

THE EFFECT OF LIBRARY ANXIETY HANDLING STRATEGIES ON VISITING INTEREST OF LIBRARIANS AT THE UNIVERSITY OF SARI MUTIARA INDONESIA LIBRARY UPT

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ABSTRACT

This quantitative study investigates the impact of library anxiety management strategies on librarians' visiting interest at the Sari Mutiara University Library Unit. Using random sampling of 98 respondents and regression-based analysis, the results demonstrate a positive and significant effect, confirming the strategic role of anxiety management in enhancing library engagement. The implications of this study reveals the implementation of appropriate library anxiety management strategies can increase users' comfort and confidence, thus increasing their interest in visiting the Sari Mutiara Indonesia University Library. This finding emphasizes the importance of strengthening orientation programs, providing supportive librarian services, and assisting with library facility use to encourage optimal library utilization. This research contribution strengthens the understanding of the role of library anxiety management strategies as an important factor influencing user interest in visiting. This finding adds empirical evidence to the field of library science and forms the basis for developing more effective and user-friendly services at the Sari Mutiara Indonesia University Library.

Keywords : *Management Strategy; Library Anxiety; Visitor Interest*

INTRODUCTION

A university library is a center for information services that supports educational, research, and community service activities. The library's success in carrying out its functions is measured not only by the completeness of its collection but also by the level of service utilization by its users. Student interest in visiting is an important indicator of user engagement in utilizing the library as a learning resource (Siregar, 2018).

One of the psychological factors that influences library user visiting behavior is Library Anxiety. (Mellon, 1986) students often feel afraid, confused, or insecure when

interacting with libraries due stemming from inadequate awareness of facilities and information access pathways. Library anxiety manifests itself in emotional barriers, difficulty understanding the library layout, reluctance or fear of asking librarians questions, and limitations in utilizing library technology.

This condition has an impact on the behavior of library users. (Onwuegbuzie & Jiao, 2000) he stated that high library anxiety drives student avoidance of libraries, even though they need information to support their academic activities. Therefore, reducing

anxiety is a strategic step to increase interest in visiting libraries.

Various strategies have been developed to address library anxiety, such as user education, information literacy training, assistance with searching, and friendly and supportive librarian services. These efforts have been proven to increase user comfort and encourage more frequent library visits. However, the effectiveness of these strategies is greatly influenced by the institutional context, student characteristics, and the quality of services provided. When libraries are able to reduce user anxiety, visits will increase along with increased user confidence and comfort.

As a university library, the Sari Mutiara Indonesia University Library is required to provide professional services and facilities to support students' academic activities. However, a common phenomenon at various universities is low student attendance due to a lack of understanding of library services, limitations in searching for information, and feelings of awkwardness or fear of interacting with librarians. If these conditions are not addressed, the library could potentially be underutilized.

Based on initial observations, the author found several phenomena that occurred at the UPT Library of Sari Mutiara Indonesia University, including the interest of visiting students still fluctuates, especially on certain days when the library looks quiet, students often feel confused about the layout of the collection, the use of OPAC, and service procedures, which indicates anxiety or lack of understanding, students tend to be reluctant to ask librarians, especially new students who are still not familiar with the campus environment, and the use of digital facilities such as e-resources is still low,

possibly due to technical obstacles and anxiety in using library technology.

The above phenomenon is supported by earlier empirical evidence (Pratama & Rohmiyati, 2017) library anxiety impacts library utilization. The underlying cause of library anxiety is libraries that haven't implemented things like campus introductions and user education, leading to new users who aren't used to visiting libraries becoming confused and deciding not to utilize library services.

Further research conducted by (Chafit, 2024), higher levels of library anxiety are associated with a significantly lower visiting interest, this indicates that increasing library anxiety can significantly reduce library engagement among students. This shows the importance of library efforts in reducing student anxiety to increase their interest and frequency of visits.

