

The Journal Report
Analysis Impact of the Pandemic and Optimizing Industry 4.0 at the
National Library Jakarta.

Submitted as a Partial Fulfilment of the Requirements
for Achieving Associate Expert (Ahli Madya) Degree.



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Jakarta, 12 July 2021



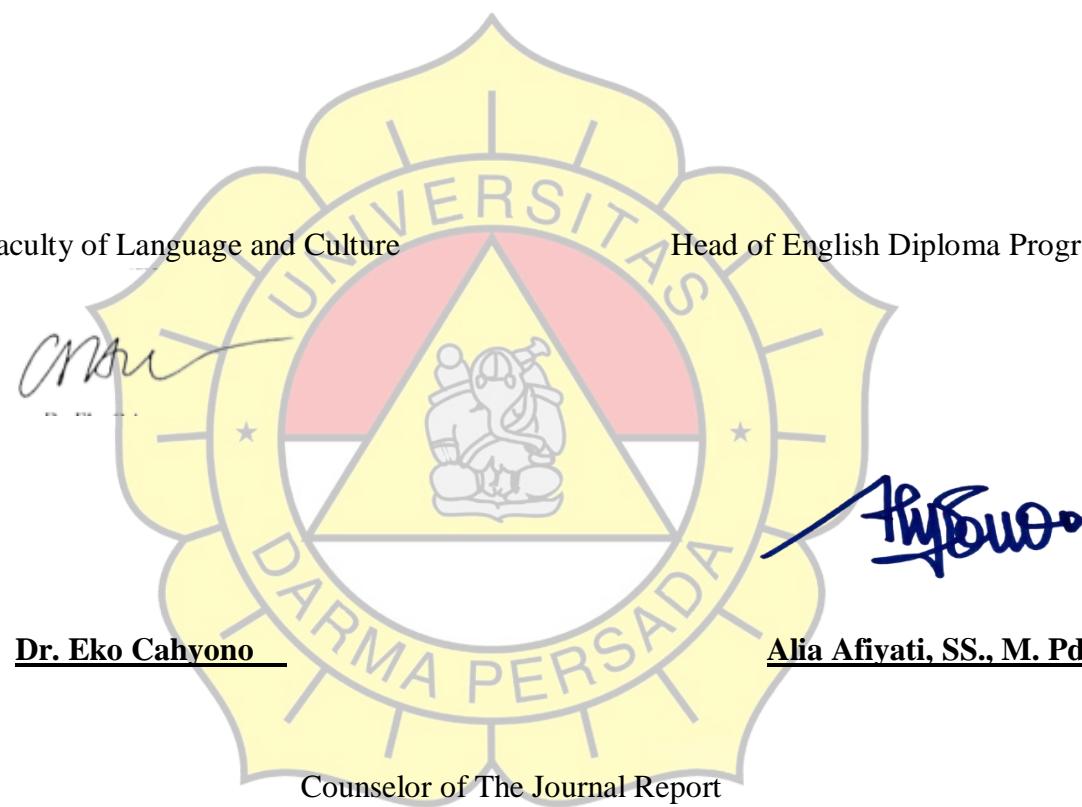
(Ayu Kiki Setyowati)

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Dra.Karina A.Sulaeman,M.Hum

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Writer
Ayu K Setyowati

Analysis Impact of the Pandemic and Optimizing Industry 4.0 at the National Library Jakarta.

Ayu Kiki Setyowati
Darma Persada University
Kikiiayu666@gmail.com

Abstract

The function of the library is by UU No.43 of 2007 concerning libraries for education, research, information, preservation, and recreation which ultimately aims to increase the intelligence and empowerment of the Nation. One of them, services from the National Library of the Republic of Indonesia in Jakarta, which can usually be accessed by visiting the National Library building directly. However, when the Covid-19 pandemic was spreading in Indonesia at this time, Large-Scale Social Restrictions from the government were implemented. Therefore, the National Library establishes a service policy by the applicable regulations during the current pandemic. Officially, National Library services are still open while still paying attention to health protocols, the status of the Covid-19 area from the Government, and assisted by the implementation of Industry 4.0 such as online services, virtual services, and also the use of the Ipusnas application launched by the National Library. This paper aims to: 1) Analyze the impact of the Covid-19 pandemic on the National Library, 2) analyze the optimization of Industry 4.0 from the National Library, 3) Analyzing the opinions of visitors to the National Library during the current Covid-19 Pandemic. This research is descriptive. Data obtained by conducting interviews, direct observation, and literature study.

