	154.695	.685	.949
Y4	73.7333	156.685	.634	.950
Y5	73.8000	151.752	.699	.949
Y6	73.7333	149.995	.818	.947
Y7	73.6667	150.644	.663	.949
Y8	73.9000	151.059	.727	.948
Y9	73.8000	150.028	.819	.947
Y10	74.1000	150.231	.721	.948
Y11	74.2667	148.064	.626	.951
Y12	73.8667	151.154	.673	.949
Y13	73.9333	152.823	.666	.949
Y14	73.8000	155.131	.731	.949
Y15	73.9333	153.995	.642	.950
Y16	73.9333	148.202	.815	.947
Y17	73.8000	147.614	.793	.947
Y18	73.8000	149.269	.696	.949
Y19	73.7333	156.892	.511	.951
Y20	73.8333	159.109	.417	.953

Source: Processed Data ofSPSS 21 in2021

Based on the results of analysis using Alpha Cronbach technique as presented in table 7 above, for the students' reading interest variable, all Cronbach's Alpha reliability coefficient values obtained are higher than the predetermined benchmark value of 0.6. This shows that the students' reading interest instrument in this research can be trusted and can be used for further research.

2. Descriptive Statistics

One of the analyzes carried out is descriptive, which aims to observe an initial depiction of the object/ variable being studied. It is known that the respondents in this research are 100 people with the highest score of 5 and the lowest score of 1. So that the calculation results of the respondents' responses are presented as follows:

- a. Max = $5 \times 100 = 500$ (100%)
- b. Min = $1 \times 100 = 100$ (20,00%)
- c. Range = $(500-100)/5 = 80$ (16,00%)

So that in reference to the scale range, an assessment is made (referring to Narimawati, 2007: 85) as shown in Table 8 below:

Table 8. Interpretation of Score

No	Score Percentage	Criteria
1	20,00% - 36,00%	Very Low/Very Poor
2	36,01% - 52,00%	Low/Poor
3	52,01% - 68,00%	Medium
4	68,01% - 84,00%	Fairly High/ Fairly Good)
5	84,01% - 100,00%	High/Good

Source: Processed Data in 2021

The table above explains the entire statement, indicator, and variable. The score can be calculated through the following formula:

$$\% \text{ Score of Statement} = \frac{\text{Actual Score}}{\text{Ideal Score}} \times 100\%$$

Information:

- a. Actual score refers to the score obtained from responses of entire respondents over the proposed questionnaire.
- b. Ideal score refers to the maximum score or highest one likely to be achieved if the entire respondents opt for responses with the highest score.

Result of descriptive analysis for every variable in this research is presented below:

Table 9. Result of Descriptive Analysis

No	Descriptive	Organizational Commitment	Service Quality	Students' Reading Interest
1	Min	56.00	32.00	33.00
2	Max	96.00	100.00	98.00
3	Mean	81.00	80.28	76.85
4	Std Dev	10.97	13.84	15.05
5	% Score of Variable	81.00%	80.28%	76.85%
6	Score Criteria	Fairly High	Fairly Good	Fairly High

Source: Processed Excel Data in 2021

The explanation of descriptive analysis result for the table above is presented below:

a. Organizational Commitment Variable

The results in table 9 signify that the lowest value of organizational commitment variable is 56.00, the highest value is 96.00, the average value and standard deviation are 81.00 and 10.97, respectively. In addition, the score for organizational commitment variable is 81.00%, which is in "fairly high" criterion. This shows that the state civil apparatus in State University of Gorontalo Library has a good attitude to grow students' reading interest. Likewise with organizational commitment which indicates that it is still necessary to improve employee comfort in completing work in State University of Gorontalo Library.

The result of descriptive analysis result for every indicator in organizational commitment variable is presented below:

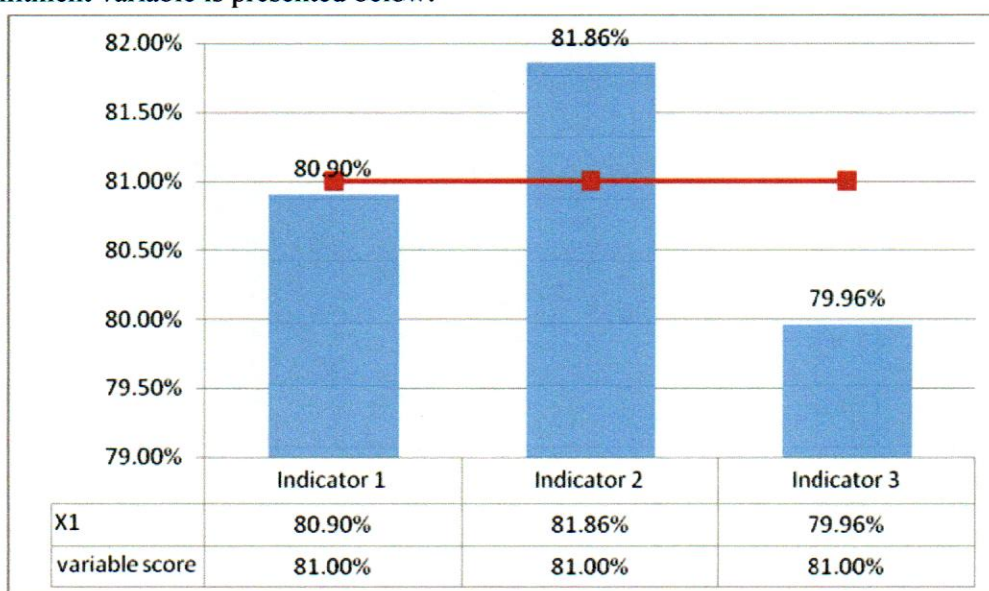


Figure 1. Descriptive Result for Variable X₁ (Organizational Commitment)

b. Service Quality Variable

The results in table 9 signify that the lowest value of service quality variable is 32.00, the highest value is 100.00, the average value and standard deviation are 80.28 and 13.84, respectively. In addition, the service quality variable is in a fairly good criterion with a percentage of 80.28%. This shows that the services provided by State University of Gorontalo Library have met the expectation and target of both the institution and students. This result indicates that particular service aspects still require to be a concern, especially regarding the completeness of available book collection and lack of updated book, therefore it is necessary to submit a budget to procure adequate books and various sources or latest references.

The result of descriptive analysis result for every indicator in service quality variable is presented below:

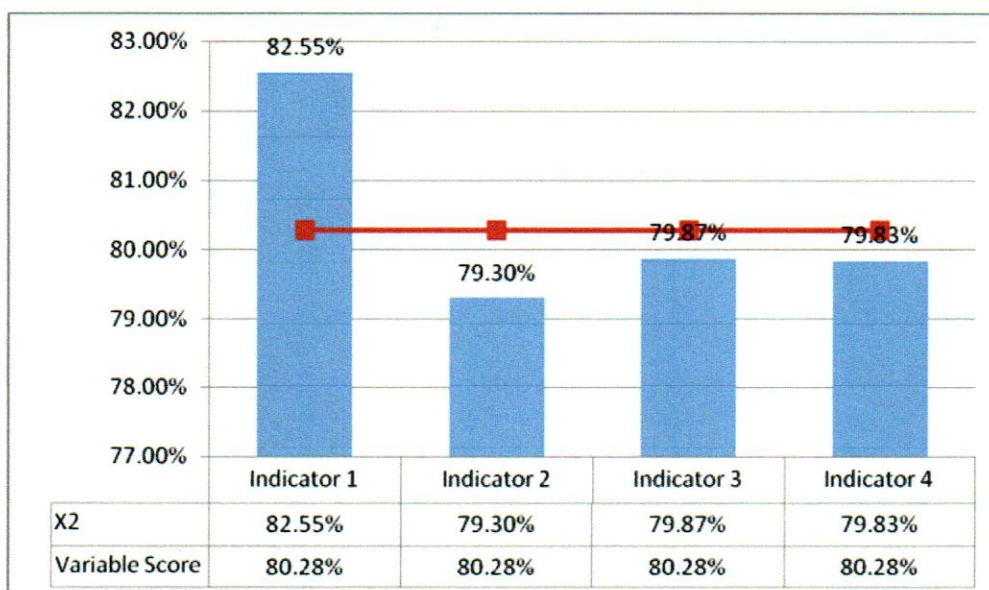


Figure2.Descriptive Result for Variable X₂ (Service Quality)

c. Students' Reading Interest Variable (Y)

The results in table 9 signify that the lowest value of students' reading interest variable is 33.00, the highest value is 98.00, the average value and standard deviation are 76.85 and 15.05, respectively. In addition, the score for students' reading interest variable in State University of Gorontalo Library is 76.85%, which is in a fairly high criterion. This shows that students are not quite interested in going to State University of Gorontalo Library, where this is also supported by fluctuating visit data and reading intensity from the users. Therefore, various innovative programs have become the prime work program in increasing reading interest to stimulate students to go to the Library to find adequate references.