Some of these phenomena indicate the need to evaluate library anxiety management strategies that have been implemented by libraries and measure the extent to which these strategies impact the interest of visiting users. Although research on library anxiety has developed quite extensively, there are several gaps that make this study is critical, including the local context of higher education in Indonesia is still limited where there are not many studies that evaluate how management strategies are implemented and have an impact in Indonesian higher education libraries that have different user characteristics, the lack of research that directly tests management strategies on interest in visiting where previous research has focused more on the impact of library anxiety on academic performance, browsing behavior, or the use of digital services. Research that examines the influence of

handling strategies on the interest of visiting users is still rarely discussed specifically, the specific context of the UPT Library of Sari Mutiara Indonesia University has never been studied where Until now there has been no empirical research that examines how library anxiety handling strategies play a role in encouraging student interest in visiting the institution. In fact, each library has unique service dynamics, facilities, and types of users, and there has been no comprehensive evaluation of the implementation of handling strategies in the UPT Library where orientation programs, information literacy, or assistance in using the OPAC have been carried out, but it has not been evaluated whether these strategies actually reduce anxiety and increase interest in visiting users.

Based on the description and phenomena as well as the research gap above, it strengthens the importance of the research entitled "The Influence of Library Anxiety Management Strategy on Visitor Interest at the Library Unit of Sari Mutiara Indonesia University". This study offers empirical evidence regarding empirical contributions and practical recommendations for improving the quality of library services.

The aim of this study is to determine and analyze the strategies for handling library anxiety that influence the interest of library users in visiting the Sari Mutiara University Library UPT.

LITERATURE REVIEW

Theory of Planned Behaviour

The Theory of Planned Behavior builds upon the Theory of Reasoned Action (TRA), developed by two psychologists, namely: Icek Ajzen, and Martin Fishbein in 1975. However, the Theory of Planned Behavior was then developed by Ajzen in 1985 by

adding the Variable Perceived Behavioral Control (PBC) as a factor that influences individuals. The Theory of Planned Behavior is a person's attitude towards a behavior is a key factor in predicting their actions. However, it is also necessary to pay attention to how individuals respond to social norms around them and how they perceive their ability or control in carrying out the behavior (Ajzen, 1985).

In the context of addressing library anxiety, the Theory of Planned Behavior (TPB) illustrates that efforts to reduce user anxiety through friendly service, guidance on facility use, and a supportive library environment can foster positive attitudes toward the library. Social support from librarians, friends, and lecturers can also strengthen subjective norms, encouraging users to feel safe and motivated. Furthermore, an increased sense of competence in accessing collections and services will strengthen perceptions of behavioral control. These three aspects ultimately contribute directly to increased interest in visiting users after library anxiety is successfully addressed.

Library Anxiety

Library anxiety is an a negative emotional state, including fear, tension, and mental disorganization, that prevents users from using the library effectively. Library anxiety in libraries begins with several stages: task initiation, subject selection, searching for relevant information, search techniques, information collection, and search results (Swigon, 2011).

In an effort to overcome library anxiety, which hinders users from using the library effectively, several empirical studies suggest the implementation of a combined

psychological and structural strategy. As a starting point, the role of librarians is crucial, where services with an empathetic, friendly, and supportive interpersonal approach, as well as responsiveness to user needs, can help reduce users' fear and discomfort (Putri & Noor, 2025).

According to Carlile in (Abdurokhim & Laugu, 2024) indicators for managing library anxiety include:

1. Library instructions
2. Interaction with librarians
3. Recognizing library anxiety
4. Librarian attitudes and behavior
5. Making the library user-friendly
6. Providing a positive library experience

Interest in Visiting Librarians

According to (Ramadhan, 2020) A user's interest in visiting a library is an inner tendency that encourages someone to utilize the facilities at the place they visit. Interest in visiting fosters an inner desire to visit a place they find interesting and desirable.