Keywords : Library, Pandemic, Service, Industry

Abstrak

Fungsi perpustakaan adalah dengan UU No.43 Tahun 2007 tentang perpustakaan untuk pendidikan, penelitian, informasi, pelestarian, dan rekreasi yang pada akhirnya bertujuan untuk meningkatkan kecerdasan dan pemberdayaan bangsa. Salah satunya, layanan dari Perpustakaan Nasional Republik Indonesia di Jakarta, yang biasanya dapat diakses dengan mengunjungi gedung Perpustakaan Nasional secara langsung. Namun, ketika pandemi Covid-19 sedang mewabah di Indonesia saat ini, Pembatasan Sosial Berskala Besar dari pemerintah diberlakukan. Oleh karena itu, Perpusnas menetapkan kebijakan pelayanan sesuai ketentuan yang berlaku di masa pandemi saat ini. Secara resmi, layanan Perpusnas tetap dibuka dengan tetap memperhatikan protokol kesehatan, status wilayah Covid-19 dari Pemerintah, dan terbantu dengan implementasi Industri 4.0 seperti layanan online, layanan virtual, dan juga penggunaan layanan Perpusnas. Aplikasi Ipusnas diluncurkan oleh Perpustakaan Nasional RI.

Tulisan ini bertujuan untuk: 1) Menganalisis dampak pandemi Covid-19 terhadap Perpusnas, 2) Menganalisis optimalisasi Industri 4.0 dari Perpusnas, 3) Menganalisis opini pengunjung Perpusnas selama masa Covid- 19 Pandemi. Penelitian ini bersifat deskriptif. Data diperoleh dengan melakukan wawancara, observasi langsung, dan studi kepustakaan.

Kata Kunci : Perpustakaan, Pandemi, Layanan, Industri



Introduction

A. Background



(Coronavirus Disease – 19. Search google.com)

Since it was first discovered at the end of 2019 a case of corona virus disease or commonly known as covid-19 in Wuhan China and its spread to various countries in the world, made the WHO (World Health Organization) set a worldwide pandemic against Covid -19. Symptoms are generally caused by Covid -19 according to WHO (World Health Organization), namely, dry cough, fever, and fatigue. Covid - 19 reported on the WHO website is transmitted through droplets (splashes of saliva) that are produced when an infected person sneezes or exhales. These droplets are too heavy and cannot stay in the air, so they quickly fall and stick to floors or other surfaces. You can catch it when you breathe air that contains the virus if you are too close to someone who is already infected with COVID-19. You can also get it if you touch a contaminated surface and then examine your eyes, nose, or mouth.

Indonesia, itself announced its first case on March 2, 2020, a year later as of April 2, 2021, Indonesia recorded 1.52 million cases. Responding to this situation, the Government established and promoted the latest regulations by the recommended health protocol, called 3M (Keeping a distance, Wearing masks, Washing hands) and also establishing PSBB (Large-Scale Social Restrictions) in response to Covid -19. These restrictions are also related to restrictions on activities in public places or facilities. This recent phenomenon has forced many place that used to be placed to visit to be temporarily closed, their visits limited and also diverted online.



(National Library. 2021. Personal documentation).

