

## ABSTRAK

Perpustakaan Universitas Surabaya merupakan salah satu sarana penunjang akademik dalam menyediakan informasi perkembangan ilmu pengetahuan bagi para penggunanya di lingkungan Universitas Surabaya. Perpustakaan telah menerapkan SNI ISO 9001:2008 sejak tahun 2011, meskipun kini tidak memiliki sertifikasi akan ISO tersebut tetapi sasaran mutunya masih digunakan hingga sekarang. Penelitian ini membahas rancangan dan penerapan sistem pengukuran kinerja di Direktorat Perpustakaan Universitas Surabaya berbasis standar ISO 11620:2014. Penelitian dimulai dengan mengidentifikasi indikator pengukuran kinerja yang digunakan, mengidentifikasi kesenjangan indikator, merancang dan menerapkan model sistem pengukuran kinerja, serta *dashboard* untuk menampilkan hasil pengolahan indikator. Metode yang digunakan dalam penelitian adalah metode deskriptif. Dari identifikasi ditemukan 2 kelompok indikator kinerja pengukuran Perpustakaan UBAYA, yaitu (i) Indikator ISO – Rencana Mutu yang memiliki 12 indikator, dan (ii) Indikator Sasaran Pokok Pengembangan yang memiliki 24 indikator hasil perbandingan dari tahun 2019/2020-2021/2022. Hasil analisis kesenjangan indikator pengukuran yang digunakan perpustakaan terhadap standar ISO 11620:2014 menunjukkan hanya 33,333% atau 12 dari total 36 indikator Perpustakaan UBAYA yang memenuhi standar Internasional ISO 11620:2014 berdasarkan perhitungan persentase pemenuhan “YA”, dengan 3 Indikator ISO – Rencana Mutu dan 9 Indikator Sasaran Pokok Pengembangan hasil konversi terhadap ISO 11620. Sehingga, diketahui ada total 16 indikator yang dirancang dan ditetapkan melalui pengolahan data pada Perpustakaan UBAYA dengan masing-masing 8 indikator kinerja standar ISO 11620:2014 pada dua kategori, yaitu (i) Indikator Kinerja Sudah Ada, dan (ii) Indikator Kinerja Relevan & Dapat Diolah. Selain itu, dalam menampilkan kinerja-kinerja Perpustakaan UBAYA dari pengolahan data diperlukan *dashboard*. Hasil pengolahan data berupa 16 indikator kinerja akan ditampilkan pada 2 *dashboards* berbeda atas 2 kategori indikator kinerja.

**Kata kunci:** Perpustakaan Universitas Surabaya, ISO 9001:2008, ISO 11620:2014, Rancangan dan Penerapan Sistem Pengukuran Kinerja, *Dashboard*

## **ABSTRACT**

*University of Surabaya Library is one of the academic support facilities in providing information on the development of science for its users within the University of Surabaya. The library has implemented SNI ISO 9001:2008 since 2011, although now does not have it ISO certification, but its quality targets are still being used today. This study discusses the design and implementation of a performance measurement system at the University of Surabaya Library Directorate based on the ISO 11620:2014 standard. The research begins by identifying the performance measurement indicators used, identifying performance indicator gaps, designing and implementing a performance measurement system model, as well a dashboard to display the results of indicator processing. The method used in this research is descriptive method. From the identification, it was found that there 2 groups of UBAYA Library measurement performance indicators, namely (i) ISO Indicator – Quality Plan which has 12 indicators, and (ii) Main Development Goals Indicator which has 24 indicators of comparison results from 2019/2020-2021/2022. The results of the gap analysis measurement indicators used by the library against the ISO 11620:2014 standard showed only 33.333% or 12 of the total 36 indicators the UBAYA Library that met the International standard of ISO 11620:2014 based on the calculation of the percentage of "YES" fulfillment, with 3 ISO indicators - Quality Plan and 9 Main Development Goals Indicator. Thus, there are a total of 16 indicators designed and determined through data processing at the UBAYA Library with each 8 performance indicators ISO 11620:2014 standards for two categories, namely (i) Performance Indicators Existing, and (ii) Relevant & Processable Performance Indicators. In addition, in displaying the performances used by the UBAYA Library, a dashboard is needed. The results of data processing in the form of 16 performance indicators will be displayed on 2 different dashboards for each categories of performance indicators.*

**Keywords:** *University of Surabaya Library, ISO 9001:2008, ISO 11620:2014, Design and Implementation of Performance Measurement System, Dashboard*