According to Sutarno in (Fitriawati, Inami, Rahayu, & Rasyid, 2022) There are five indicators that influence a user's interest in visiting the library, namely:

1. High curiosity
2. Someone who is interested in something because they are intrigued and curious
3. Adequate environmental conditions
4. Building maintenance
5. Availability of desired needs

According to (Sugiyono, 2019) a The conceptual framework defines the interrelationships among key study variables, structured based on theory and factors identified as problems in the research. This study proposes a literature-grounded conceptual framework, presented in the figure below:

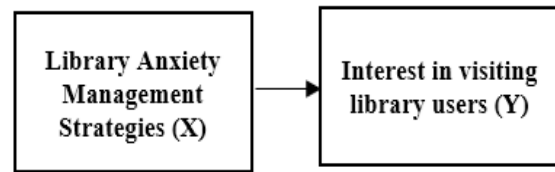


Figure 1 Conceptual Framework

(Sugiyono, 2019) A hypothesis is a tentative, testable answer to a research question. It is called a tentative answer because the explanation provided is still based on relevant theory and is not yet supported by empirical evidence obtained through data collection. The hypotheses in this study are:

Ha : The findings indicate that strategies to address library anxiety exert a positive and statistically significant effect on visitors' interest in the UPT Library of Sari Mutiara Indonesia University.

Ho : The findings suggest that the Library Anxiety handling strategy has no significant positive effect on visitors' interest at the UPT Library of Sari Mutiara Indonesia University

RESEARCH METHODS

This study adopted a quantitative descriptive design and was conducted at the Library Unit of Sari Mutiara Indonesia University between September and October 2025. The study population comprised 6.010 registered library members, from which 98 respondents were selected using random sampling, with the sample size determined through the Slovin formula. Data were collected using a Likert-scale questionnaire and analyzed using instrument validity and reliability tests, classical assumption testing, simple linear regression analysis, hypothesis

testing, and the coefficient of determination (R^2).

RESULTS AND DISCUSSION

Result

Validity Test

The instrument validity was assessed using a 10% significance level with a sample of 30 respondents, yielding an r -table value of 0.2347. All questionnaire items demonstrated r -count values exceeding the critical threshold, indicating that each item met the validity criteria at a 90% confidence level. Accordingly, the entire instrument was confirmed as valid and deemed appropriate for subsequent statistical analysis.

Data reliability was assessed using Cronbach's Alpha, with thresholds indicating poor (<0.6), acceptable ($0.7-0.8$), and good (>0.8) internal consistency. All analyses were conducted using SPSS for Windows version 25. The calculation results are as follows:

Table 1 Reliability Test Results

Reliability Statistics	
Cronbach's Alpha	N of Items
.947	28

Source: Primary Data, 2025

As indicated in the table, the Cronbach's Alpha values obtained from 30 respondents exceeded the threshold of 0.6, confirming that all 28 questionnaire items met the reliability criteria, with each variable demonstrating acceptable internal consistency.

Classical Assumption Test

Data normality was examined using the Kolmogorov-Smirnov test. A significance

value greater than 0.05 indicates a normal distribution, fulfilling the residual normality assumption required for regression analysis. The test results are reported below:

Table 2 Results of the Kolmogorov-Sminornov Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardize d Residual
N		98
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.83126054
Most Extreme Differences	Absolute	.077
	Positive	.039
	Negative	-.077
Test Statistic		.077
Asymp. Sig. (2-tailed)		.170 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Source: Primary Data, 2025

As shown in the table, the significance value (0.170) exceeds the 0.05 threshold, indicating that the data meet the assumption of normality.

Simple Linear Regression Analysis

Simple linear regression was used to assess the influence of library anxiety management strategies on librarians' visitation intention. The results of the analysis are as follows:

Table 3 Results of Simple Linear Regression Analysis

Coefficients ^a					
Model	Unstandardize d Coefficients		Standar dized Coeff icients	t	Sig.
	B	Std. Error			
1 (Constant)	10.493	3.353		3.129	.002
Strategi Penanganan Library Anxiety	.422	.045	.691	9.358	.000

a. Dependent Variable: Minat Kunjung Pemustaka

Source: Primary Data, 2025

The regression equation is derived from the results shown in the table above:

$$\hat{Y} = 10,493 + 0,422X$$

The estimated regression coefficients are interpreted as follows:

1. The intercept (α) of 10.493 indicates that, when the Library Anxiety Management Strategy is held constant, the baseline level of users' library visiting interest is estimated at 10.493.
2. The regression coefficient ($\beta = 0.422$) indicates that a one-unit increase in the Library Anxiety Management Strategy is associated with a 0.422-unit increase in library users' visiting interest, holding other variables constant.