Including those affected, The National Library of the Republic of Indonesia in serving the visitors well by the vision "The Realization of Smart Indonesia through Love to Read by Empowering Libraries" and also the mission of "Realizing excellent service, Realizing libraries as the preserver of the nation's cultural treasures, Realizing libraries according to national library standards". And for the aspect of the visit, the library is a place frequently visited by the public to get information and learn. Therefore, the

National Library and related parties are making every effort and innovating to suppress the increase in the positive number of Covid - 19 by utilizing Industry 4.0. Which can be accessed anywhere, anytime, and by anyone by the term "stay at home", namely the Ipusnas application, online services, virtual services.

By looking at the changes in services in serving visitors during the current pandemic, this study aims to see changes in policy actions or service activities that are by the health protocols provided by the National Library of Indonesia.

B. The Purpose Research

1. Able to understand the impact of the Pandemic on the National Library.
2. Able to understand the latest service strategies provided by the National Library to reduce the increase in the Covid - 19 cases.
3. Able to understand the use of Industry 4.0 at the National Library.

C. THEORETICAL FRAMEWORK.

National Library Before the Pandemic.

Before the Covid-19 pandemic broke out in various countries in the world. National library services only rely on on-site services for visitors who wish to visit the National Library. For operating hours, the National Library is open every day from 08.00 am to 10.00 pm Western Indonesian Time. And there is also no limit to the number of visitors who want to come to visit the National Library.

National Library during the Pandemic.

The pandemic from Covid - 19 that has hit in recent years has also had an impact on the service performance of the National Library. In the current pandemic situation, the services of the National Library are still open with due observance of health protocols, the status of the Covid-19 area from the Government, and also not only utilizing direct services but also requiring online services.

2020

In 2020 since the disclosure of the findings of the first Covid-19 case. The National Library has closed several times and even the commemoration of National Book Day which is usually held annually had to be abolished because to suppress the Covid-19 number which rose and reopened in early October 2020 and still paid attention to the health protocol procedures for handling Covid-19, all employees at the service libraries will be required to take a swab test.

Overall assessment of the National Library up to the fourth period of 2020, the National Library visitor satisfaction index was 3.58 or included in the "Very Good" category. The increase in the satisfaction index in the third period was driven by increases in several indicators. Six indicators have increased, is: ease of service requirements and procedures (up 0.03), speed of service time (up 0.03), product conformity with service standards (up 0.04), librarian competence and behavior (up 0.04 and 0.06).

2021

For agencies within the scope of the National Library themselves are asked to determine for themselves which sectors can carry out their activities from home, and which ones need to be implemented by a rotating system, and carry out full work from the office as usual. The National Library itself has submitted Circular Number 3407/2 / KPG.10.00 / V / 2020 concerning Amendments to Circular Number 3250/2 / KPG.10.00 / V / 2020 concerning Adjustment of the ASN Work System. To Prevent the Spread of Covid-19 in the National Library, it has also extended

the work from home (WFH) period until June 4, 2020. Whereas for people who access it, efforts to prevent the Spread of Covid-19 in the National Library have also been resolved and there is no need to worry because they experience difficulties with information needs because the National Library also innovates and develops services that can be accessed offline while still paying attention to applicable health protocols. According to the Head of the National Library Muhammad Syarif Bando said, "The National Library wants to continue to serve the community wholeheartedly even though health protocols must be obeyed by all elements, both librarians and visiting visitors".

D. Research Methods.

The implementation of this mini research will be carried out as an effort by the National Library to deal with the impact of the Covid-19 pandemic which is currently ongoing. The method of implementing the research program is: 1) Analysis of the impact of the Covid-19 pandemic on the decline in visitors to the National Library 2) Analysis of the impact of the Covid-19 pandemic on the percentage of the assessment of visitor satisfaction at the National Library 3) Analysis of the impact of the Covid-19 pandemic on National Library employees. 4) Analysis of the impact of the Covid-19 Pandemic on the implementation of facility policies in accordance with the health protocol from the Government in the scope of the National Library. 5) Analysis of the results of interviews with visitors to the National Library of 2021. 6) Analysis of the impact of the covid-19 pandemic on the implementation of Industry 4.0 at the National Library. In achieving the objectives expected in this mini-research, the research method is an important aspect. The research methods in this article include data collection techniques, data analysis techniques, qualitative research, and observation. The details of the two methods are:

1. Data collection techniques.
2. Data Analysis Techniques.

Are methods used to analyze existing data to obtain objective and scientific conclusions. In this research, the writer uses the descriptive qualitative analysis method, where the data analysis is done by approaching the meaning and sharpness of logical analysis and also by staying away from statistics "as far as possible".(Bungin, 2007: 23).