The result of descriptive analysis result for every indicator in variable of students' reading interest at State University of Gorontalo is presented:

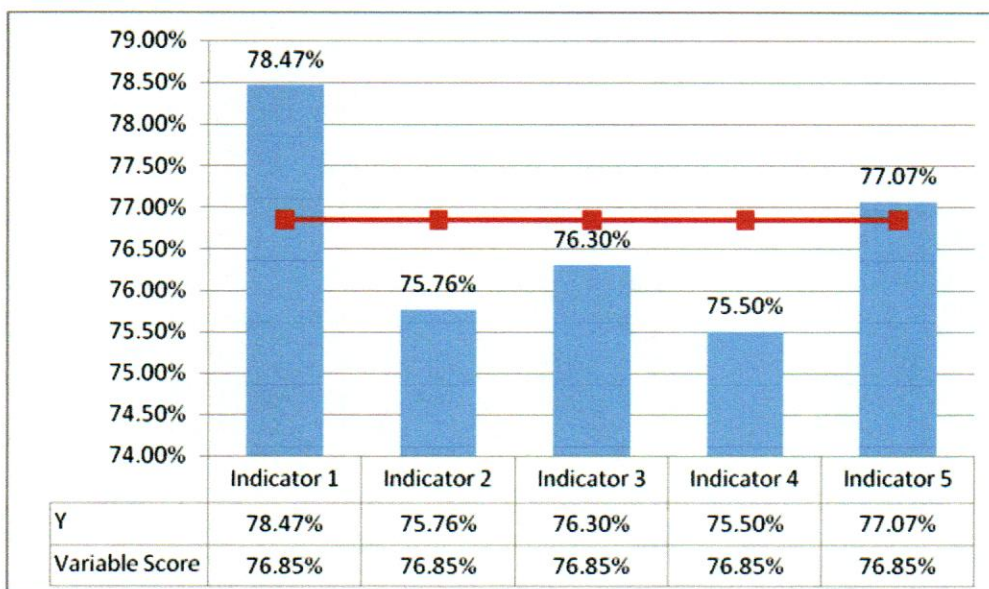


Figure3.Result of Questionnaire Responses for Variable Y (Students' Reading Interest)

3. Data Transformation

The first requirement that must be fulfilled in using a regression (parametric) analysis is that the data must have an interval measuring scale. While the research data are obtained by using an ordinal Likert scale. Thus, prior to further processing, the research data obtained will be increased to an interval scale using MSI (Method of Successive Interval).

4. Classical Assumption Test

The prerequisite of analysis is a mandatory requirement in parametric test, and the analysis is multiple regression. The result of prerequisite of analysis is presented below:

Table10.Result of Prerequisite of Regression Analysis

No	Type of Test	Statistics	Organizational Commitment	Service Quality	Students' Reading Interest
1	Normality	Z-KS	1,145	1,385	1,127
2		P-KS	0,145	0,043	0,158
3	Multicollinearity	Tolerance	0,713		
4		VIF	1,403		
5	Heteroscedasticity	F _{count}	0,860		
6		P-Value	0,427		

Source: Processed Data in 2019

Based on the table above, the test results for data normality, multicollinearity, and heteroscedasticity can be described: a) Data Normality. The normality test applies Kolmogorov Smirnov so that the results are more reliable. Kolmogorov Smirnov is a normality test carried out on the regression test residuals (Santoso, 2012: 230). 1) Organizational Commitment. The probability test of organizational commitment is 0.145, in which the value is higher than 0.01 so that H_0 is accepted or the data in this research meet the normality test. 2) Service Quality. The probability test of service quality is 0.043, in which the value is higher than 0.01 so that H_0 is accepted or the data in this research meet the

normality test. 3) Students' Reading Interest. The probability test of students' reading interest is 0.158 in which the value is higher than 0.05 so that H_0 is accepted or the data in this research meet the normality test. b) Multicollinearity Test of Data. Based on the results in table 10, it is visible that the entire independent variables have a VIF below 10. The VIF value of organizational commitment is $1.403 < 10$, then the VIF value of service quality is $1.403 < 10$. Thus it is concluded that there is no multicollinearity symptom among the independent variables. c) Heteroscedasticity Test of Data. The result of data processing in table 10 shows that the entire variables possess level of significance of test that is higher than value of alpha for 0.05 ($0.427 > 0.05$). In brief, the regression model does not encounter a heteroscedasticity problem.

Based on the results of data processing, all variables have a test significance value that is higher than the alpha value of 0.05 ($0.427 > 0.05$). In brief, the regression model does not have a heteroscedasticity problem.

5. Result of Multiple Regression Data Analysis

Result of data analysis is a description of hypothesis test result, regression equation, and coefficient of determination. The result of test is presented below:

Table 11. Result of Multiple Regression Analysis

No	Type of Test	Statistics	Organizational Commitment	Service Quality
1	Multiple Regression	Alpha (α)	1,819	
		Beta (β)	0,365	0,610
2	T test (Partial)	t_{count}	4,327	7,905
		P-Value	0,000	0,000
3	F test (Simultaneous)	F_{count}	82,697	
		P-Value	0,000	
4	Coefficient of Determination	R^2	0,630	
		Ajd R^2	0,623	

Source: Processed Data in 2021

The previous table has resulted in the following explanation of result of hypothesis test, regression equation, and coefficient of determination:

Multiple Regression Equation

Multiple regression analysis is employed to observe the impact of several independent variables on the dependent variable. After the classical assumption test is carried out and is fulfilled, the next stage is carried out by data modeling using multiple regression analysis. The results of analysis in table 11 denotes that the multiple linear regression model built is:

$$\hat{Y} = 1,819 + 0,365X_1 + 0,610X_2 + e$$

Based on the regression equation model, several interpretations are made as follows:
 1) $\alpha = 1,819$. The constant value is a fixed value, which indicates that if there is no impact of organizational commitment and service quality, then the students' reading interest is constant for 1,819. 2) $\beta_1 = 0.365$. The value of regression coefficient for variable X_1 (organizational commitment) is 0.365, indicating that every increase in the organizational commitment

variable by 1 will impact the students' reading interest in State University of Gorontalo library by 0.365. It is through an assumption that a value of service quality variable is constant or *ceteris paribus*. 3) $\beta_2 = 0.610$. The value of Regression Coefficient for variable X_2 (Service Quality) is 0.610, indicating that every increase in the service quality variable by 1 will impact the students' reading interest in StateUniversity of Gorontalo Library by 0.610. It is through an assumption that a value of service quality (organizational commitment)variable is constant or *ceteris paribus*.

a. Result of Partial Test

After obtaining regression equation model, the next step is to test the hypothesis. The results of analysis in table 11 show t_{count} value for organizational commitment and service quality variables. To finding out whether to accept or reject H_0 , there must be preceded by determination of t_{table} value. The t_{table} value depends on number of df (degree of freedom) and level of significance used. The observation data in this research involve 100 respondents, using a significance level of 5% and a df value of $n-k-1 = 100-2-1 = 97$, a t_{table} value of 1.985 is obtained (This test is two-way test due to the hypothesis proposition does not imply whether the impact of independent variable on dependent variable is positive or negative). Sarwono (2007: 21) states that positive or negative results only show the direction, not the amount. So that in comparing t_{count} with t_{table} , there is no need to notice the negative number as the number of t_{count} . The results of testing the impact of every independent variable (organizational commitment and service quality) on the dependent variable or students' reading interest in StateUniversity of Gorontalo library are as follows:

1) Impact of Organizational Commitment on the Students' Reading Interest in State University of Gorontalo Library

According to the analysis, the t_{count} value for organizational commitment variable is 4.327, and when being compared to the t_{table} value of 1,985, the t_{count} obtained is higher than the t_{table} value. The significance value of organizational commitment is lower than the probability value of 0.05 or $0.000 < 0.05$, then H_{a1} which states that organizational commitment impacts the students' reading interest in StateUniversity of Gorontalo library is accepted.

Thus, it can be concluded that the organizational commitment has a positive and significant impact on the students' reading interest in StateUniversity of Gorontalo library. The regression coefficient for the first hypothesis test is positive. The positive value indicates that there is a direct correlation between organizational commitment and students' reading interest in StateUniversity of Gorontalo Library.

The following is an illustration of acceptance and rejection curve of alternative research hypothesis:

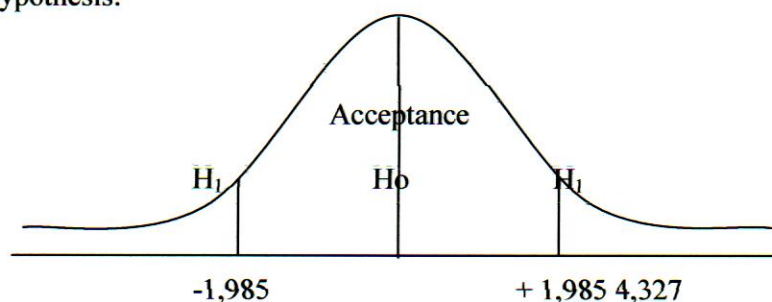


Figure4.Rejection and Acceptance Curve of Ha1

2) Impact of Service Quality on the Students' Reading Interest in State University of Gorontalo Library

According to the analysis, the t_{count} value for service quality variable is 7,905, and when being compared to the t_{table} value of 1,985, the t_{count} obtained is lower than the t_{table} value. The significance value of service quality is higher than the probability value of 0.05, or $0.000 < 0.05$, then H_{a2} , which states that the service quality impacts the students' reading interest in State University of Gorontalo library is accepted.

Thus, it can be concluded that the service quality has a positive and significant impact on the students' reading interest in State University of Gorontalo library. The regression coefficient for the second hypothesis test is positive. The positive value indicates that there is a unidirectional correlation between service quality and students' reading interest in State University of Gorontalo library.

