

Kinerja perpustakaan utama UIN Jakarta dengan pendekatan balanced scorecare = Main library of UIN Jakarta performance using balanced scorecard approach

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Abstrak

Penelitian ini membahas kinerja Perpustakaan Utama (PU) UIN Jakarta. Tujuan penelitian adalah untuk mengidentifikasi dan mengukur kinerja perpustakaan dengan menggunakan empat perspektif metode Balanced Scorecard. Penelitian menggunakan pendekatan kuantitatif dengan kuesioner sebagai instrumen penelitian, didukung oleh data sekunder dan hasil wawancara mendalam, kemudian dianalisis secara deskriptif analitis.

Hasil penelitian menunjukkan bahwa kinerja PU secara keseluruhan adalah baik; perspektif keuangan dikategorikan sangat baik karena PU mampu menyerap anggaran DIPA secara maksimal; perspektif pengguna dikategorikan baik karena sudah memberikan pelayanan berkualitas dan sesuai dengan kebutuhan pemustaka; perspektif proses internal dikategorikan baik, karena kinerja pegawai sudah memuaskan dan telah melaksanakan pekerjaan sesuai dengan TUPOKSI; perspektif pertumbuhan dan pembelajaran dikategorikan baik karena kemampuan pegawai dan sistem informasi sudah berkembang.

Peneliti menyarankan agar PU terus melakukan kegiatan-kegiatan yang menunjang peningkatan kinerja pegawai dan aktif melaksanakan promosi perpustakaan kepada pemustaka.

.....This research discusses the performance of the Main Library of UIN Jakarta. The research's purpose is to identify and to measure the library performance using four perspective of Balanced Scorecard method. This research uses quantitative approach with questionnaire supported by secondary data and depth interview as research instruments. Data is then analyzed according to analytical descriptive.

The result shows that the overall performance of the Main Library is good; financial perspective is categorized as very good because it has absorbed the budget as stated in DIPA (...); user perspective is categorized as good because it has given quality services based users' needs; internal process perspective is categorized as good because employees' performance is satisfactory, and they are able to perform their work based on TUPOKSI (main tasks and functions); learning and growth perspective is categorized as good, because employees' capability and the information system have been developed.

The researcher suggests that the Main Library continues the activities to support the improvement of employees' performance, and actively conducts library promotions to users.