3. Qualitative research methods

Whose data is not in the form of statistics or numbers. This research usually contains a description of a particular phenomenon or object based on the perspective of the author himself. (Gunawan, 2013)

4. Observational research methods

According to (Kemendikbud, 2020) it means careful review. So it can be said that the observation technique is the observation of objects or events that are the subject of careful research using all the senses.

The subject of this research is the Covid-19 Pandemic which is currently spreading and the object in this study is the Role of the National Library as one of the public sectors that are affected and the innovation provided by the National Library for the development of industry 4.0.

The data sources of this study are primary data and secondary data. Primary data is data obtained directly from sources. Meanwhile, secondary data is data obtained indirectly or through intermediaries. The primary data in this study are observations of the Covid-19 Incident and its impact on the National Library and secondary data is data obtained from the analysis of research results from other parties so that it is not directly involved with the object of study

this method is called literature study. Therefore, to obtain valid and sufficient data, the authors obtained literature sources. The literature sources are in the form of internet media, books, articles, and scientific journals.

E. Results and Discussion.

a) Analysis of the impact of the Covid-19 pandemic on the decline in visitors to the National Library.

The public sector such as the National Library has also been affected by this endless pandemic. Related to the PSBB (Large-Scale Social Restrictions) policy in terms of suppressing the number of Covid-19, because there is no possibility of direct services, it results in not running all the agenda of library services directly which results in visitors needing information, reading materials socialization activities that are often carried out with visitors and also limit the movement of the community to move outside the home for the common good. Therefore, it will cause a decrease in the number of visitors to the National Library in 2020. the year the pandemic began in various countries. However, it is inversely proportional to the increase in the number of visitors online because we can freely access it anywhere, anytime, anywhere without having to visit the National Library building directly. According to the Head of the National Library, Muhammad Syarif Bando said, during the COVID-19 pandemic, digital services such as Ipusnas were an alternative for community activities. Syarif Bando said that when the policy regarding working from home was appropriate since March, more and more people have installed and used the Ipusnas application.

The increase that occurred was stepping on the figure of 130 percent per week. The statement stated by Muhammad Syarif Bando as the Head of the National Library when conducting a virtual hearing (RDP) together with the chairman of the hearing Abdul Fikri Faqih and members of Commission X of the House of Representatives (DPR). Strengthening public literacy through digital libraries must also be followed by socialization and media publications so that the types of online library services owned by the National Library, such as Ipusnas, are known to the Indonesian public. The increasing use of digital libraries during the current pandemic will of course provide various opinions on the advantages and disadvantages that will be obtained by its users. The benefits of increasing use of digital libraries are:

1. Save costs incurred
2. Can be accessed anywhere and anytime
3. Easy access. Because we don't have to visit the building directly
4. Easy storage of information materials that we store.

However, along with the development of ongoing technological advances. These deficiencies will be able to be corrected because there are ongoing improvements and innovations to serve users amid this very rapid technological progress. In the current pandemic, which requires reducing activities outside the home, technology is indeed a solution and cannot be avoided.