The following is an illustration of acceptance and rejection curve of alternative research hypothesis:

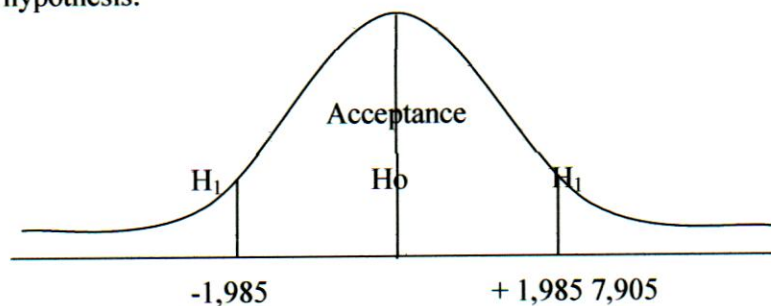


Figure5.Rejection and Acceptance Curve of Ha2

b. Result of Simultaneous Test (F Test)

According to the table 11, the F_{count} of this research is 82.697 while F_{table} at a significance level of 5% and df1 of $k = 2$ and df2 of $N - k - 1 = 100 - 2 - 1 = 97$ is 3.090. If the two F values are compared, then the F_{count} value obtained is much higher than F_{table} so that H_0 is rejected and H_1 is accepted. This means that the independent variables (organizational commitment and service quality) simultaneously have a positive and significant impact on the dependent variable (students' reading interest in State University of Gorontalo library).

The following is an illustration of acceptance and rejection curve of alternative research hypothesis:

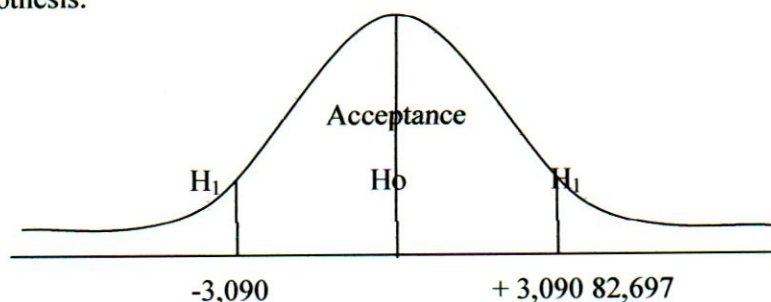


Figure6.Rejection and Acceptance Curve of Ha3

6. Coefficient of Determination

The coefficient of determination value is a value ranging between 0%-100%. The test employs the following formula:

$$r = \frac{n \sum X_i Y_i - (\sum X_i)(\sum Y_i)}{\sqrt{n \sum X_i^2 - (\sum X_i)^2} \sqrt{n \sum Y_i^2 - (\sum Y_i)^2}}$$

$$CD = r^2 \times 100\%$$

Based on the results of analysis of the coefficient of determination in table 11, the Adjusted R Square value is 0.623. This value shows that 62.30% of students' reading interest variable in State University of Gorontalo library can be elucidated by organizational commitment and service quality, while the remaining 37.70% can be elucidated by other variables excluded in this research such as variables of program innovation, work culture, agency socialization and government regulation.

Furthermore, the partial coefficient test is carried out. The test results for partial coefficient of determination are described in the following table:

Table12.Partial Coefficient of Determination

Model	Standardized Coefficients	Correlation	Determination	
			Value	%
Organizational Commitment	0,316	0,626	0,198	19,80%
Service Quality	0,578	0,748	0,432	43,20%
Simultaneous Coefficient of Determination			0,630	63,00%

Source: Processed Data of SPSS 21 in 2021

Based on the results of determination coefficient analysis, the impact of every variable can be explained as follows: 1) Organizational Commitment in which the above calculation show result of coefficient of determination for 0.198. Hence, the ability of organizational commitment variable in impacting students' reading interest in State University of Gorontalo library is 19.80%. 2) Service quality in which the above calculation show result of coefficient of determination for 0.359. Hence, the ability of service quality variable in impacting the students' reading interest in State University of Gorontalo library is 35.90%.

A. Discussion

1. Impact of Organizational Commitment on the Students' Reading Interest in State University of Gorontalo Library

Organizational commitment is an encouragement from individual to do something in order to support the success of organization in accordance with the goal and prioritize the interests of organization rather than its own interests (Coryanata, 2004). The results of descriptive analysis reveal that the score for organizational commitment variable is 81.00%, which is in “fairly high” criterion. This shows that the state civil apparatus in State University of Gorontalo library has a good attitude to grow students’ reading interest in order for the success and compatibility of library’s vision and mission. Rachmawati (2009) defines organizational commitment as an attitude that shows employee “loyalty” and is a continuous process of how an organization member expresses their concern for the success and goodness of organization. In the meantime, Robbins (2010: 40) utters, “organizational commitment is the degree to which an employee identifies himself/herself with a particular organization along with its goals and wishes to maintain the membership in the organization”. John (2006: 169) states that “commitment to both organization and team is where a person has positive involvement with a “willingness to help” in another study. Employees who have a high work commitment will care about the work given to them and have an inner drive to work better (Putri: 2014). High organizational commitment is needed in an organization since high commitment will impact a professional work situation (Angeline: 2020).

The results of regression test (the first hypothesis) reveal that the t_{count} value obtained is higher than the t_{table} value. The significance value of organizational commitment is lower than the probability value of 0.05 or $0.000 < 0.05$, so organizational commitment has a positive and significant impact on the students’ reading interest in State University of Gorontalo library. Meanwhile, the regression coefficient for the first hypothesis is positive. The positive value indicates that there is a unidirectional correlation between organizational commitment and students’ reading interest in State University of Gorontalo library. The coefficient of determination result is 0.198. Hence, the ability of organizational commitment variable in impacting the students’ reading interest in State University of Gorontalo library is 19.80%.

2. Impact of Service Quality on the Students’ Reading Interest in State University of Gorontalo Library

The results of descriptive analysis reveal that the service quality is in a fairly good criterion with a percentage of 80.28%. This shows that the services provided by State University of Gorontalo library are in accordance with the expectation and target felt by students. This result indicates that there are service aspects that still require to be a concern, especially regarding the completeness of available book collection and the lack of updated book, therefore it is necessary to submit a budget to procure adequate books and various sources or the latest references. According to Parasuraman, et al (1995: 240), service performance can be expressed as a comparison between the service expected and the service provided. Therefore, a public library information service provider is required to provide a high quality service system (Haning: 2015). Eddy and Solomon (2017) reveal that the role of a professional librarian cannot be separated from the openness that is built through a good service model. A good service can be maximized by employees with a high work

commitment. Such a condition is found from results of regression test (second hypothesis) where the t_{count} value obtained is lower than the t_{table} value. The significance value of service quality is higher than the probability value of 0.05 or $0.000 < 0.05$, so the service quality has a positive and significant impact on the students' reading interest in StateUniversity of Gorontalo library. The regression coefficient forthe second hypothesis test is positive. The positive value indicates that there is a direct correlation between service quality and students' reading interest in StateUniversity of Gorontalo library. The coefficient of determination result is 0.359. Hence,the ability of service quality variable in impacting students' reading interest in StateUniversity of Gorontalo library is 35.90%.

3. Impact of Organizational Commitment and Service Quality the Students' Reading Interest in StateUniversity of GorontaloLibrary

The students' reading interest in utilizing public facility like university library is the responsibility of government. The public bureaucracy has an obligation and responsibility to provide good and professional services due to it is one ofthe manifestations of the state civil apparatus function. The results of descriptive analysis signify that the score for the students' reading interest variable in State University of Gorontalo library is 76.85%, which is in a fairly high criterion. This shows that students are not quite interested in going to State University of Gorontalo library, where this is also supported by fluctuating visit data and reading intensity from the users. Therefore, various innovative programs have become the prime work program in increasing reading interest to stimulate students to come to the Library to read and find adequate references. This is as found from the results of regression test (third hypothesis) where F_{count} value obtained is much higher than F_{table} so that organizational commitment and service quality simultaneously have a positive and significant impact on the students' reading interest in StateUniversity of Gorontalo library. In addition, the Adjusted R Square value is 0.623. This value shows that 62.30% of students' reading interest in State University of Gorontalo librarycan be elucidated by organizational commitment and service quality, while the remaining 37.70% can be elucidated by other variables excluded in this research such as variables of program innovation, work culture, agencysocialization,and government regulation.

CLOSING

Based on the research finding and discussion, the following conclusions are drawn:1) Organizational commitment owns a positive and significant impact on the students' reading interest in StateUniversity of Gorontalo library. The positive value indicates a good impact of organizational commitment on the students' reading interest in State University of Gorontalo library. 2) Service quality owns a positive and significant impact on the students' reading interest in State University of Gorontalo library. The positive value indicates that there is a good impact on the service quality on the students' reading interest in StateUniversity of Gorontalo library, and 3) Organizational commitment and service quality simultaneously own a positive and significant impact on the students' reading interest in State University of Gorontalo library.

In reference to the previous conclusions, the researcher provides suggestions as follows: 1) it is essential for the state civil apparatus in State University of Gorontalo library to improve their commitment in carrying out various service tasks, 2) the employee or library staff should grow the caring attitude to visitors or users to improve service quality, and it is also necessary to add the number of book collection and to improve facility and infrastructure, and 3) there needs to be a variety of innovative programs that must be carried out by State University of Gorontalo library to attract students' reading interest which can be performed through digital reading services.

