ANALISIS KINERJA BADAN PERPUSTAKAAN DAN KEARSIPAN PROVINSI SUMATERA BARAT: PENDEKATAN *COMMON ASSESSMENT FRAMEWORK*
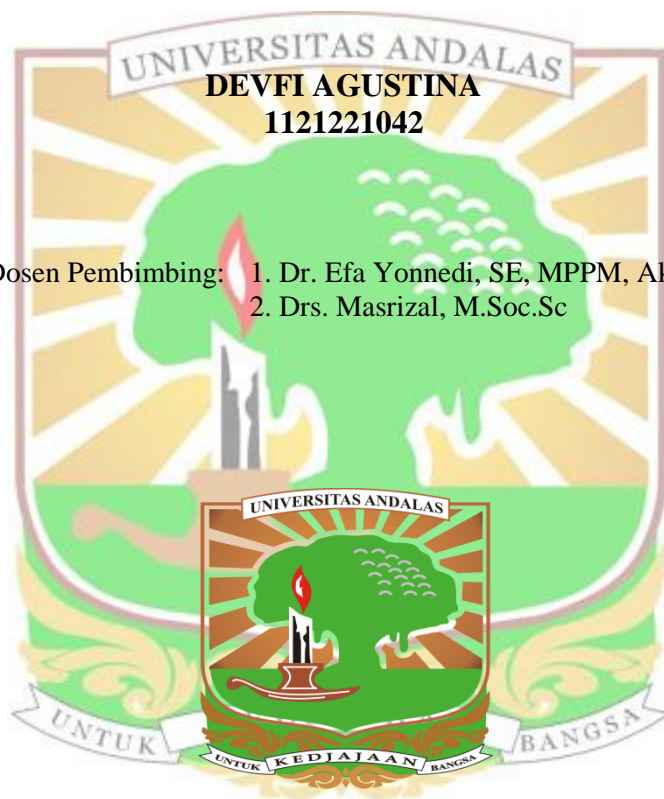
Tesis

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Abstrak

Penelitian ini bertujuan untuk menganalisis kinerja Badan Perpustakaan dan Kearsipan Provinsi Sumatera Barat berdasarkan 4 kriteria hasil *Common Assessment Framework* (CAF). Penelitian ini dilaksanakan dengan metode analisis deskriptif. Penelitian ini menggunakan data primer yang diperoleh melalui survei dan wawancara dengan responden dan data sekunder yang diperoleh melalui telaah dokumen. Responden dalam penelitian ini adalah pegawai Badan Perpustakaan dan Kearsipan dan pengunjung perpustakaan (pemustaka). Variabel penelitian ini adalah kinerja dengan 4 sub variabel yang didasarkan pada kriteria hasil CAF. Teknik analisis data dalam penelitian ini menggunakan statistik yaitu statistik deskriptif dengan menggunakan *microsoft excell*. Hasil penelitian menunjukkan bahwa kinerja Badan Perpustakaan dan Kearsipan berdasarkan kriteria hasil tanggung jawab sosial dan kriteria hasil Indikator Kinerja Utama (IKU) sudah baik. Sedangkan kinerja Badan Perpustakaan dan Kearsipan berdasarkan kriteria berorientasi pada masyarakat/penerima layanan dan kriteria hasil Sumber Daya Manusia (SDM) aparatur masih belum baik. Kinerja Badan Perpustakaan dan Kearsipan berdasarkan kriteria berorientasi pada masyarakat/penerima layanan masih belum baik pada indikator terkait kualitas produk dan jasa, keterlibatan dan partisipasi masyarakat, tingkat penggunaan cara baru dan inovatif dan ketersediaan dan keakuratan informasi. Kinerja Badan Perpustakaan dan Kearsipan berdasarkan kriteria hasil Sumber Daya Manusia (SDM) aparatur masih belum baik terutama pada indikator terkait kepuasan atas mobilitas/rotasi pegawai, pengelolaan pola karier, keterlibatan pegawai dalam organisasi dan penghargaan terhadap individu dan tim.

Kata kunci: Kinerja, *Common Assessment Framework* (CAF), Badan Perpustakaan dan Kearsipan

PERFORMANCE ANALYSIS OF LIBRARY AGENCIES AND ARCHIVES OF WEST SUMATERA PROVINCE: APPROACH *COMMON ASSESSMENT FRAMEWORK* (CAF)

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Abstract

This research aims to analyze the performance of Library Agencies and Archives of West Sumatera Province based on 4 result criteria of *Common Assessment Framework* (CAF). This research was conducted by descriptive analysis method. This study uses primary data obtained through surveys and interviews with respondents and secondary data obtained through document review. Respondents in this study are employees of Library Agencies and Archives and library visitors. The variable of this research is performance with 4 sub variables based on result criteria of CAF. Technique of data analysis in this research use statistic that is descriptive statistic by using microsoft excell. The results showed that the performance of the Library Agencies and Archives based on the result criteria of social responsibility result and the result criteria of Key Performance Indicators (KPI) is good. While the performance of the Library Agencies and Archives based on oriented criteria to citizen/customer and the result oriented criteria of Human Resources (people) is still not good. The performance of the Library Agencies and Archives based on oriented criteria to citizen/customer is still not good on indicators related to product and service quality, community involvement and participation, level of use of new and innovative ways and availability and accuracy of information. The performance of the Library Agencies and Archives based on result oriented criteria of Human Resources (people) is still not good, especially on the indicators related to satisfaction on the mobility/rotation of employees, the management of career patterns, the involvement of employees in the organization and the appreciation of individuals and teams**.**

Keywords: Performance, *Common Assessment Framework* (CAF), Library Agencies and Archives of West Sumatera Province