1.1 The following is a graph of the percentage decline in visitors during a pandemic at the National Library. Raw data is obtained from the National Library website and processed into a chart to make it easy to understand briefly, is :

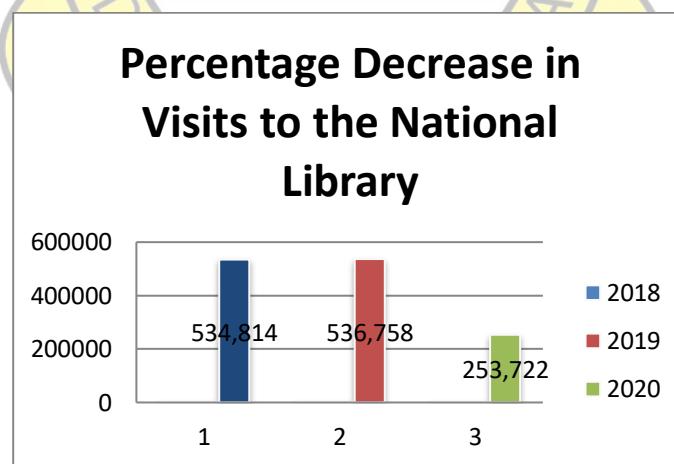


Chart 1. Percentage Decrease in Visits to the National Library (2018-2020)

Source : (perpusnas.go.id)

As can be seen in the graph above, the percentage decline in visiting the National Library is very significant at the time the pandemic starts in 2020.

1. The blue color shows that in 2018 the number of visitors was 534,814 visitors.

2. The red color shows the year 2019 which shows a significant increase of 536,758 thousand visitors.
3. The green color shows the year that the pandemic began due to Covid-19 in 2020 and experienced a significant decrease of 253,722 thousand visitors compared to the last 2 years this occurred due to the policy of closing the National Library several times, public fear of Covid-19 which was spreading so fast, and policies Government related to PSBB (Large-Scale Social Restrictions).

1.2 Graphs of the decrease in the number of publications accessed directly at the National Library from 2019-2021 due to the impact of the ongoing Covid-19 pandemic, raw data is obtained from the National Library website and processed into chart form so that it is easy to understand briefly

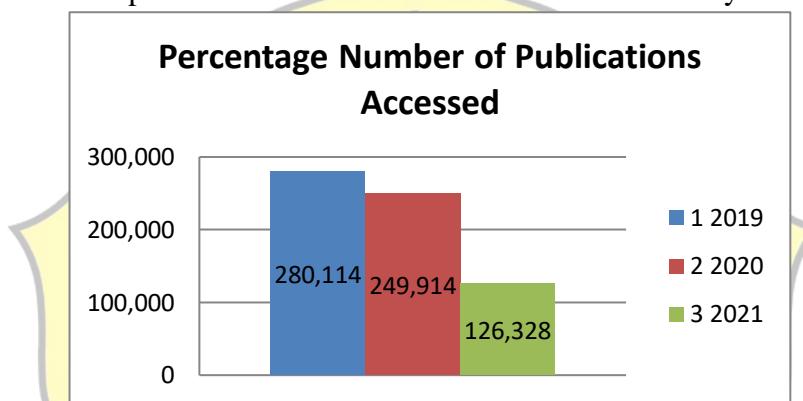


Chart 1.2. Percentage Number of Publications Accessed (2019-2021)

Source : (perpusnas.go.id)

As seen in the graph above, it can be concluded that over the years it has decreased from 2020 up to 2021 due to the pandemic which has not ended until now.

1. The blue color shows the year 2019 which shows the number of visitors accessing publications by visiting the National Library directly as many as 280,114 thousand.
2. The red color shows the year 2020 which shows a decrease in the number of visitors accessing publications by visiting the National Library directly as many as 249,914 thousand.
3. The green color shows the year 2021 which shows a decrease in the number of visitors accessing publications by visiting the National Library directly as many as 126,328 thousand due to a pandemic that never ends, thus reducing the interest of visitors to access publications directly.

1.3 The following is a graph of the percentage increase in visitors to online digital collection services, both downloading and using the Ipusnas

application, which is inversely proportional to the percentage decrease in visitors visiting the National Library directly.