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ARTIKEL PUBLISH

The influence of Organizational Commitment and the quality of library services on the University Students' Reading Interest

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Abstract. The low reading interest of university students has been identified as a problem in human resource development as it hampers them to broaden their knowledge. Additionally, reading is no longer becoming their primary need. This research is essential to find out whether or not the organizational commitment and service quality impact the university students' reading interest either partially or simultaneously. The research employs a quantitative method with *ex post facto* approach. The research finding elucidates how the organizational commitment and service quality impact the university students' reading interest either partially or simultaneously. The implication of finding covers: 1) enhancing commitment in performing various service tasks, 2) enhancing service quality, growing caring attitude to visitor, adding library collection, and improving facility and infrastructure, and 3) attempting various innovative programs to attract students' reading interest and preparing digital service in accordance with the need of advancement in science and technology.

Keywords: Organizational Commitment, Service Quality, Reading Interest

1. Introduction

Law No. 43 of 2007 concerning Library explains that: a library is an institution that manages collections of written, printed, and/ or recorded works in a professional manner with a certain standard system to meet the needs of education, research, preservation, information and recreation of users. Some views about library are explained as follows: Library is a place used as a reference in obtaining reference source (Nurdini: 2017). In addition, Rusdin claims that library is an institution that occupies a very strategic position (Rusdin: 2017). Meanwhile, Darmono (2007: 1) defines library as a form of learning resource organization that organizes books and other types of source that can be utilized by users in an effort to develop their abilities and skills. The library is likened to the hub of an institution (Hervinda: 2019). Library is the main pillar in education that cannot be separated as a form of effort to educate the nation's life (Faisal: 2020).

In a higher education institution, library is built to support the activities of users (Dina: 2015). University library users are academic community consisting of teaching staff, students, and non-teaching staff (Dessy: 2016). Higher education environment is a strategic place to develop reading habits (Siswati: 2010). A library is highly influential on the availability of facility (Adhitomo: 2018). Reading interest, book, and library are three main elements in education system that can create quality human resources (Helzi: 2013). According to Cahyono (2014), reading interest is a person's desire for reading, which encourages the emergence of desire and ability to read and followed by a real reading activity based on the desired genre. The goal of increasing reading interest is not easily achieved by library, thus it requires intervention of other parties, including government, educational institution, family, and community (Maulida, 2017).

The university library is a Technical Executing Unit (UPT) that cooperates with other units in implementing *Tridharma Perguruan Tinggi* (Three Pillars of Higher Education) by selecting, collecting, processing, maintaining and submitting sources of information to parent institution and academic community (Purwono, 2013: 18). Students' low reading interest raises its own concerns for library (Wahyuni: 2018). Reading interest is the urge to read to gain knowledge and learning to meet the demand of education, job, and life (Simanjuntak, 2011). According to Ludfia (2015), reading interest is a habit of someone who is acquired after the person is born so that it can be grown, fostered, and developed. Problems regarding reading interest can also be noticed from the intensity of students' visit to State University of Gorontalo library, which can be presented in the following table:

Table 1. Data of Students' Visit in State University of Gorontalo Library

Year	Visitor	Percentage (%)
2014 2016	13.141	

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2015 2017	12.687	-3.45
2016 2018	14.049	10.74
2017 2019	14.103	0.38
2018 2020	13.595	-3.60
Average	13.515	1.02

Source: State University of Gorontalo Library

The table above signifies that the students' visit in State University of Gorontalo library from 2016 to 2020 tends to be fluctuating and unstable. In 2016, there were 13.141 visitors, then decreased by -3.45% in 2017 to 12.687. Then, there was an increase for 10,74% in 2018 and for 0,38% in 2019 while it decreased by 3,60% in 2020 to 13.595. The fluctuating trend is further shown below to find out the impact of organizational commitment and service quality.

Another problem regarding reading interest is the reluctance of students to read so that sometimes reading is done only when composing *skripsi* (undergraduate thesis), thesis, dissertation or other scientific works. In fact, reading interest has become a culture which may stimulate people to be able to face challenges and various existing developments. The gap between ideal expectation and reality is due to various factors, including employee organizational commitment and service quality. In addition, librarians are required to have meticulousness and patience as there are often misunderstandings between service users and service providers (Makuta, 2016: 5). Luthans (2012: 249) states that organizational commitment is: "Attitude that reflects employee loyalty to the organization and a continuous process in which organizational member expresses their concern for the organization and its success and continuous progress". According to Wibowo (2012: 371), commitment is a feeling of identification, loyalty, and involvement shown by workers to the organization or organizational unit. In the meantime, commitment is defined as self-emotional encouragement in a positive sense where employees who want their career to advance are committed to pursuing excellence and achieving achievement (Beer, 2009: 19). Sopiah (2008: 155) addresses that work commitment as another term for organizational commitment. Moorhead (2013) utters that organizational commitment is an attitude that reflects the extent to which an individual knows and is tied to the organization.

Service performance appraisal is an important activity as it can be employed as a measure of success of organization in achieving its mission and for public service organization. This is in line with statement of Parasuraman, et al (1995: 240) that service performance can be expressed as a comparison between the service expected and the service provided. According to Fatmawati (2014: 38), the quality of library service is the satisfaction obtained by entire users noticed from the completeness, meticulousness, and the best service from the librarian. Quality library service is the maximum effort that can be provided by library to meet the expectation and need of user (Andi Pandita: 2017).

In reference to the background and problem identification, the problem formulations in this research are: 1) does organizational commitment impact students' reading interest in State University of Gorontalo library? 2) Does service quality impact students' reading interest in State University of Gorontalo library? And 3) Do organizational commitment and service quality simultaneously impact students' reading interest in State University of Gorontalo library?

2. Research Methodology

This research employs a quantitative method with ex post facto approach. The population in this research are employees and visitors/users in State University of Gorontalo Library, on average 1000 people per month. Accidental sampling is used to determine 30 respondents. Data collection techniques used in conducting this research are observation, questionnaire, and documentation. Quality of instrument is tested by applying validity and reliability tests while the data analysis uses a normality test. The normality test aims to test whether, in the regression model, the dependent and independent variables have a normal distribution or not. Meanwhile, the multicollinearity test aims to test whether the regression model finds a correlation among the independent variables. Then, the heteroscedasticity test is a test that aims to test whether there is a variance difference from the existing data residual in regression. The data analysis technique uses multiple linear regression to determine the impact of organizational commitment and service quality variables on students' reading interest which is presented in the form of a regression equation. Hypothesis testing is completed through t-test, F test, and coefficient of determination. The t-test basically shows how far the impact of one independent variable individually in explaining the dependent variable. In the meantime, the F test is to determine the impact of the

independent variable simultaneously on the dependent variable. If the probability level is lower than the alpha value of 0.05, it is assumable that the independent variables simultaneously impacts the dependent variable. Furthermore, the coefficient of determination (R^2) test is applied to measure the ability of model to elucidate the variation in the dependent variable. The coefficient of determination is between zero and one. The low value of R^2 means that the ability of the independent variable to elucidate the variation in the dependent variable is highly limited.

3. Results and Discussion

The research finding is commenced by elucidating steps and result of test as elaborated in the following passages.

1. Instrument Quality Test

The quality of data generated from the use of instrument in this research can be analyzed by validity and reliability tests. The tests are conducted on 30 people outside of the research samples.

a. Validity Test

The test is used to measure whether a questionnaire is valid or not. The results of test of each variable can be noticed as follows:

1) Organizational Commitment Variable (X_1)

The number of statement used to measure the impact of organizational commitment in this research is 20 on 30 respondents ($n=30$). The validity test on the statement is presented in Table 2 as follows:

Table 2. Result of Validity Test for Organizational Commitment Variable

Statement	r_{Count}	$r_{\text{Table}} (n=30)$	Information	Status
1	0.692	Obtained from $df=n-2$ (30- 2) or $df=28$ 0,361	$r_{\text{Count}} > r_{\text{Table}}$	Valid
2	0.667		$r_{\text{Count}} > r_{\text{Table}}$	Valid
3	0.728		$r_{\text{Count}} > r_{\text{Table}}$	Valid
4	0.764		$r_{\text{Count}} > r_{\text{Table}}$	Valid
5	0.729		$r_{\text{Count}} > r_{\text{Table}}$	Valid
6	0.856		$r_{\text{Count}} > r_{\text{Table}}$	Valid
7	0.681		$r_{\text{Count}} > r_{\text{Table}}$	Valid
8	0.774		$r_{\text{Count}} > r_{\text{Table}}$	Valid
9	0.772		$r_{\text{Count}} > r_{\text{Table}}$	Valid
10	0.876		$r_{\text{Count}} > r_{\text{Table}}$	Valid
11	0.703		$r_{\text{Count}} > r_{\text{Table}}$	Valid
12	0.824		$r_{\text{Count}} > r_{\text{Table}}$	Valid
13	0.644		$r_{\text{Count}} > r_{\text{Table}}$	Valid
14	0.778		$r_{\text{Count}} > r_{\text{Table}}$	Valid
15	0.765		$r_{\text{Count}} > r_{\text{Table}}$	Valid
16	0.723		$r_{\text{Count}} > r_{\text{Table}}$	Valid
17	0.840		$r_{\text{Count}} > r_{\text{Table}}$	Valid
18	0.745		$r_{\text{Count}} > r_{\text{Table}}$	Valid
19	0.702		$r_{\text{Count}} > r_{\text{Table}}$	Valid
20	0.665		$r_{\text{Count}} > r_{\text{Table}}$	Valid

Source: Processed Data of SPSS 21 in 2021

In the validity test above, a statement is said to be valid if r_{count} is higher than r_{table} . The r_{table} value is obtained from the rho table where $n = 30$, and with a significance level of 5%, the r_{table} value is 0.361. Thus, according to the statements used to measure the impact of organizational commitment variable, all statements have a value of r_{count} higher than r_{table} of 0.361 so that it meets the validity test and can be used for research data collection.

