

**MODEL PENGEMBANGAN KINERJA PERPUSTAKAAN PERGURUAN
TINGGI BERBASIS DELONE AND MCLEAN'S INFORMATION
SYSTEM FRAMEWORK**

DISERTASI

**Diajukan Untuk Memenuhi Sebagian Syarat Untuk Memperoleh
Gelar Doktor Pada Program Studi Manajemen
Konsentrasi Manajemen Sistem Informasi**



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Universitas Pendidikan Indonesia

Februari 2024

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SYSTEM FRAMEWORK**

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ABSTRAK

Arie Gunawan. NIM: 2002650 ‘‘**Model Pengembangan Kinerja Perpustakaan Perguruan Tinggi Berbasis Delone And Mclean’s Information System Framework**’’; dibawah bimbingan Promotor: Prof. Dr. Munir M.IT., Ko-Promotor: Dr. Yudi Wibisono, S.T., M.T., dan Anggota: Dr. Chairul Furqon, S. Sos., MM

Kinerja perpustakaan perguruan tinggi menjadi hal kritis dalam mengukur sejauh mana perpustakaan memenuhi tujuannya dalam memberikan layanan dan sumber daya kepada civitas akademiknya. Kinerja ini melibatkan aspek-aspek di antaranya kualitas layanan, pemanfaatan teknologi, dan dampak positif terhadap proses belajar-mengajar dan riset. Berdasarkan hal tersebut, peneliti menggunakan model DeLone and McLean untuk menilai keberhasilan sistem informasi perpustakaan yang merupakan kajian sehingga bisa meningkatkan kinerja perpustakaan. Model pengembangan kinerja perpustakaan berbasis Delone & McLean's Framework memberikan suatu pendekatan sistematis untuk menganalisis dan meningkatkan kualitas layanan perpustakaan. Populasi yang menjadi fokus dalam penelitian ini adalah perpustakaan perguruan tinggi yang berlokasi di Provinsi DKI Jakarta dengan jumlah sample sebanyak 260 responden. Penelitian ini menggunakan metode campuran, yaitu pendekatan kuantitatif untuk menguji hipotesis yang melibatkan hubungan antara variabel-variabel, dan pendekatan kualitatif untuk memahami kasus secara mendalam. Dari penelitian diperoleh hasil bahwa kualitas sistem informasi perpustakaan berpengaruh terhadap kualitas layanan perpustakaan, kualitas informasi dalam perpustakaan berpengaruh terhadap kualitas layanan perpustakaan dan penggunaan teknologi informasi, kualitas layanan teknologi perpustakaan berpengaruh terhadap penggunaan teknologi informasi. Kualitas layanan personal dalam perpustakaan dan kualitas penggunaan layanan dalam perpustakaan berpengaruh terhadap kualitas layanan perpustakaan, kemudian kualitas layanan perpustakaan dan penggunaan teknologi informasi berpengaruh terhadap dampak kinerja perpustakaan perguruan tinggi. Rekomendasi dari hasil penelitian yaitu perlu dilakukan sejumlah tindakan untuk meningkatkan kualitas layanan perpustakaan dan dampak kinerja perpustakaan perguruan tinggi, dengan cara memperbaiki dan meningkatkan sistem informasi perpustakaan, dan melakukan evaluasi terhadap koleksi informasi perpustakaan, serta memastikan layanan teknologi perpustakaan mudah digunakan dan dapat diakses oleh pengguna.

Kata kunci: delone & mclean, kinerja, koleksi, layanan, perpustakaan

ABSTRACT

Arie Gunawan. NIM: 2002650 "**Development Model of Higher Education Library Performance Based on Delone and Mclean's Information System Framework**"; under the guidance of Promoter: Prof. Dr. Munir M.IT., Co-Promoter: Dr. Yudi Wibisono, S.T., M.T., and Member: Dr. Chairul Furqon, S. Sos., MM

The performance of higher education libraries is critical in measuring the extent to which the library fulfills its objectives in providing services and resources to its academic community. This performance involves aspects including service quality, technology utilization, and positive impact on teaching-learning and research. Based on this, researchers used the DeLone and McLean model to assess the success of the library information system which is a study so that it can improve library performance. The library performance development model based on Delone & McLean's Framework provides a systematic approach to analyze and improve the quality of library services. The population that is the focus of this research is a college library located in DKI Jakarta Province with a total sample of 260 respondents. This research uses a mixed method, namely a quantitative approach to test hypotheses involving relationships between variables, and a qualitative approach to understand cases in depth. From the research obtained the results that the quality of library information systems affects the quality of library services, the quality of information in the library affects the quality of library services and the use of information technology, the quality of library technology services affects the use of information technology. The quality of personal services in the library and the quality of the use of services in the library affect the quality of library services, then the quality of library services and the use of information technology affect the impact of college library performance. Recommendations from the results of the study are that a number of actions need to be taken to improve the quality of library services and the impact of college library performance, by updating and improving library information systems, and evaluating library information collections, and ensuring library technology services are easy to use and accessible to users.

Keywords: delone & mclean, performance, collection, service, library

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