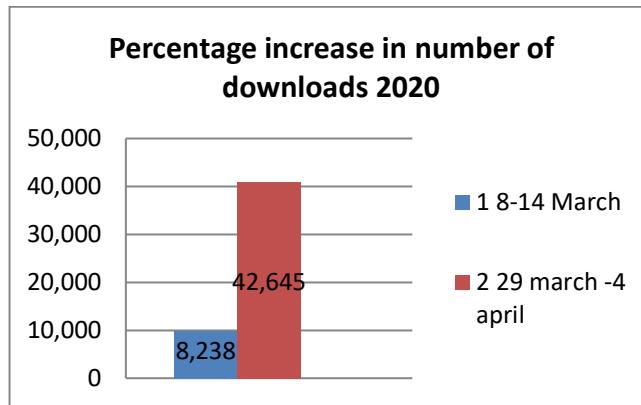


Chart 1.3. Percentage Increase in Number of Donwloads (8-4 April 2020)

Source : (perpusnas.go.id)

It can be concluded from the graph above that the use of technology is a solution to the Covid-19 pandemic which is currently spreading, with data obtained such as:

1. The blue color shows the number of Ipusnas application downloads during the range of March 8 to 14, as many as 8,238 people who downloaded the Ipusnas.
2. The red color shows that the number of Ipusnas downloads has increased significantly due to the pandemic and the closure of the National Library at that time as many as 42,645 Ipusnas application downloads.

b) Analysis of the results of interviews with visitors to the National Library of 2021.

The results of this analysis are obtained from direct observation research methods by making an appointment schedule for candidates who will be interviewed with the background of visitors to the National Library.

1. Tyas Amanda Sekar. Middle School Student
"Usually I like to go to the National Library in person, right before the pandemic. Usually for history assignments from teachers or just playing at the National Library. The one I love the most on the 24th Floor. This pandemic sucks and scares me from traveling. I was forbidden to go outside by my mother ".
2. Dilla Rahmawati. High School Student.
"Before the pandemic, I liked to travel with my friends to the National Library. and I like lingering there because it's good for doing assignments. There is no sound interference from the speakers. But because of the current pandemic, that's why it was for me to doing online assignments from school I had to flee at my brother's house. Because the sound of the speakers from the neighboring songs made me unable to think in focus. Moreover, to face the national exam this year".

3. Satria Ramadhan. Employees. 22

"I like going to the National Library after work. I think it's nice to unwind after coming home from work in the afternoon at the National Library. It's just cool to feel at home. However, during the current pandemic, the work from home policy made me refrain from going out of the house. Unfortunately, the impact of this pandemic can reduce visitors to the National Library".

c) Analysis of the impact of the Covid-19 pandemic on the implementation of Industry 4.0 at the National Library.

As a National Library, namely a library for research, libraries etc. All forms of services are available. Before this pandemic, it was still carried out conventionally, however, nowadays it has transformed into virtual and digital services. It is this information, education and recreation function that will try to be implemented during the Covid-19 pandemic by introducing a service that can be accessed at home only "Stay at Home". This is a stepping stone to a new era of library transformation in line with industry 4.0. Optimization of services from industry 4.0 is undeniable, especially during the current pandemic.

Technology is developing rapidly and has an impact on users in providing fast and concise services.

The following are some of the online services that result from the optimization of Industry 4.0 implemented by the National Library.

1. National Library Online Repository

In the National Library, there is an institution's online repository, namely: <https://www.perpusnas.go.id/>. Which contains complete information about the National Library and can help librarians to get that information and also users will not be bored because of the National Library's radio streaming so that users can also get entertainment through a radio sound.

2. Ipusnas



(<https://www.perpusnas.go.id/2021>)

The availability of the Ipusnas application that can be downloaded on the play store and AppStore is the latest innovation made by the National Library in serving the public during the current pandemic which aims to make it easier for people not to have crowds and to suppress the number of Covid-19.

3. Kunjungan.perpusnas.go.id.



(<https://www.perpusnas.go.id/2021>)

The National Library implements an online service to limit the number of visitors who come every day to the National Library so as not to create large crowds and the policy changes made by the National Library are very different from before the pandemic, as in the picture above.