2) Service Quality Variable (X_2)

The number of statement used to measure the impact of service quality in this research is 20 on 30 respondents ($n=30$). The validity test on the statement is presented in Table 3 as follows:

Table 3. Result of Validity Test for Service Quality Variable

Statement	r_{Count}	$r_{\text{Table}} (n=30)$	Information	Status
-----------	--------------------	---------------------------	-------------	--------

1	0.827	Obtained from $df=n-2$ (30- 2) or $df=28$ 0,361	$r_{\text{Count}} > r_{\text{Table}}$	Valid
2	0.811		$r_{\text{Count}} > r_{\text{Table}}$	Valid
3	0.741		$r_{\text{Count}} > r_{\text{Table}}$	Valid
4	0.890		$r_{\text{Count}} > r_{\text{Table}}$	Valid
5	0.875		$r_{\text{Count}} > r_{\text{Table}}$	Valid
6	0.828		$r_{\text{Count}} > r_{\text{Table}}$	Valid
7	0.879		$r_{\text{Count}} > r_{\text{Table}}$	Valid
8	0.817		$r_{\text{Count}} > r_{\text{Table}}$	Valid
9	0.850		$r_{\text{Count}} > r_{\text{Table}}$	Valid
10	0.872		$r_{\text{Count}} > r_{\text{Table}}$	Valid
11	0.902		$r_{\text{Count}} > r_{\text{Table}}$	Valid
12	0.845		$r_{\text{Count}} > r_{\text{Table}}$	Valid
13	0.910		$r_{\text{Count}} > r_{\text{Table}}$	Valid
14	0.933		$r_{\text{Count}} > r_{\text{Table}}$	Valid
15	0.911		$r_{\text{Count}} > r_{\text{Table}}$	Valid
16	0.908		$r_{\text{Count}} > r_{\text{Table}}$	Valid
17	0.934		$r_{\text{Count}} > r_{\text{Table}}$	Valid
18	0.891		$r_{\text{Count}} > r_{\text{Table}}$	Valid
19	0.919		$r_{\text{Count}} > r_{\text{Table}}$	Valid
20	0.829		$r_{\text{Count}} > r_{\text{Table}}$	Valid

Source: Processed Data of SPSS 21 in 2021

In the validity test, a statement is said to be valid if r_{count} is higher than r_{table} . The r_{table} value is obtained from the rho table where $n = 30$, and with a significance level of 5%, the r_{table} value is 0.361. Thus, according to the statements used to measure the impact of service quality variable, all statements have a value of r_{count} higher than r_{table} of 0.361 so that it meets the validity test and can be used for research data collection.

3) Students' Reading Interest Variable (Y)

The number of statement used to measure the students' reading interest variable in this research is 20 on 30 respondents ($n=30$). The results of validity test of all statements are presented in Table 4 as follows:

Table4.Result of Validity Test for Students' Reading Interest Variable

Statement	r_{Count}	$r_{\text{Table}} (n=30)$	Information	Status
1	0.713	Obtained from $df=n-2$ (30- 2) or $df=28$ 0,361	$r_{\text{Count}} > r_{\text{Table}}$	Valid
2	0.849		$r_{\text{Count}} > r_{\text{Table}}$	Valid
3	0.715		$r_{\text{Count}} > r_{\text{Table}}$	Valid
4	0.666		$r_{\text{Count}} > r_{\text{Table}}$	Valid
5	0.734		$r_{\text{Count}} > r_{\text{Table}}$	Valid
6	0.839		$r_{\text{Count}} > r_{\text{Table}}$	Valid
7	0.706		$r_{\text{Count}} > r_{\text{Table}}$	Valid
8	0.759		$r_{\text{Count}} > r_{\text{Table}}$	Valid
9	0.840		$r_{\text{Count}} > r_{\text{Table}}$	Valid
10	0.756		$r_{\text{Count}} > r_{\text{Table}}$	Valid
11	0.681		$r_{\text{Count}} > r_{\text{Table}}$	Valid
12	0.713		$r_{\text{Count}} > r_{\text{Table}}$	Valid
13	0.703		$r_{\text{Count}} > r_{\text{Table}}$	Valid
14	0.755		$r_{\text{Count}} > r_{\text{Table}}$	Valid
15	0.679		$r_{\text{Count}} > r_{\text{Table}}$	Valid
16	0.839		$r_{\text{Count}} > r_{\text{Table}}$	Valid
17	0.821		$r_{\text{Count}} > r_{\text{Table}}$	Valid
18	0.737		$r_{\text{Count}} > r_{\text{Table}}$	Valid
19	0.557		$r_{\text{Count}} > r_{\text{Table}}$	Valid
20	0.468		$r_{\text{Count}} > r_{\text{Table}}$	Valid

Source: Processed Data of SPSS 21 in 2021

In the validity test, a statement is said to be valid if r_{count} is higher than r_{table} . The r_{table} value is obtained from the table where $n = 30$, and with a significance level of 5%, the r_{table} value is 0.361. Thus, according to the statements used to measure the students' reading interest variable, all statements have a value of r_{count} higher than r_{table} of 0.361 so that it meets the validity test and can be used for research data collection.

b. Reliability Test

The decision making, which refers to Cronbach's alpha value is if Alpha value exceeds or is equal to 0.6, then the variable statement is reliable and vice versa (Ghozali, 2005). The results of reliability test for the research variables are described as follows:

1) Organizational Commitment Variable (X_1)

Reliability test for the statement of organizational commitment is presented in table 5 as follows:

Table 5. Result of Reliability Test for Organizational Commitment Variable

No	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1_1	76.4000	144.731	.663	.956
X1_2	76.5000	143.707	.631	.956
X1_3	76.5667	143.220	.700	.955
X1_4	76.4667	141.568	.736	.955
X1_5	76.5000	142.534	.698	.955
X1_6	76.5000	137.638	.836	.953
X1_7	76.6333	140.861	.638	.956
X1_8	76.6667	139.747	.744	.955
X1_9	76.6667	141.264	.744	.955
X1_10	76.6333	135.620	.856	.953
X1_11	76.4333	143.220	.671	.956
X1_12	76.4333	140.116	.802	.954
X1_13	76.5667	144.737	.608	.957
X1_14	76.6667	140.368	.750	.955
X1_15	76.6667	141.402	.736	.955
X1_16	76.6000	140.179	.685	.956
X1_17	76.7000	136.562	.815	.954
X1_18	76.6000	140.317	.712	.955
X1_19	76.6000	140.662	.662	.956
X1_20	76.6000	139.421	.614	.957

Source: Processed Data of SPSS 21 in 2021

Based on the results of analysis using the Alpha Cronbach technique as presented in table 5 above, for the organizational commitment variable, all Cronbach's Alpha reliability coefficient values obtained are higher than the predetermined benchmark value of 0.6. This shows that the organizational commitment instrument in this research can be trusted and can be used for further research.

2) Service Quality Variable (X_2)

Reliability test for the Service Quality statement is presented in table 6 as follows:

Table 6. Result of Reliability Test for Service Quality Variable

No	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2_1	69.4333	319.426	.810	.982
X2_2	69.6667	319.885	.792	.982
X2_3	69.4000	322.662	.717	.983
X2_4	69.4667	314.878	.878	.982
X2_5	69.5667	318.530	.862	.982
X2_6	69.5000	317.224	.809	.982
X2_7	69.2667	315.513	.866	.982
X2_8	69.3667	319.137	.798	.982
X2_9	69.4333	315.564	.833	.982
X2_10	69.4667	316.602	.859	.982

X2_11	69.2333	310.944	.890	.981
X2_12	69.3333	310.989	.825	.982
X2_13	69.4000	310.386	.898	.981
X2_14	69.3333	310.782	.925	.981
X2_15	69.5333	309.982	.899	.981
X2_16	69.3333	314.920	.897	.981
X2_17	69.2667	308.340	.925	.981
X2_18	69.4000	316.179	.880	.982
X2_19	69.3667	306.516	.908	.981
X2_20	69.5000	313.569	.808	.982

Source: Processed Data of SPSS 21 in 2021

Based on the results of analysis using the Alpha Cronbach technique as presented in table 6 above, for the service quality variable, all Cronbach's Alpha reliability coefficient values obtained are higher than the predetermined benchmark value of 0.6. This shows that the service quality instrument in this research can be trusted and can be used for further research.