Hypothesis Testing

A t-test was performed to assess the significance of the independent variable's effect on the dependent variable within the regression model. The results are presented as follows:

Table 4 Partial Test Results (t-Test)

Model	Coefficients ^a				
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error			
1 (Constant)	10.493	3.353		3.129	.002
Strategi Penanganan Library Anxiety	.422	.045	.691	9.358	.000

a. Dependent Variable: Minat Kunjung Pemustaka

Source: Primary Data, 2025

The t-test results indicate that the Library Anxiety Handling Strategy variable has a calculated t-value of 9.358, exceeding the critical value of 2.366 ($t_a = 2.366$),

with a significance level of 0.000 (< 0.05). This confirms that the strategy exerts a statistically significant positive effect on librarians' visitation interest at the Sari Mutiara Indonesia University Library UPT.

Coefficient of Determination Test (R^2)

The coefficient of determination (R^2) quantifies the proportion of variance in the dependent variable explained by the independent variable(s) within the regression model. Its value ranges from 0 to 1, where values approaching 1 indicate a stronger explanatory power of the model. Thus, a higher R^2 reflects greater contribution of the predictors to the variability of the outcome variable, whereas a lower R^2 suggests limited explanatory capacity. The detailed R^2 results are presented in the following table:

Table 6 Results of Determination Coefficient Test (R^2)

Model	Model Summary ^b			
	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.691 ^a	.477	.472	1.841

a. Predictors: (Constant), Strategi Penanganan Library Anxiety

b. Dependent Variable: Minat Kunjung Pemustaka

Source: Primary Data, 2025

The table shows a coefficient of determination (R^2) of 0.477, indicating that 47.7% of the variance in Librarian Visit Interest is explained by the Library Anxiety Management Strategy. The remaining 52.3% of variance is attributable to factors not included in the regression model.

Discussion

The t-test results reveal that the Library Anxiety Handling Strategy variable produces a t-statistic of 9.538, which surpasses the critical value of 2.36582, alongside

significance level (p-value) of 0.000 (<0.05), indicating a statistically significant positive effect. This confirms that the proposed intervention significantly predicts an increase in librarians' intention to visit the Sari Mutiara Indonesia University Library Unit. Accordingly, the hypothesis is empirically supported.

Research conducted by (Putri & Noor, 2025) reducing library anxiety necessitates the implementation of an empathy-based service framework that statistically enhances information literacy programs, facilitates proactive user engagement, and fosters an integrated, user-centric library environment. Regression analysis from this study reveals that psychological and infrastructural variables significantly contribute to decreasing user anxiety, thereby improving library service outcomes. These findings corroborate the author's earlier empirical results, reinforcing the causal linkage between targeted interventions and enhanced service effectiveness, where library anxiety management strategies influence user interest in visiting. The implications include a decrease in library anxiety levels, increased user comfort and experience, increased interest in visiting the library, increased use of library services, a positive impact on the learning process and academic achievement, and a more inclusive library environment.

In addition, the findings made by the author are in line with the theory (Mellon,

1986) which states that anxiety plays a major role in preventing users from using the library. When libraries adopt an educational and supportive approach, users feel more confident and comfortable, thus increasing their motivation to visit the library.

CONCLUSION AND SUGGESTIONS

Conclusion

The regression analysis confirms that the library anxiety management strategy significantly enhances user visitation interest at UPT Library of Sari Mutiara Indonesia University, evidenced by a t-value of 9.358 ($p < 0.001$). The model explains 47.7% of the variance in visitation interest ($R^2 = 0.477$), highlighting the strategy's substantive explanatory power within the behavioral framework.

Suggestions

Grounded in the empirical results and inferential insights derived from this study, targeted recommendations are delineated to enhance the robustness of subsequent regression analyses and to address identified causal relationships: improving orientation and information literacy programs, simplifying navigation and information in the library, improving assistance in using digital facilities, developing an inclusive and comfortable library environment and strengthening friendly, proactive and communicative librarian services.

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