

**IT BALANCED SCORECARD ANALYSIS FOR INFORMATION
TECHNOLOGY PERFORMANCE MEASUREMENT AT PALEMBANG
CITY LIBRARY AND ARCHIVES OFFICE**

ABSTRACT

The Palembang City Library and Archives Office is an agency that has implemented Information Technology in operational activities in the library. In its implementation, there are still problems that hinder library services, including the lack of competent IT human resources, weak system security, and lack of measurement of IT performance. This research aims to assess the extent of the contribution of the use of IT in supporting the vision, mission, and goals of the agency using the Balanced Scorecard IT framework. The IT Balanced Scorecard Framework is used to assess the performance of Information Technology with four perspectives, namely organizational contribution perspective, user orientation, operational improvement, and future orientation. The results of the measurement of Information Technology performance at the Palembang City Library and Archives Office yielded an overall score of 82.67% which showed that the IT performance in the library was in the good category, where the corporate contribution perspective was 89.56% in the percentage range was good, the user orientation perspective was 89.95% in the percentage range good, the operational excellence perspective was 77.08% in the percentage range was good, and the future orientation perspective was 73.38% in the percentage range was enough.

**Keywords: IT Balanced Scorecard, Information Technology, Performance
Measurement.**

**ANALISIS *IT BALANCED SCORECARD* UNTUK PENGUKURAN KINERJA
TEKNOLOGI INFORMASI PADA DINAS PERPUSTAKAAN DAN
KEARSIPAN KOTA PALEMBANG**

ABSTRAK

Dinas Perpustakaan dan Kearsipan Kota Palembang merupakan instansi yang sudah menerapkan Teknologi Informasi dalam kegiatan operasional di perpustakaan. Dalam penerapannya masih ditemui masalah yang menghambat pelayanan perpustakaan antara lain, kurangnya SDM berkompenten TI, keamanan sistem lemah, dan belum adanya pengukuran terhadap kinerja TI. Penelitian ini bertujuan untuk menilai sejauh mana kontribusi dari penggunaan TI dalam mendukung visi, misi, tujuan instansi menggunakan *framework IT Balanced Scorecard*. *Framework IT Balanced Scorecard* digunakan untuk menilai kinerja Teknologi Informasi dengan empat perspektif yaitu perspektif kontribusi organisasi, orientasi pengguna, penyempurnaan operasional dan orientasi masa depan. Hasil pengukuran kinerja Teknologi Informasi pada Dinas Perpustakaan dan Kearsipan Kota Palembang menghasilkan nilai keseluruhan sebesar 82.67% yang menunjukkan kinerja TI diperpustakaan masuk dalam kategori baik, dimana perspektif kontribusi organisasi sebesar 89.56% dalam *range percentage* baik, perspektif orientasi pengguna sebesar 89.95% dalam *range percentage* baik, perspektif penyempurnaan operasional sebesar 77.08% dalam *range percentage* baik, dan perspektif orientasi masa depan sebesar 73.38% dalam *range percentage* cukup.

Kata Kunci: *IT Balanced Scorecard*, Teknologi Informasi, Pengukuran Kinerja.