3) Students' Reading Interest Variable (Y)

Reliability test for the students' reading interest statement is presented in table 7 as follows:

Table 7. Result of Reliability Test for Student's Reading Interest Variable

No	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	73.7667	155.426	.684	.949
Y2	73.7000	151.045	.830	.947
Y3	73.8333	154.695	.685	.949
Y4	73.7333	156.685	.634	.950
Y5	73.8000	151.752	.699	.949
Y6	73.7333	149.995	.818	.947
Y7	73.6667	150.644	.663	.949
Y8	73.9000	151.059	.727	.948
Y9	73.8000	150.028	.819	.947
Y10	74.1000	150.231	.721	.948
Y11	74.2667	148.064	.626	.951
Y12	73.8667	151.154	.673	.949
Y13	73.9333	152.823	.666	.949
Y14	73.8000	155.131	.731	.949
Y15	73.9333	153.995	.642	.950
Y16	73.9333	148.202	.815	.947
Y17	73.8000	147.614	.793	.947
Y18	73.8000	149.269	.696	.949
Y19	73.7333	156.892	.511	.951
Y20	73.8333	159.109	.417	.953

Source: Processed Data of SPSS 21 in 2021

Based on the results of analysis using Alpha Cronbach technique as presented in table 7 above, for the students' reading interest variable, all Cronbach's Alpha reliability coefficient values obtained are higher than the predetermined benchmark value of 0.6. This shows that the students' reading interest instrument in this research can be trusted and can be used for further research.

2. Descriptive Statistics

One of the analyzes carried out is descriptive, which aims to observe an initial depiction of the object/variable being studied. It is known that the respondents in this research are 100 people with the highest score of 5 and the lowest score of 1. So that the calculation results of the respondents' responses are presented as follows:

- a. Max = $5 \times 100 = 500$ (100%)
- b. Min = $1 \times 100 = 100$ (20,00%)
- c. Range = $(500-100)/5 = 80$ (16,00%)

So that in reference to the scale range, an assessment is made (referring to Narimawati, 2007: 85) as shown in Table 8 below:

Table8. Interpretation of Score

N _o	Score Percentage	Criteria
1	20,00% - 36,00%	Very Low/Very Poor
2	36,01% - 52,00%	Low/Poor
3	52,01% - 68,00%	Medium
4	68,01% - 84,00%	Fairly High/ Fairly Good)
5	84,01% - 100,00%	High/Good

Source: Processed Data in 2021

The table above explains the entire statement, indicator, and variable. The score can be calculated through the following formula:

$$\% \text{ Score of Statement} = \frac{\text{Actual Score}}{\text{Ideal Score}} \times 100\%$$

Information:

a. Actual score refers to the score obtained from responses of entire respondents over the proposed questionnaire.

b. Ideal score refers to the maximum score or highest one likely to be achieved if the entire respondents opt for responses with the highest score.

Result of descriptive analysis for every variable in this research is presented below:

Table9. Result of Descriptive Analysis

N _o	Descriptive	Organizational Commitment	Service Quality	Students' Reading Interest
1	Min	56.00	32.00	33.00
2	Max	96.00	100.00	98.00
3	Mean	81.00	80.28	76.85
4	Std Dev	10.97	13.84	15.05
5	% Score of Variable	81.00%	80.28%	76.85%
6	Score Criteria	Fairly High	Fairly Good	Fairly High

Source: Processed Excel Data in 2021

The explanation of descriptive analysis result for the table above is presented below:

a. Organizational Commitment Variable

The results in table 9 signify that the lowest value of organizational commitment variable is 56.00, the highest value is 96.00, the average value and standard deviation are 81.00 and 10.97, respectively. In addition, the score for organizational commitment variable is 81.00%, which is in "fairly high" criterion. This shows that the state civil apparatus in State University of Gorontalo Library has a good attitude to grow students' reading interest. Likewise with organizational commitment which indicates that it is still necessary to improve employee comfort in completing work in State University of Gorontalo Library.

The result of descriptive analysis result for every indicator in organizational commitment variable is presented below:

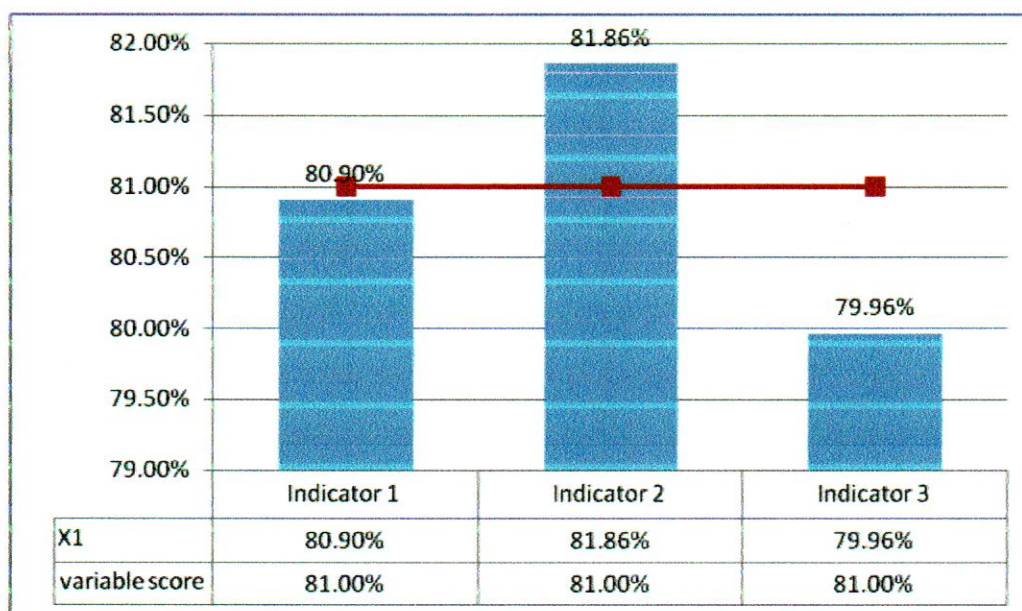


Figure1.Descriptive Result for Variable X₁ (Organizational Commitment)

b. Service Quality Variable

The results in table 9 signify that the lowest value of service quality variable is 32.00, the highest value is 100.00, the average value and standard deviation are 80.28 and 13.84, respectively. In addition, the service quality variable is in a fairly good criterion with a percentage of 80.28%. This shows that the services provided by State University of Gorontalo Library have met the expectation and target of both the institution and students. This result indicates that particular service aspects still require to be a concern, especially regarding the completeness of available book collection and lack of updated book, therefore it is necessary to submit a budget to procure adequate books and various sources or latest references.

The result of descriptive analysis result for every indicator in service quality variable is presented below:

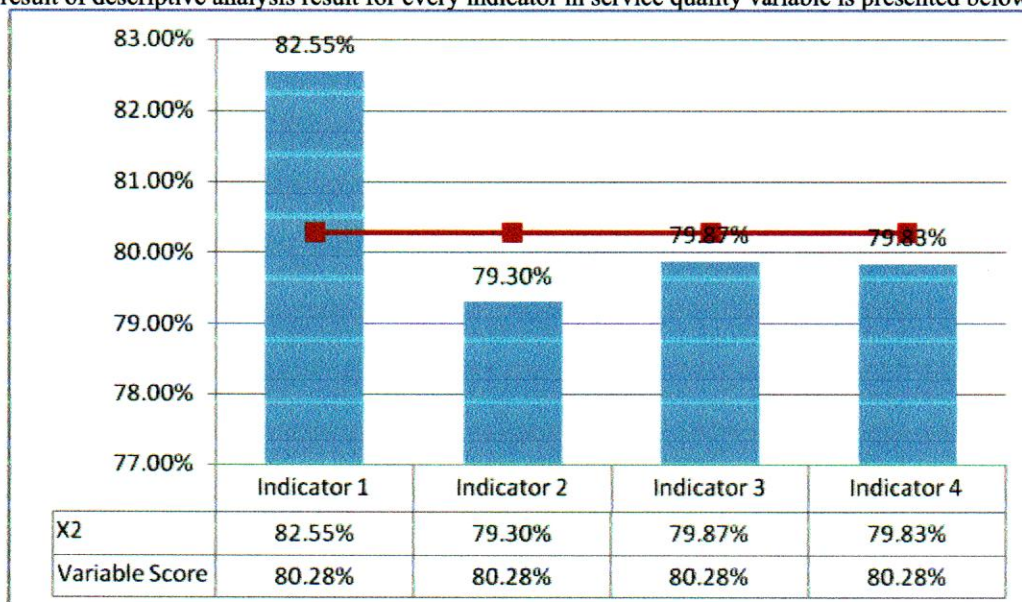


Figure2.Descriptive Result for Variable X₂ (Service Quality)

c. Students' Reading Interest Variable (Y)

The results in table 9 signify that the lowest value of students' reading interest variable is 33.00, the highest value is 98.00, the average value and standard deviation are 76.85 and 15.05, respectively. In addition, the score for students' reading interest variable in State University of Gorontalo Library is 76.85%, which is in a fairly high criterion. This shows that students are not quite interested in going to State University of Gorontalo Library, where this is also supported by fluctuating visit data and reading intensity from the users. Therefore, various

innovative programs have become the prime work program in increasing reading interest to stimulate students to go to the Library to find adequate references.