Then, after getting the QR-code, upon arrival at the National Library you will be welcome to queue to scan the QR-code with the help of course technology that is inseparable from industry 4.0 as shown below.



(Personal documentation.2021)

4. Webinars from the National Library

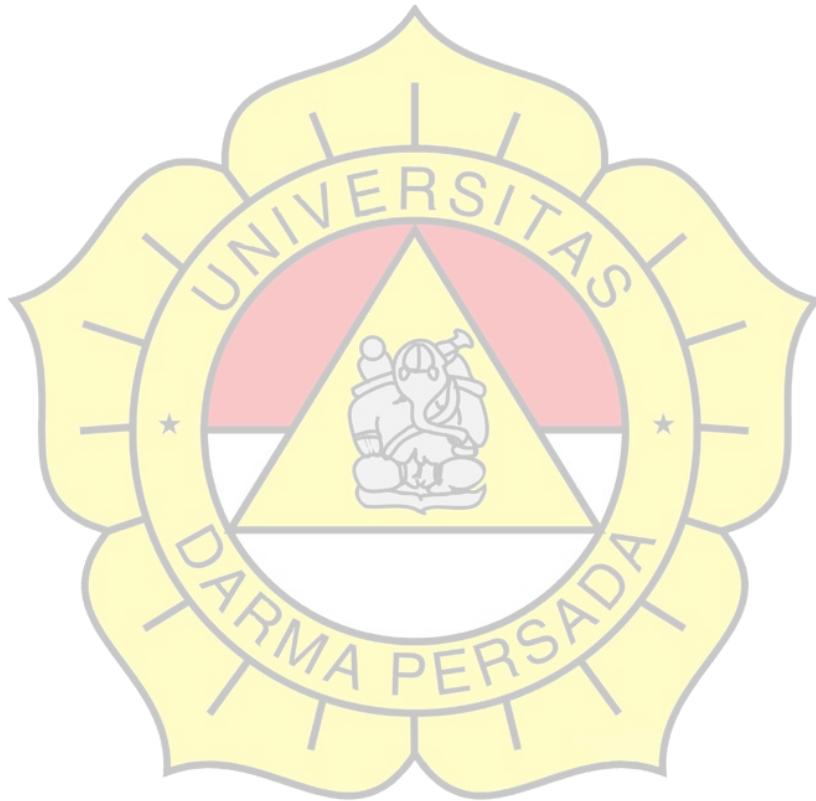
Amid the current pandemic, the National Library has not stopped the steps to focus on providing information to librarians on a national scale through online meetings (webinars) held through application technology resulting from the application of Industry 4.0, as shown in the picture below.



(www.Perpusnas.go.id.2021)



(www.Perpusnas.go.id.2021)



Conclusions

Amid the Covid-19 pandemic that is currently ongoing in 2021. It has indeed affected many sectors and no one is an exception. This is what makes one of the public sectors, is National Library, make new policy changes or innovations that are more helpful for the public in accessing the information contained in the National Library and information technology is one of them besides following health protocols.

Industry 4.0 indeed is something that cannot be avoided and avoided because the use and development in the form of industry 4.0 is a solution to social distancing so that it does not meet in large numbers and has the benefit of reducing the number of cases of Covid-19 increase

Policy changes contained in the National Library certainly consider many things and through deliberation reach a consensus to create good and in line, regulations to facilitate the users of the National Library.

Suggestions.

Before the pandemic, the service from the National Library still relied on conventional methods. In the current pandemic, the National Library has made improvements and the latest innovations by developing information technology that makes it easier for the public.

From the example, namely the Ipusnas application during the pandemic, there is an increase in the number of downloads from the Ipusnas application. Therefore, it is hoped that the National Library after the end of the current pandemic is still developing the latest innovations so that the Ipusnas application and online services are not left behind from Industry 4.0.

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