The result of descriptive analysis result for every indicator in variable of students' reading interest at StateUniversity of Gorontalo is presented:

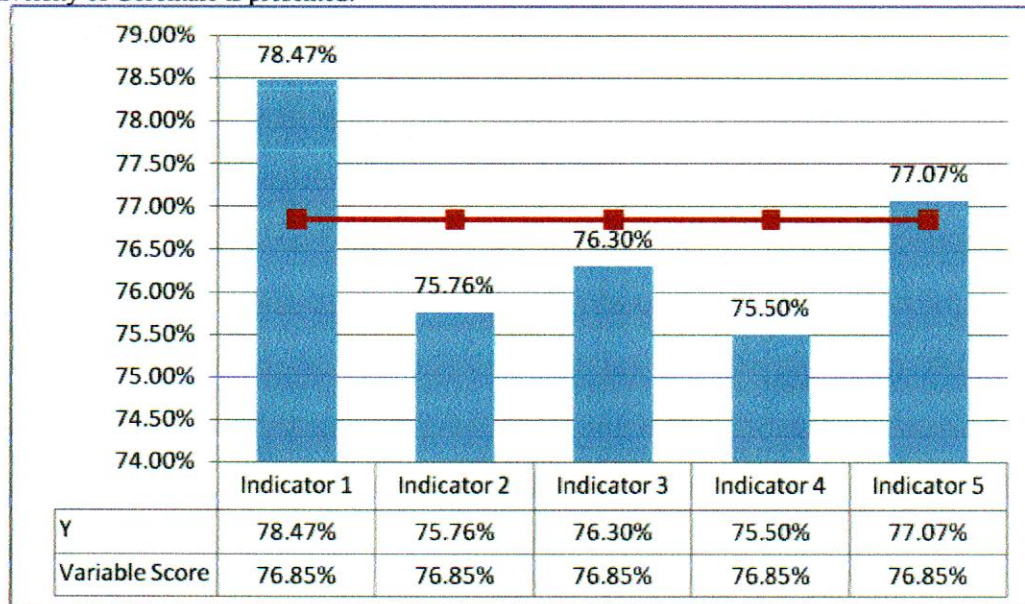


Figure3.Result of Questionnaire Responses for Variable Y (Students' Reading Interest)

3. Data Transformation

The first requirement that must be fulfilled in using a regression (parametric) analysis is that the data must have an interval measuring scale. While the research data are obtained by using an ordinal Likert scale. Thus, prior to further processing, the research data obtained will be increased to an interval scale using MSI (Method of Successive Interval).

4. Classical Assumption Test

The prerequisite of analysis is a mandatory requirement in parametric test, and the analysis is multiple regression. The result of prerequisite of analysis is presented below:

Table 10. Result of Prerequisite of Regression Analysis

No	Type of Test	Statistics	Organizational Commitment	Service Quality	Students' Reading Interest
1	Normality	Z-KS	1,145	1,385	1,127
2		P-KS	0,145	0,043	0,158
3	Multicollinearity	Tolerance	0,713		
4		VIF	1,403		
5	Heteroscedasticity	F _{count}	0,860		
6		P-Value	0,427		

Source: Processed Data in 2021

Based on the table above, the test results for data normality, multicollinearity, and heteroscedasticity can be described: a) Data Normality. The normality test applies Kolmogorov Smirnov so that the results are more reliable. Kolmogorov Smirnov is a normality test carried out on the regression test residuals (Santoso, 2012: 230). 1) Organizational Commitment. The probability test of organizational commitment is 0.145, in which the value is higher than 0.01 so that H_0 is accepted or the data in this research meet the normality test. 2) Service Quality. The probability test of service quality is 0.043, in which the value is higher than 0.01 so that H_0 is accepted or the data in this research meet the normality test. 3) Students' Reading Interest. The probability test of students' reading interest is 0.158 in which the value is higher than 0.05 so that H_0 is accepted or the data in this research meet the normality test. b) Multicollinearity Test of Data. Based on the results in table 10, it is

visible that the entire independent variables have a VIF below 10. The VIF value of organizational commitment is $1.403 < 10$, then the VIF value of service quality is $1.403 < 10$. Thus it is concluded that there is no multicollinearity symptom among the independent variables. c) Heteroscedasticity Test of Data. The result of data processing in table 10 shows that the entire variables possess level of significance of test that is higher than value of alpha for 0.05 ($0.427 > 0.05$). In brief, the regression model does not encounter a heteroscedasticity problem.

Based on the results of data processing, all variables have a test significance value that is higher than the alpha value of 0.05 ($0.427 > 0.05$). In brief, the regression model does not have a heteroscedasticity problem.

5. Result of Multiple Regression Data Analysis

Result of data analysis is a description of hypothesis test result, regression equation, and coefficient of determination. The result of test is presented below:

Table 11. Result of Multiple Regression Analysis

No	Type of Test	Statistics	Organizational Commitment	Service Quality
1	Multiple Regression	Alpha (α)	1,819	
		Beta (β)	0,365	0,610
2	T test (Partial)	t_{count}	4,327	7,905
		P-Value	0,000	0,000
3	F test (Simultaneous)	F_{count}	82,697	
		P-Value	0,000	
4	Coefficient of Determination	R^2	0,630	
		Ajd R^2	0,623	

Source: Processed Data in 2021

The previous table has resulted in the following explanation of result of hypothesis test, regression equation, and coefficient of determination:

Multiple Regression Equation

Multiple regression analysis is employed to observe the impact of several independent variables on the dependent variable. After the classical assumption test is carried out and is fulfilled, the next stage is carried out by data modeling using multiple regression analysis. The results of analysis in table 11 denotes that the multiple linear regression model built is:

$$\hat{Y} = 1,819 + 0,365X_1 + 0,610X_2 + e$$

Based on the regression equation model, several interpretations are made as follows: 1) $\alpha = 1,819$. The constant value is a fixed value, which indicates that if there is no impact of organizational commitment and service quality, then the students' reading interest is constant for 1,819. 2) $\beta_1 = 0.365$. The value of regression coefficient for variable X_1 (organizational commitment) is 0.365, indicating that every increase in the organizational commitment variable by 1 will impact the students' reading interest in State University of Gorontalo library by 0.365. It is through an assumption that a value of service quality variable is constant or *ceteris paribus*. 3) $\beta_2 = 0.610$. The value of Regression Coefficient for variable X_2 (Service Quality) is 0.610, indicating that every increase in the service quality variable by 1 will impact the students' reading interest in State University of Gorontalo Library by 0.610. It is through an assumption that a value of service quality (organizational commitment) variable is constant or *ceteris paribus*.

a. Result of Partial Test

After obtaining regression equation model, the next step is to test the hypothesis. The results of analysis in table 11 show t_{count} value for organizational commitment and service quality variables. To finding out whether to accept or reject H_0 , there must be preceded by determination of t_{table} value. The t_{table} value depends on number of df (degree of freedom) and level of significance used. The observation data in this research involve 100 respondents, using a significance level of 5% and a df value of $n-k-1 = 100-2-1 = 97$, a t_{table} value of 1.985 is obtained (This test is two-way test due to the hypothesis proposition does not imply whether the impact of independent variable on dependent variable is positive or negative). Sarwono (2007: 21) states that positive or negative results only show the direction, not the amount. So that in comparing t_{count} with t_{table} , there is no need to notice the negative number as the number of t_{count} . The results of testing the impact of every independent variable

(organizational commitment and service quality) on the dependent variable or students' reading interest in StateUniversity of Gorontalolibrary are as follows:

1) Impact of Organizational Commitment on the Students' Reading Interest in State University of Gorontalo Library

According to the analysis, the t_{count} value for organizational commitment variable is 4.327, and when being compared to the t_{table} value of 1,985, the t_{count} obtained is higher than the t_{table} value. The significance value of organizational commitment is lower than the probability value of 0.05 or $0.000 < 0.05$, then H_{a1} which states that organizational commitment impacts the students' reading interest in StateUniversity of Gorontalo library is accepted.

Thus, it can be concluded that the organizational commitment has a positive and significant impact on the students' reading interest in StateUniversity of Gorontalo library. The regression coefficient for the first hypothesis test is positive. The positive value indicates that there is a direct correlation between organizational commitment and students' reading interest in StateUniversity of Gorontalo Library.

The following is an illustration of acceptance and rejection curve of alternative research hypothesis:

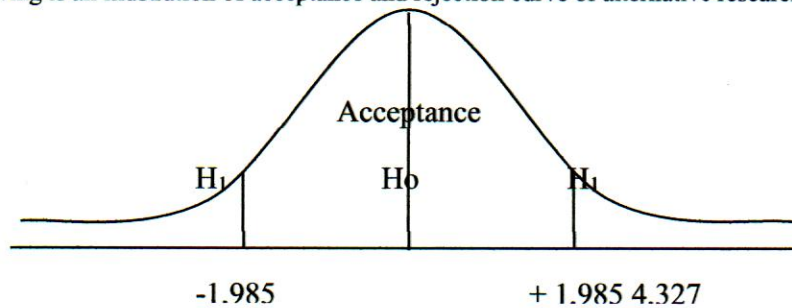


Figure4.Rejection and Acceptance Curve of Ha1

2) Impact of Service Quality onthe Students' Reading Interest in State University of Gorontalo Library

According to the analysis, the t_{count} value for service quality variable is 7,905, and when being compared to the t_{table} value of 1,985, the t_{count} obtained is lower than the t_{table} value. The significance value of service quality is higher than the probability value of 0.05, or $0.000 < 0.05$, then H_{a2} which states that the service quality impacts the students' reading interest in State University of Gorontalo library is accepted.

Thus, it can be concluded that the service quality has a positive and significant impact on the students' reading interest in State University of Gorontalo library. The regression coefficient for the second hypothesis test is positive. The positive value indicates that there is a unidirectional correlation between service quality and students' reading interest in StateUniversity of Gorontalo library.

The following is an illustration of acceptance and rejection curve of alternative research hypothesis:

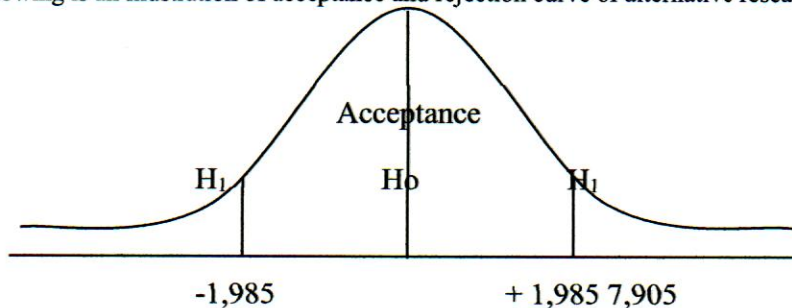


Figure5.Rejection and Acceptance Curve of Ha2

b. Result of Simultaneous Test (F Test)

According to the table 11, the F_{count} of this research is 82.697 while F_{table} at a significance level of 5% and $df1$ of $k = 2$ and $df2$ of $N - k - 1 = 100 - 2 - 1 = 97$ is 3.090. If the two F values are compared, then the F_{count} value obtained

is much higher than F_{table} so that H_0 is rejected and H_1 is accepted. This means that the independent variables (organizational commitment and service quality) simultaneously have a positive and significant impact on the dependent variable (students' reading interest in StateUniversity of Gorontalo library).

The following is an illustration of acceptance and rejection curve of alternative research hypothesis:

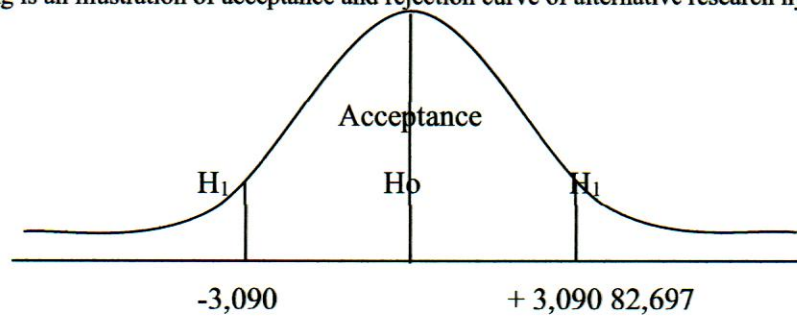


Figure6.Rejection and Acceptance Curve of Ha3

6. Coefficient of Determination

The coefficient of determination value is a value ranging between 0%-100%. The test employs the following formula:

$$r = \frac{n \sum Xi Yi - (\sum Xi)(\sum Yi)}{\sqrt{n \sum Xi^2 - (\sum Xi)^2} \sqrt{n \sum Yi^2 - (\sum Yi)^2}}$$

$$CD = r^2 \times 100\%$$

Based on the results of analysis of the coefficient of determination in table 11, the Adjusted R Square value is 0.623. This value shows that 62.30% of students' reading interest variable in State University of Gorontalo library can be elucidated by organizational commitment and service quality, while the remaining 37.70% can be elucidated by other variables excluded in this research such as variables of program innovation, work culture, agency socialization and government regulation.

Furthermore, the partial coefficient test is carried out. The test results for partial coefficient of determination are described in the following table:

Table12.Partial Coefficient of Determination

Model	Standardized Coefficients	Correlation	Determination	
			Value	%
Organizational Commitment	0,316	0,626	0,198	19,80%
Service Quality	0,578	0,748	0,432	43,20%
Simultaneous Coefficient of Determination			0,630	63,00%

Source: Processed Data of SPSS 21 in 2021

Based on the results of determination coefficient analysis, the impact of every variable can be explained as follows: 1) Organizational Commitment in which the above calculation show result of coefficient of determination for 0.198. Hence, the ability of organizational commitment variable in impacting students' reading interest in State University of Gorontalo library is 19.80%. 2) Service quality in which the above calculation show result of coefficient of determination for 0.359. Hence, the ability of service quality variable in impacting the students' reading interest in StateUniversity of Gorontalo library is 35.90%.

A. Discussion

1. Impact of Organizational Commitment on the Students' Reading Interest in State University of Gorontalo Library

Organizational commitment is an encouragement from individual to do something in order to support the success of organization in accordance with the goal and prioritize the interests of organization rather than its own interests (Coryana, 2004). The results of descriptive analysis reveal that the score for organizational

commitment variable is 81.00%, which is in “fairly high” criterion. This shows that the state civil apparatus in State University of Gorontalo library has a good attitude to grow students’ reading interest in order for the success and compatibility of library’s vision and mission. Rachmawati (2009) defines organizational commitment as an attitude that shows employee “loyalty” and is a continuous process of how an organization member expresses their concern for the success and goodness of organization. In the meantime, Robbins (2010: 40) utters, “organizational commitment is the degree to which an employee identifies himself/herself with a particular organization along with its goals and wishes to maintain the membership in the organization”. John (2006: 169) states that “commitment to both organization and team is where a person has positive involvement with a “willingness to help” in another study. Employees who have a high work commitment will care about the work given to them and have an inner drive to work better (Putri: 2014). High organizational commitment is needed in an organization since high commitment will impact a professional work situation (Angeline: 2020).

The results of regression test (the first hypothesis) reveal that the t_{count} value obtained is higher than the t_{table} value. The significance value of organizational commitment is lower than the probability value of 0.05 or 0.000 < 0.05, so organizational commitment has a positive and significant impact on the students’ reading interest in State University of Gorontalo library. Meanwhile, the regression coefficient for the first hypothesis is positive. The positive value indicates that there is a unidirectional correlation between organizational commitment and students’ reading interest in State University of Gorontalo library. The coefficient of determination result is 0.198. Hence, the ability of organizational commitment variable in impacting the students’ reading interest in State University of Gorontalo library is 19.80%.

2. Impact of Service Quality on the Students’ Reading Interest in State University of Gorontalo Library

The results of descriptive analysis reveal that the service quality is in a fairly good criterion with a percentage of 80.28%. This shows that the services provided by State University of Gorontalo library are in accordance with the expectation and target felt by students. This result indicates that there are service aspects that still require to be a concern, especially regarding the completeness of available book collection and the lack of updated book, therefore it is necessary to submit a budget to procure adequate books and various sources or the latest references. According to Parasuraman, et al (1995: 240), service performance can be expressed as a comparison between the service expected and the service provided. Therefore, a public library information service provider is required to provide a high quality service system (Haning: 2015). Eddy and Solomon (2017) reveal that the role of a professional librarian cannot be separated from the openness that is built through a good service model. A good service can be maximized by employees with a high work commitment. Such a condition is found from results of regression test (second hypothesis) where the t_{count} value obtained is lower than the t_{table} value. The significance value of service quality is higher than the probability value of 0.05 or 0.000 < 0.05, so the service quality has a positive and significant impact on the students’ reading interest in State University of Gorontalo library. The regression coefficient for the second hypothesis test is positive. The positive value indicates that there is a direct correlation between service quality and students’ reading interest in State University of Gorontalo library. The coefficient of determination result is 0.359. Hence, the ability of service quality variable in impacting students’ reading interest in State University of Gorontalo library is 35.90%.

3. Impact of Organizational Commitment and Service Quality the Students’ Reading Interest in State University of Gorontalo Library

The students’ reading interest in utilizing public facility like university library is the responsibility of government. The public bureaucracy has an obligation and responsibility to provide good and professional services due to it is one of the manifestations of the state civil apparatus function. The results of descriptive analysis signify that the score for the students’ reading interest variable in State University of Gorontalo library is 76.85%, which is in a fairly high criterion. This shows that students are not quite interested in going to State University of Gorontalo library, where this is also supported by fluctuating visit data and reading intensity from the users. Therefore, various innovative programs have become the prime work program in increasing reading interest to stimulate students to come to the Library to read and find adequate references. This is as found from the results of regression test (third hypothesis) where F_{count} value obtained is much higher than F_{table} so that organizational commitment and service quality simultaneously have a positive and significant impact on the students’ reading interest in State University of Gorontalo library. In addition, the Adjusted R Square value is 0.623. This value shows that 62.30% of students’ reading interest in State University of Gorontalo library can be elucidated by organizational commitment and service quality, while the remaining 37.70% can be elucidated by

other variables excluded in this research such as variables of program innovation, work culture, agency socialization, and government regulation.

4. Conclusions

Based on the research finding and discussion, the following conclusions are drawn: 1) Organizational commitment owns a positive and significant impact on the students' reading interest in State University of Gorontalo library. The positive value indicates a good impact of organizational commitment on the students' reading interest in State University of Gorontalo library. 2) Service quality owns a positive and significant impact on the students' reading interest in State University of Gorontalo library. The positive value indicates that there is a good impact on the service quality on the students' reading interest in State University of Gorontalo library, and 3) Organizational commitment and service quality simultaneously own a positive and significant impact on the students' reading interest in State University of Gorontalo library.

In reference to the previous conclusions, the researcher provides suggestions as follows: 1) it is essential for the state civil apparatus in State University of Gorontalo library to improve their commitment in carrying out various service tasks, 2) the employee or library staff should grow the caring attitude to visitors or users to improve service quality, and it is also necessary to add the number of book collection and to improve facility and infrastructure, and 3) there needs to be a variety of innovative programs that must be carried out by State University of Gorontalo library to attract students' reading interest which can be performed through digital reading services.

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